

**Ontario Energy  
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**Commission de l'énergie  
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BY EMAIL AND WEB POSTING

August 30, 2017

**To: Customers of Hydro One Networks Inc. (Distribution)**

**Re: Additional Steps for Customer Engagement in the Hydro One Rate Hearing  
Ontario Energy Board File No. EB-2017-0049**

The Ontario Energy Board (OEB) has now issued Procedural Order No. 1 [http://www.rds.ontarioenergyboard.ca/webdrawer/webdrawer.dll/webdrawer/rec/582111/view/po1\\_Hydro%20One%20Networks\\_20170830.PDF](http://www.rds.ontarioenergyboard.ca/webdrawer/webdrawer.dll/webdrawer/rec/582111/view/po1_Hydro%20One%20Networks_20170830.PDF) in its review of the application by Hydro One Networks Inc. (Hydro One) for distribution rates for the years 2018 to 2022. The Procedural Order sets out the schedule for the hearing. The purpose of this letter is to inform interested customers of Hydro One of the steps that the OEB has included in the hearing to incorporate what the OEB has heard from customers through its engagement steps so far and to provide customers with an additional opportunity to have their concerns heard directly by the decision-makers in this case.

The OEB held ten community meetings across the province in relation to Hydro One's application. The goals of the meetings were to provide customers with information on the OEB's rate hearing process and Hydro One's application and to hear directly from customers about the requested yearly rate increases sought in the application. The OEB also received more than 3,000 letters of comment from Hydro One customers in respect of this matter.

In developing the schedule for the hearing, the OEB was guided by the comments and concerns that were raised by consumers at community meetings and in the letters of comment. Accordingly, in its order, the OEB has made provision for steps in the proceeding that will ensure that customer comments and questions given to the OEB through its customer engagement processes so far are incorporated into the hearing, to require Hydro One to address the themes raised in those comments and questions and to provide customers of Hydro One with an additional opportunity to voice their opinions in respect of Hydro One's application.

In particular, OEB staff will file a report by **September 7, 2017** that summarizes the consumer presentations, questions, comments and concerns raised at community

meetings. Following which Hydro One will make a presentation of its application to the OEB decisions-makers in which it must address the issues raised by customers during the OEB community meetings and in the letters of comments. The Hydro One presentation is scheduled for **September 26, 2017** and will be held at the OEB's offices in Toronto. Customers of Hydro One are invited to attend the presentation and for those who are not able to attend, you can listen live on the OEBs website.

The oral hearing begins on **February 5, 2018** at the OEB's offices in Toronto. The OEB is inviting residential and small business customers to make presentations directly to the OEB decision-makers in the case. This session will also be webcast to allow broad participation. Please refer to the OEB's Procedural Order for more information. **Please note that if you wish to make a presentation at the oral hearing, you are required to pre-register with the OEB at [Registrar@oeb.ca](mailto:Registrar@oeb.ca) or by calling 1-888-632-6273 by January 26, 2018.**

Any questions relating to this letter should be directed to Kristi Sebalj, Registrar, [Registrar@oeb.ca](mailto:Registrar@oeb.ca). The Board's toll-free number is 1-888-632-6273.

Yours truly,

*Original Signed by*

**Kristi Sebalj**  
**Registrar**

c.c. Erin Henderson, Hydro One Networks Inc.