

VECC INTERROGATORY #9

INTERROGATORY

Reference: Evidence of Wirebury Connections Inc., paragraph 64

Preamble: "Some parties have suggested that allowing embedded distribution connections within their service areas will diminish service quality, confuse customers and create operational inefficiency"

a) Is it Wirebury's position that allowing embedded distribution connections would not impact negatively on overall service quality and operational efficiency?

RESPONSE

Wirebury's position is that embedded distribution will positively impact overall service quality and operational efficiency. Service quality and operational efficiency is a function of each individual distributor's policies and procedures, embedded or otherwise. At a minimum, each distributor is expected to follow the Service Quality Indicators (SQI's) established by the OEB. Customer choice for Wirebury over a host LDC is evidence of that customer viewing Wirebury's service offerings more favorably than the host LDC's. Wirebury also agrees with the direction being set by the Electrical Safety Authority to establish electric distribution safety regulations and codes, which all electrical distribution utilities will follow.

As noted in Wirebury's prefiled evidence, interval meters will be a standard service offering which will allow customers to enhance their conservation efforts and save money by, for example, doing laundry and dishes later at night. The host LDC will benefit operationally by the reduction in peak load demand.

As in the case today, especially in highly congested urban settings, it is important that utilities maintain accurate records of their existing infrastructure and be knowledgeable about the location as well as the specific functions of these assets. All utilities have established procedures and protocols for working on their own assets as well as the contiguous assets of others. This will not change with embedded distribution. As discussed in Wirebury's response to Board Staff at Ex. J12, T10, S4, protocols and processes worked effectively in the past when there were over 300 incumbent LDCs and appropriately managed, will continue to ensure safe, efficient, reliable service in the future.

