

VERIDIAN CONNECTIONS INTERROGATORY #16

INTERROGATORY

In paragraph 64, Wirebury indicates that reliability will be one of the service attributes that customers will use to judge competitive offers for distribution services. Given that Wirebury has no history or track record as an electricity distributor, and that the company's proposed status as an embedded distributor makes it heavily reliant on the reliability of its host distributor, how might a prospective customer reasonably compare the reliability of competing distributors?

RESPONSE

The overall service quality and reliability is a function of each individual distributor's, policies and procedures. At a minimum, each distributor is expected to follow the Service Quality Indicators (SQI's) established by the OEB. Wirebury also agrees with the direction being set by the Electrical Safety Authority ("ESA") to establish electric distribution safety regulations and codes that all electrical distribution utilities will follow. These SQI's, regulations and codes are in place to protect a prospective customer and ensure that a distributor is living up to its commitments.

In addition, Wirebury will be using 'best-in-class' service providers to design, maintain and operate its electrical infrastructure. These service providers are experts in their fields and many of them provide similar services to other incumbent LDC's. Some, such as Enbridge (partner and shareholder), have been in the energy distribution business for many years and have a long history of developing and utilizing optimized, efficient distribution practices.

As stated in its evidence at paragraph 64, Wirebury, as a new entrant, can leapfrog ineffective processes and less efficient technologies to offer its customers state of the art distribution services at competitive rates. Wirebury's interval metering technology will provide a frequent indicator, to itself and its customers, of its energy delivery reliability. This technology will provide an easy means of measuring its SQI's in this area to determine if service reliability is due to problems on Wirebury's electrical system or due to problems with the host distributor.

