

SBUA-1

**Reference: Exhibit 3, Schedule 4, page 8
ICM Projects PRZ and ERZ - Cable Replacement**

- a) Please explain what is the average time of completion of each project proposed by Alectra regarding the “Cable replacement”.**
- b) Please explain the consequences in terms of service interruption and any other impact to small businesses resulting from the cable replacement, if any.**
- c) Please explain which measures Alectra plans to adopt to mitigate those interruptions or impacts if any.**

Response:

1 a) Depending on the scope of the project, the duration of construction can last between three to
2 five months. The majority of the time is spent on civil work, with a smaller component on
3 electrical work. While the total duration of a project between cable replacement and cable
4 injection is similar, this is due to the nature of the work completed. Cable replacement projects
5 require a significant amount of time on civil construction to install the new duct. These projects
6 are also smaller in scope. As provided in response to AMPCO-20, the average kms for a cable
7 replacement project is 3.6km. The actual time needed for injection is relatively short, however
8 the scope of work is much larger. The average kms for a cable injection project is 18.5km as
9 provided in response to AMPCO-20.

10

11 b) and c)

12

13 Alectra Utilities works in partnership with all its customers to ensure that during the execution
14 of projects, minimal to no interruptions are experienced by customers. This includes providing
15 notice to customers in advance and discussions with staff onsite during work, if required. This
16 may also include assisting with some traffic control or relocation of equipment for deliveries
17 or site access. Due to the nature of major projects within road allowances, there may be
18 increased traffic/traffic control for construction vehicles; potential reduction in on-street
19 parking; outages for customers; and access restrictions to parking. This may impact
20 customers for a few hours to a day (8 hours).

SBUA-2

**Reference: Exhibit 3, Schedule 4, page 8
ICM Projects PRZ and ERZ - Cable Injection**

- a) Please explain what is the average time of completion of each project proposed by Alectra regarding the “Cable injection”.**
- b) Please explain the consequences in terms of service interruption and any other impact to small businesses resulting from the cable injection, if any.**
- c) Please explain which measures Alectra plans to adopt to mitigate those interruptions or impacts if any.**

Response:

- 1 a) Depending on the scope of work, the duration of the project can last between three to five
2 months. The majority of the time is spent on preparation for the actual injection. This includes
3 switching operations to allow for testing of the cable to determine if it is eligible for injection. If
4 injection is viable, the elbow terminations on the cable are replaced to allow the fluid to flow.
5 The injection of the fluid takes a very short amount of time. Please also see Alectra Utilities’
6 response to SBUA-1.
7
- 8 b) and c)
9 The impact of cable injection on Alectra Utilities’ customers is minimal. There is an initial
10 outage (up to 6 hrs.) where a larger area is impacted to prepare the entire area for injection.
11 All impacted customers receive notices at least 1 week (normally 2 weeks) in advance of the
12 work commencing. In situations where a customer is supplied radially, and the cable is to be
13 injected, there will be a second interruption (< 2 hrs. normally) for the cable to be injected.
14 The outage date and time is coordinated with the customer to ensure minimal impact to their
15 operations. In all cases, customers can contact the coordinator on the outage notice, the call
16 center, or onsite staff if there is additional support or an issue to be resolved.

SBUA-3

Reference: Exhibit 4, Attachment 11, page 6.

“A strong majority of Alectra Utilities customers across all rate classes and in all rate zones are satisfied with the utility overall. More often than not, residential customers are more satisfied than business customers, but this varies by rate zone. Among business customers, larger volume customers tend to be more satisfied than lower volume customers”.

