

November 5, 2015

Electrical Safety Authority
155A Matheson Blvd. West
Mississauga, ON L5R 3L5

**Re: Electrical Safety Authority Public Consultation #15-02,
Halton Hills Hydro Inc. Response to Questionnaire and Methodology.**

To Whom this May Concern,

Halton Hills Hydro Inc. (HHHI) is a community focused utility that holds paramount the health and safety of our customers, residents, businesses, and staff when it comes to electrical safety. HHHI is pleased to have the opportunity to review the draft Public Electrical Safety Awareness Questionnaire and have the following comments with respect to the questions and methodology.

1. HHHI believes the wording of question 5 may result in respondents providing an incorrect answer mainly because many people who have previously performed work and obtained locates at that time may already know where the underground lines are at their property and may not be inclined to call for locates again. We believe the question should be reworded as such **"If you were to undertake a household project that required digging should you call for a locate of underground utilities before digging"**? HHHI believes this question will demonstrate a respondents knowledge of what they SHOULD do, not what they WOULD do. The wording of the current question presented may lead a respondent's response to a correct answer if they feel obliged to pick a response that seems safe. The scoring of this suggested wording is YES = 1.00pt, NO = 0.00pt, and Don't Know = 0.00pt.
2. Question 7 may deliver undesirable results as there are many choices that result in a zero score. HHHI recommends the two answers of "Less than 1m" and "1 to less than 3m" be combined into one answer of to the effect of **"Less than 1m up to 3m"**.
3. Similar to our comments for question 7, HHHI believes that in Question 9, the number of possible responses resulting in a zero score may be seen as too many choices during a telephone survey. Respondents may only focus on the last one or two choices given during said survey. HHHI recommends that zero point responses that include a distance be combined into one choice to the effect of **"More than 1m but less than 10m"**.

HHHI assumes that the Local Distribution Companies (LDC's) will be tasked with educating the public in our respective service areas about electrical safety. Further, HHHI understands that the results of the survey could be used to determine what programs the LDC's might focus their safety campaigns on. HHHI recommends that the Electrical Safety Authority (ESA) works with LDC's to create province wide safety campaigns that the ESA and LDC's can jointly and collaboratively deliver to ensure a consistent message to everyone in the province. HHHI's concern is that if LDC's are focusing solely within their service area based on the results of their Public Safety Awareness survey, customers and residents may have the impression there are varying safety requirements across the province. If the LDC's were able to share their results of each question to the ESA, a provincial safety strategy and campaign could be developed by the ESA and LDC's working together.

Slide 16 indicates that including the Public Safety awareness survey questions as part of customer surveys would not reach a representative sample. HHHI believes that it is more cost effective to conduct the Public Safety Awareness survey as part of our Customer Satisfaction Survey. This approach is more cost effective than conducting two surveys. A combined survey will also reduce the potential of survey fatigue for those that could potentially be contacted/ asked to take part in multiple surveys. The increased costs associated with conducting 2 separate surveys would be borne by the ratepayers of HHHI. The Ontario Energy Board has been focusing on customer value and in HHHI's opinion, conducting 2

separate surveys is contrary to the OEB's mandate. HHHI believes that combining the Public Safety Awareness and Customer Satisfaction surveys will still reach a representative sample of the population. In a combined survey, we recommend beginning with the Public Safety Awareness portion first to ensure the sample group is reached.

Thank you for the opportunity to comment.