

# Decision Reconsideration Standards



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## 1. OVERVIEW STATEMENT

- 1.1 The Hydro One Ombudsman (“the Ombudsman”) serves as the office of last resort for complaints concerning Hydro One Inc. and its subsidiaries. The Ombudsman’s Office typically only reviews complaints that remain unresolved after the Complainant has exhausted all Internal Complaint Processes within Hydro One.
- 1.2 This document outlines the Ombudsman’s Decision Reconsideration Standards, including the finality of Decisions made by the Office and the Exceptional Circumstances under which a Decision may be reconsidered.

## 2. PURPOSE

- 2.1 The purpose of these standards is to clarify the Hydro One Ombudsman’s intended finality of its Decisions and detail the Exceptional Circumstances under which the Reconsideration of a Decision may occur. These standards are intended to ensure transparency, consistency, and clarity for Complainants engaging with the Office.

## 3. SCOPE

- 3.1 These standards apply to all Decisions made by the Ombudsman’s Office concerning complaints brought forward by individuals or their representatives.

## 4. DEFINITIONS

- 4.1 “**Complainant**” means customer, stakeholder, and any affected party or group who has dealings with Hydro One regarding its services and makes a complaint

to the Ombudsman's Office. A Complainant may include someone acting as a representative on behalf of a Complainant.

- 4.2 “Decision”** A conclusion or outcome reached by the Ombudsman's Office after reviewing a complaint. Decisions are not subject to appeal within Hydro One nor to the Board of Directors and may only be reconsidered in Exceptional Circumstances as outlined in these standards.
- 4.3 “Exceptional Circumstances”** means rare situations where significant new information is presented that would likely have led to a substantially different outcome.
- 4.4 “Hydro One”** means Hydro One Inc. and its subsidiaries (together referred to as “Hydro One”).
- 4.5 “Internal Complaint Processes”** The steps and channels within Hydro One for customers or stakeholders to raise and resolve complaints before engaging the Ombudsman's Office. These may include contacting the Customer Care Centre, escalating to a supervisor or manager, further escalating to the Customer Relations Centre and any formal resolution offered by Hydro One.
- 4.6 “Ombudsman's Office”** means the Hydro One Ombudsman and the Ombudsman's staff.
- 4.7 “Reconsideration”** A review of a decision already made by the Ombudsman's Office under specific circumstances outlined in these standards.

## **5. NO RIGHT OF APPEAL**

- 5.1.** As the office of last resort, the Ombudsman's Office renders Decisions that are final. These Decisions cannot be appealed within Hydro One nor to the Board of Directors.
- 5.2.** Once a Decision has been made, the Ombudsman's Office may issue recommendations. These Decisions, and any accompanying recommendations, are not legally binding on either Hydro One or the Complainant.

## **6. RECONSIDERATION**

A Decision will only be reconsidered if both of the following criteria are met:

**6.1.1.** Significant new evidence or facts have come to the attention of the Office that were not available at the time of the original review, or were not considered during the decision-making process; and

**6.1.2.** It is reasonably likely that this new information would have resulted in a substantially different outcome had it been known or considered at the time.

**6.2.** Whether or not a request for Reconsideration satisfies the above criteria is within the sole discretion of the Ombudsman.

## **7. CONFIDENTIALITY**

**7.1.** The Ombudsman's Office is committed to maintaining confidentiality. The Ombudsman's Office shall maintain confidentiality in its operations, subject to the Ombudsman's Mandate, Terms of Reference, the Duty of Confidentiality Standards, as well as additional Ombudsman Office Standards/Practices and any applicable laws.

**7.2.** Notwithstanding the above, where a letter or email is issued following a Reconsideration, the Ombudsman's Office may share the letter with Hydro One if it supports transparency, fairness, or systemic improvement.

## **8. FEEDBACK PROCESS**

**8.1.** The Ombudsman's Office strives to meet and exceed expectations while delivering its services. Feedback or comments may be sent to [Ombudsman@HydroOne.com](mailto:Ombudsman@HydroOne.com) or through one of the following contact methods:

Mail: Office of the Hydro One Ombudsman  
483 Bay St., South Tower  
Toronto, ON M5G 2P5  
Phone: 1-844-608-8756 or 416-345-1505  
TTY: 416-345-5839  
Fax: 416-345-6129

## **9. REVIEW OF STANDARDS AND PROCEDURES**

- 9.1.** These standards will be reviewed and amended as may be required by the Ombudsman's Office. The Ombudsman's Office shall also update the procedures that accompany these standards as needed.

## **10. RELATED DOCUMENTS**

- 10.1.** These standards are accompanied by related procedures. Other documents related to these standards are noted below.

Related Document	Effective Date of Document	Applicable Sections
Duty of Confidentiality Standards	March 14, 2022	Entire Standards
Terms of Reference	August 11, 2020	ss. 30 and 44

**Approval Date: June 11, 2025**