

Ontario Energy Board (Board Staff) INTERROGATORY #6

Interrogatory

Please compare the price, reliability and quality of service that would be offered by Hydro One and Veridian to the two customers.

Response

Networks does not have data regarding Veridian's reliability and is therefore unable to provide a comparison. Networks' reliability statistics are compiled at a company-wide, not local, level. This company-wide data would not be indicative of Networks' reliability in the proposed amendment area. Networks believes that it offers similar reliability in its urban areas to that of LDC's, which would be higher than the reliability in the remainder of Networks' rural service area. A direct comparison of Networks' company-wide reliability data and Veridian's reliability data if it were available would be inappropriate.

Below are Networks' 2002 Reliability statistics as reported to the Ontario Energy Board.

SAIFI	SAIDI	CAIDI
3.2	12.5	3.8

Networks does not have information regarding Veridian Connections Inc.'s quality of service and is unable to provide the Board with a comparison. Networks' comments on the quality of service it provides to these two customers:

- Outage Management from a 24hr./7 day a week Distribution Operations Management Centre, providing provincial coordination and dispatching for all outages to ensure prioritization and prompt response. In addition, the centre monitors incoming calls to predict outage locations to improve workforce coordination and response time.
- Local work centres in Bowmanville and Newmarket to provide immediate response to customer requirements.
- Centralized work dispatch to ensure the right resources are assigned, and appointments and customer requirements are fulfilled.
- A company-wide Emergency Response Plan that provides access to crews and equipment across the Province, as well as Mutual Assistance Agreements with other LDCs in the Province of Ontario and in the U.S.
- Access to a 24 hr./7 day a week Customer Call Centre for all inquiries, including billing issues, outage reporting, and new service connections.

1 In terms of price, service connection costs charged to the two customers are provided in
 2 Networks' application RP-2003-0044/EB-2003-0031 Tabs E and F. Networks is
 3 unaware of the charges proposed by Veridian to connect the two customers.

4
 5 Networks and Veridian followed the "simplified procedure" for unbundling the pre-
 6 existing rates under section 3.2 of the *Electricity Distribution Rate Handbook*. Neither
 7 utility's current rates reflect the cost of service. The current rate comparison between
 8 Networks, Veridian, and other LDCs using an average of 275 kWh a month is set out in
 9 the table below:

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	Networks G1*	Networks Acquired (average)	Veridian GS (Brock)	Veridian GS (Port Hope)	Veridian GS (Belleville)	Veridian GS (Pickering)	Average LDC (All)
Service Charge	\$32.94	\$11.57	\$ 12.01	\$ 5.96	\$ 19.85	\$ 14.00	24.48
Volumetri c Charge	\$0.0251	\$0.008	\$ 0.0164	\$ 0.0098	\$ 0.0159	\$ 0.0173	0.0095
Total Bill (DX)	\$39.84	\$13.77	\$ 16.52	\$ 8.66	\$ 24.22	\$ 18.76	\$27.09
Non-DX (Uplifted)	\$19.83	\$19.28	\$ 19.19	\$ 19.19	\$ 19.19	\$ 19.19	\$19.28
Total Bill	\$ 59.67	\$33.05	\$ 35.71	\$ 27.84	\$ 43.41	\$ 37.94	\$46.37

11 * G1 rates used as both customers were assigned this rate classification.