



## REPORT FOR ACTION

# **Ombudsman Toronto Report: Enquiry into Toronto Hydro's "Project Carlaw": Pole Replacement in the former Ward 30**

**Date:** March 1, 2019

**To:** City Council

**From:** Susan E. Opler, Ombudsman

**Wards:** All

## **SUMMARY**

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Pursuant to section 170(2) of the *City of Toronto Act, 2006* (COTA), Ombudsman Toronto has concluded an Enquiry into Toronto Hydro's Project Carlaw: Pole Replacement in the former Ward 30.

We hereby table with City Council for its March 2019 session the Enquiry Report, dated February 13, 2019.

## **RECOMMENDATIONS**

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The Ombudsman recommends that City Council receive the report for information.

## **FINANCIAL IMPACT**

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This report has no financial impact.

## **DECISION HISTORY**

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Ombudsman Toronto conducted the Enquiry pursuant to section 171(1) of COTA, which empowers the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City and most of its agencies, corporations and adjudicative bodies. This function is conferred and exercised independently of Toronto City Council and of the City administration.

## **COMMENTS**

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The report details the issues Ombudsman Toronto addressed in the Enquiry, the steps it took, its findings and recommendations.

Ombudsman Toronto found that Toronto Hydro's communication with residents about this hydro pole replacement project fell short of what fairness requires and what the public should reasonably expect.

Toronto Hydro Corporation has accepted all of the Ombudsman's findings and has committed to implementing her recommendations.

## **CONTACT**

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## **SIGNATURE**

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(Original signed)

Susan E. Opler  
Ombudsman

## **ATTACHMENTS**

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