

July 10, 2003

M. Paul Pudge
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, 26th Floor
Toronto Ontario, M4P 1E4

Dear Mr. Pudge:

**Re: Combined Distribution Service Area Amendment Proceeding
Board File No. RP-2003-0044 Interrogatories to Applicants.**

As per Procedural Order No.1, please find enclosed the response for questions 1, 2, 3, 4, 5, and 6 from the Coopérative Hydro Embrun Inc.

We have also enclosed 5 hard copies and an electronic copy.

Yours truly,

Benoit Lamarche
Manager
Coopérative Hydro Embrun Inc.

Encl.

I4.10.1 Please provide a precise description of the remaining service area associated with the application (i.e.: phases 4, 5 & 6 of the Quartier Frontenac development) suitable for inclusion in the amended licence.

Please refer to Appendix “4”

I4.10.2 What is the proposed timing of the developer’s servicing plans for these three remaining phases of the development?

Please refer to Appendix “4”

I4.10.3 Please provide evidence that the customer has contacted Hydro One and requested information regarding distribution services and connection. The evidence should include a) the date of contact, b) the information requested and c) the response from Hydro One.

Please refer to Appendix “4”

I4.10.4 What system reinforcement and expansion work is required by Embrun Hydro to connect the customer? What is the capital cost of that work? What is the capital contribution being requested from the customer?

No system reinforcement and expansion work is required by the Coopérative Hydro Embrun Inc. to connect the customer on the distribution system. It’s a continuance from phases 1, 2, and 3 and will also remain the same for Phases 4, 5, and 6. The capital cost will be the installation of the distribution equipment in the following phases approved by the Municipality (4, 5, 6). The Coopérative will have an economic evaluation study and will determine the capital contribution being requested from the customer. Attached as Appendix “1” the capital cost and the contribution of the developer for phase 3. Capital cost for phases 3 is \$144,936. Capital contribution requested from the customer is \$60,202.

I4.10.5 What are the Embrun Hydro’s reliability indices and service quality indicators?

See Appendix “2” as per year 2002

I4.10.6 What other quantitative evidence is available to compare Embrun Hydro's reliability and service quality with that of Hydro one's reliability and services quality in the area? Please provide such evidence.

The Coopérative Hydro Embrun Inc. has dealt with their customers for over 40 years and know their customers very well. As a small town with 1500 customers and a local office the customers are very familiar with the compagny. The quality of the service is better for the customers because they can deal directly person to person for billing inquiries, new connections, appointments, underground locates, etc. Compared to Hydro One customers just outside our limits who have to call in Markam to have the services mentioned above. With a local office we give the opportunity to the customers to speak to someone they know over the phone. Another service that Hydro One cannot give to their customers is to be apart of the Coopérative as a member and have the opportunity to get a patronage return. Concerning the reliability service, the Coopérative had 26 emergency calls in 2002. A system analysis has been done on May 3, 2003 for the following issues: line loss analysis, fuse co-ordination, phase balance, voltage drop analysis, and recommendations. Mr. Bill Wood, consultant, does the work for the Coopérative and stated that the distribution system overall is in excellent condition. Also included Affidavit from a customer and from Ginette Patneau, employee of the Coopérative, as Appendix "3". Furthermore, the remaining phases 4, 5, 6, is a perfect location to pick up the remaining phase for the Coopérative, because of our ability to feed it. In order to feed this subdivision, Hydro One would have to build a temporary line across the subdivision. From a reliability point of view, it makes more sense to feed it off by the Coopérative system. For the developer it's a saving of \$30,000 if phase 4, 5, and 6 are connected to the Embrun Hydro system.