

April 27, 2016
44 Pilgrim Drive
Markham, Ontario
L6C 1T9

Mr. Paul Dubé
Ombudsman of Ontario
483 Bay Street
Toronto, Ontario
M5G 2C9

Dear Mr. Dubé,

This is a joint letter from, a retirees group (trades, technical, engineering and management staff) each of whom, worked for decades at Toronto Hydro and Tom Adams, an independent energy and environmental advisor and researcher focused on energy consumer concerns. We are very concerned about deteriorating safety, security of supply and affordability for all customers under the present management and governance of Toronto Hydro.

Unbeknownst to each other, we recently found out that we had the same concerns about Toronto Hydro and have pursued similar or even identical remedies in parallel. This letter represents a joint complaint. (Tab A in our binder.)

Since 2005 Toronto Hydro has received \$6 billion in rate increases for the businesses and ratepayers in Toronto and has also been put into almost \$2 billion in debt. What you will find in this binder is that all this has occurred with no effective oversight from the responsible public authorities.

We have concrete proof of serious issues. These include at least one major blackout caused by Toronto Hydro's negligence, a conflict of interest that was a serious factor in the ice storm of 2013 and its follow up, information on questionable real estate deals, billions in contracts to contractors with no effective oversight, and resume fraud and perjury under oath at regulatory hearings.

The CEO of Toronto Hydro was exposed starting in May 2013, for providing a fraudulent resume and lying under oath at regulatory hearings. When we presented the documented proof to the Ontario Energy Board, their response was, "We're going with the information that was presented at the time". The OEB subsequently took no effective action. We note that since July 2010, the Ontario Energy Board has been operating in violation of the governance requirements of the OEB act. Since we exposed his perjury he has not testified at regulatory hearings nor has he appeared before City council. How can a Public Utility operate with a CEO, who cannot represent his company at hearings for fear of being cross examined about his resume and false testimony at past hearings? (Tab 12 in our binder.)

Separately, we also took this documentation to the City of Toronto's Ombudsman, Fiona Crean who initially indicated great enthusiasm. However, we were dismayed that in the end the City Ombudsman conducted an investigation that was so narrowed in scope and time frame that there was little to be found. (Tab B in binder)

While the scope did include emergency policies and procedures, the investigation did not address the serious public safety issues of the Union St. blackout which was central to both our complaints to Ms. Crean (Tab #2 in binder). The City of Toronto's Ombudsman was hired as Ombudsman for Hydro One immediately following the stopping of the Toronto Hydro investigation.

The situation with the City of Toronto's Auditor General can only be described as bizarre. Despite meeting with her twice (she called us back for the second meeting) and her initial keen enthusiasm to investigate our concerns, she became extremely evasive.

She promised us a written response that never came. Repeated phone calls and registered letters went unanswered (Tab C in binder).

This is the reason why we are writing to you. There are serious issues that need examination at Toronto Hydro and the Ontario Energy Board. The City of Toronto Ombudsman and the City of Toronto Auditor General are either underfunded or unable to do the work.

We request a meeting with you to show you and explain our documentation on Toronto Hydro and the failure of guardian institutions under your purview.

We look forward to hearing from you.

Paul Kahnert

David Grant

Tom Adams

Paul Kahnert - worked at Toronto Hydro for 33 years as an overhead tradesperson, crew leader and relief supervisor. Very active in the union, sat on four negotiating committees, many arbitrations, was spokesperson for the Ontario Electricity Coalition and led the provincial campaign and court case, stopping the sale of Hydro One in the spring of 2002.

David Grant -Professional Engineer, worked at Toronto Hydro for over 31 years, with over 20 years as a department manager. Responsibility for the ongoing operation of four different production departments, typically consisting of over 100 supervisory, professional, staff, and trades employees. Represented Toronto Hydro at the Metro Toronto Emergency Planning Advisory Committee and the IESO Crisis Management Support Team. Led the installation of various Toronto Hydro computer systems including the SCADA System and Outage Management System.

Tom Adams - is an independent energy and environmental advisor and researcher focused on energy consumer concerns, mostly in Eastern Canada. He has worked for several environmental organizations and served on the Ontario Independent Electricity Market Operator Board of Directors and the Ontario Centre for Excellence for Energy Board of Management. He is a media commentator and guest newspaper columnist. He has published peer-reviewed papers in a range of fields. He has presented expert testimony before many legislative committees and regulatory tribunals in Canada.