- a) Please explain what measures have been adopted by Alectra to improve customer satisfaction in lower volume business customers.**
- b) Please provide any report and/or analysis that support the measures adopted by Alectra.**
- c) If there are no measures adopted, please explain what measures Alectra will take to improve customer satisfaction in lower volume business customers.**

Response:

- 1 a) b) and c)
2 Alectra Utilities strives to continually improve customer satisfaction for lower volume business
3 customers. In 2020, Alectra Utilities implemented a new Interactive Voice Response (“IVR”) to
4 improve customer satisfaction and reduce wait times. Through this initiative, a separate phone
5 queue was established for commercial and industrial customers to ensure that customers calling
6 into that queue are able to speak with Customer Service Representatives familiar with applicable
7 commercial rates and customer service issues.
8
9 Through the COVID-19 pandemic, Alectra Utilities worked with small businesses to administer
10 the COVID-19 Energy Assistance Program for Small Business (“CEAP-SB”). This initiative
11 supported over 2,500 customers with \$1.8MM in assistance to pay their electricity bills. Alectra
12 Utilities also extended a voluntary disconnection ban for small business customers until the start
13 of 2022, well beyond the OEB’s extended disconnection ban which ended July 31, 2020. This
14 included encouraging commercial customers to contact the utility and make flexible payment
15 arrangements.

- 1 Finally, Alectra Utilities has a number of upcoming initiatives as part of its Customer Experience
- 2 project which will enhance the online and digital experience of all customers, and specifically
- 3 provide commercial customers with added functionality to view and download their usage data,
- 4 administer their accounts online and make payments.

SBUA-4

**Reference: Exhibit 4, Attachment 11, page 8
Top Three Priorities by Rate Class**

- a) Please explain what measures have been adopted by Alectra to help GS<50kW business customers manage electricity consumption.
- b) Please provide any report and/or analysis that support the measures adopted by Alectra.
- c) If there are no measures adopted, please explain what measures Alectra will take to help GS<50kW customers manage electricity consumption.

Response:

- 1 a) b) and c)
- 2 Alectra Utilities has continued to support small business customers in managing their electricity
- 3 consumption in the following ways:
- 4 • Assisting small business customers in completing their Interim Conservation First
- 5 Framework applications to maximize their incentives;
- 6 • Promoting the current SaveOnEnergy Small Business Program for small business
- 7 customers to receive \$2000 - \$2500 in energy efficient measures; and
- 8 • Providing energy consumption comparison tools accessible through the My Account
- 9 portal.
- 10 In addition, Alectra Utilities has a number of upcoming initiatives as part of its Customer
- 11 Experience project. Alectra Utilities will be providing business customers with Green Button
- 12 functionality to enable them or their authorized third party to download demand, consumption and
- 13 bill data.
- 14
- 15 Please also see Alectra Utilities' response to SBUA-3.

SBUA-5

**Reference: Exhibit 4, Attachment 11,
Summary of Customer Preferences, page 7**

“Which of the following cable injection strategies would you prefer?” “Don’t Know”

- a) Please explain what measures were adopted by Alectra to help small business customers understand the options proposed regarding cable injection strategies.**
- b) Please provide any report and/or analysis that support the measures adopted by Alectra.**
- c) Please explain if after receiving the answer “Don’t know” there was some feedback or a more detailed explanation by Alectra to the small business customers to help them understand the proposed options.**

Response:

- 1 a) The customer engagement workbook provided background information and maps showing
2 the current health of underground cables in the Enersource and PowerStream rate zones,
3 along with a local case study about the impact of underground cable failures in their region.
4 Further, the workbook included an informative slide that provided descriptions of cable
5 injection and cable replacement, along with images of each. Finally, customers were
6 presented with the potential cable injection and replacement strategies, along with rate impact
7 information to allow respondents to make an informed choice. Please refer to Attachment 11,
8 Innovative Customer Engagement Report, Appendix 1.0 – ICM Report pp.12-19, 21, and 28.
9
- 10 b) Please see Alectra Utilities’ response to part a).
11
- 12 c) The workbook was tested in a series of online one-on-one interviews with residential
13 customers to ensure comprehension and to test for length. Diagnostic questions were
14 included to assess the customer experience and the workbook included a comment box for
15 every substantive question to allow customers to flag concerns. The diagnostic questions
16 indicate that small business customers felt comfortable with the content. For instance, pp.41-
17 42 of Appendix 1.0 - ICM Report, shows that 70% to 82% of small business customers had a

- 1 favourable impression of the workbook and 70% to 78% of small business customers felt that
- 2 the workbook had just the right amount of information.