

Office of the Ombudsman

483 Bay Street
South Tower, 7th Floor
Toronto, Ontario M5G 2P5

**Fiona Crean
Ombudsman**



December 14, 2015

Dear Mr. Adams,

It is with some consternation that I read your latest blog post this morning. I will leave it to the acting Ombudsman of the City of Toronto to set the record straight regarding the office's investigation of Toronto Hydro. With respect to my actions on that file, you are in error and misrepresented the facts.

However, you also suggested this left my appointment as Hydro One's first ombudsman under a cloud. This could not be further from the truth.

- The new Board of Directors has given me a strong mandate, a matter of public record with the IPO filing.
- I am independent from the operations of the company, as I report directly to the Board.
- I have unfettered access to all data across the corporation and can initiate systemic investigations.

I am currently establishing the structure and systems for this new office, as well as with staffing it appropriately. I anticipate opening for business in early March 2016 so that I can serve the customers and citizens of Hydro One to the same independent standard that I have always exercised.

In the interests of balance, I encourage you to publish this letter on your blog.

Thank you for your attention.

Yours sincerely,

A handwritten signature in black ink, appearing to be "Fiona Crean", with a long horizontal line extending to the right.

Fiona Crean
Ombudsman
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