



Hydro One Remote Communities Inc.
680 Beaverhall Place
Thunder Bay ON P7E 6G9
Toll Free: 1-888-825-8707
Telephone: 1-807-474-2800
Fax: 1-807-577-1318



www:HydroOne.com

November 9, 2015

Farrah Bourre
Manager, Stakeholder Relations & Research
Electrical Safety Authority
155A Matheson Blvd. West
Mississauga, ON L5R 3L5

Subject: ESA Consultation – Public Electrical Safety Awareness Survey for LDCs

Dear Ms Bourre:

Thank you for the opportunity to comment on the Electrical Safety Authority's recommendation to the Ontario Energy Board for a Public Electrical Safety Awareness Survey. I am commenting on behalf of Hydro One Remote Communities Inc. ("Remotes")

Remotes serves customers in 21 remote communities north of the transmission grid. 13 communities are accessible only by plane or winter road. 15 are First Nation communities. Because our service territory is not connected to the grid, we supply both distribution and generation services. Our comments focus primarily on the proposed methodology and timing for the survey.

Survey Sample Size:

The report recommends a survey sample size of 400, based on Stats Canada information for the service territory. Remotes notes that most of the First Nation communities it serves do not participate in Stats Canada research, but the number of on-reserve registered band members is available from Aboriginal Affairs and Northern Development Canada's website. Although the geographic area we cover is large, the community populations are very small. We serve 2,753 homes, with an estimated total population, including children, of 11,147. Additionally, a large number of our customers do not have telephones and/or computer access. We currently conduct customer satisfaction surveys every two years and glean responses of about 200. A sample size of 400 may not be achievable in our service territory.

Timing of Survey

Remotes conducts an electrical safety awareness program that includes school/community presentations on electrical hazards, bill insert information and posters in communities that



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highlight both generation and distribution hazards. Due to the geographic distribution of our service territory and the cost to fly to remote locations, community meetings and presentations do not occur each year. Additionally, the OEB requires biennial surveys of customer satisfaction, not annual. A biennial survey of electrical safety awareness may be often enough to gauge the impact of educational efforts and improvements over time, as well as being less expensive. The electrical awareness survey could be conducted in the alternate years that customer satisfaction surveys are undertaken.

Underground Cable

Remotes expects that knowledge among its residential customers about calling to locate underground cable installations would be very low. Residential customers, historically, have not requested underground secondary installations; *all* residential installations are overhead. While underground cable installations by customers has become more common over the last 5 years, and there has been a significant increase in requests for locates by environmental companies digging test holes, these installations are related to Band, Ministry of Transportation and Nav Canada accounts. Requests for both the installations and locates come from the contractors who are building or digging, not from community residents.

Demographic Information

Remotes notes that it currently serves one farm. There are no condominium buildings and no residential buildings higher than 5 stories.