

Rebuttal, City Hall Meeting with Toronto Hydro July 7, 2015

The city of Toronto is paying CEO Anthony Haines \$1,2 Million a year. Surely he should appear before City Council to answer questions. Why wasn't he there?

1. The OMS, the Outage management system, as employee's will tell you, was not finished. It was barely half built, when Senior staff put a halt to its completion and Employee's were simply told to **"Make it work"**.

Ben Lapianta is on record saying that the OMS had a few "Hiccups". This is patently false. **The OMS has completely failed and completely collapsed in every single emergency since its inception in 2006, from the March 1st 2007 storm to present, as all the Dispatchers, Controllers and Trades Persons will tell you.**

Ben Lapianta is also on the record as saying they are waiting for money from the OEB to fix the OMS. This is also patently false. **Toronto Hydro has received over \$3.5 billion in rate increases from the OEB since 2006 with virtually NO oversight.** They could have fixed the OMS anytime they wanted, but didn't.

2. Ben Lapianta stated repeatedly that they have trained over 110 design techs to better report damage. **From the Ice Storm in 2013 to today's date there has been NO training of Controllers dispatchers and front line trades staff in emergency preparedness. NONE.**

One day of training does not make you an expert in damage to the Hydro system and does absolutely nothing to fix that damage in a timely manner. One of the main problems in the ice storm was the lack of trained personnel.

3. Ben Lapianta talked about **"Just in time"** hiring. A practice not found in any other utility anywhere. Working on high voltage lines is a very dangerous job at the best of times. Trades personnel are well paid for their skill in handling risk. **Trades personnel Apprentices require a great deal of time working alongside, senior, experienced Journey Persons. This is the way it has been done, unbroken for over 100 years. This is the only way to train Hydro apprentices. It is impossible to do it any other way.**

There has been no succession planning whatsoever and most of the Senior experienced staff has retired or is about to. **Who is going to train the new Apprentices 5 years from now? Lives are being put at risk. Claiming you can do "just in time" hiring is very misleading and quite dishonest.**

As the "Ice Storm" clearly demonstrated, you can't respond to emergencies if you don't have the trained and experienced people to do so. Having that "Institutional Knowledge" is critical to be able to respond to emergencies.

“Just in time” is a term borrowed from material management. In order to save money on hydro equipment and materials, Hydro suppliers kept storage of Hydro materials until they were needed. It never worked very well. **On that subject, how do you get material quickly and “Just in time” when you have to ship it from your warehouse in Vaughan?**

4. Lack of maintenance today will create many of tomorrow’s emergencies.

Toronto Hydro has done virtually no maintenance on the downtown underground network system, stations and overhead Scadamate switches. These switches require opening and closing, adjustment and lubrication at least once per year.

What is Toronto Hydro’s maintenance schedule for these systems and has it been followed?

NO IT HASN’T. BECAUSE THE EXECUTIVES BONUSES ARE BASED UPON CAPITAL SPENDING, NOT SPENDING ON MAINTENANCE.

**These systems will eventually fail due to lack of maintenance and then who will fix them ?
The people of Toronto have been unnecessarily been put at risk.**

5. The “**BOX**” cross-arm construction from the 1920’s on King, Queen, Dundas, College and massive sections of the downtown core has not received any attention in the last 10 years despite Toronto Hydro receiving more than \$3.5 billion in rate increases from the Ontario Energy Board. Why has Toronto Hydro completely ignored these sections of the city? Working on the Box construction is extremely difficult and very dangerous. It requires a great deal of skill to work on it. Who is going to do this work over the next 30 - 40 years?

At amalgamation, there were 1850 Unionized Employees. Now there are approximately 900. Half. **Trades and frontline staff are at historically and extreme low levels. There are decades of full time work for 500+ more trades and technical staff. Yet Toronto Hydro been downsizing by packages and not replacing retiree’s.** Senior staff at Toronto Hydro, have in fact shown nothing but contempt for front line workers and have a quiet policy of harassing Unionized workers until they quit. Many have. Many more wish they could.

There is no investment in the future capabilities of Toronto Hydro.

The CEO of Toronto Hydro appears to be getting the company ready to sell.

It is jaw dropping that Toronto Hydro has been given \$3.5 billion in rates increases and has requested \$2.5 billion more with virtually NO oversight.

There really needs to be an audit performed on Toronto Hydro’s expenditures specific to large project based expenditures including, the Outage Management System, hiring strategy, application of procurement policies including IT, value for money on contracted out work and Executive compensation and executive expenses since 2006. **The Auditor General for the city of Toronto, in a motion from City Council, should be given this task.**