

# Ombudsman Toronto Investigation Report: An Investigation into Toronto Hydro's Processes for Customer-Owned Infrastructure

**Date:** April 10, 2024  
**To:** City Council  
**From:** Kwame Addo, Ombudsman

## **SUMMARY**

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Pursuant to section 170(2) of the *City of Toronto Act, 2006 (COTA)*, the Ombudsman has concluded the report about its Investigation into Toronto Hydro's Processes for Customer-Owned Infrastructure. We hereby table with City Council for its April 17, 2024 session the Investigation Report, dated April 12, 2024.

## **RECOMMENDATIONS**

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The Ombudsman recommends:

1. City Council receive the report (April 12, 2024) from the Ombudsman for information.

## **FINANCIAL IMPACT**

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Toronto Hydro has accepted the report recommendations, which will result in Toronto Hydro incurring remediation costs associated with the deficiencies identified in the customer-owned Hydro vault. While the exact cost of the repairs is not known at this time, Toronto Hydro has confirmed that it will assume these remediation costs.”

## **DECISION HISTORY**

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The Investigation was conducted pursuant to section 171(1) of COTA, which empowers the Ombudsman to independently and impartially investigate any decision, recommendation, act or omission in the course of the administration of the City or many

of its agencies, corporations or adjudicative bodies. This function is conferred and exercised independently of Toronto City Council and of the City administration.

## **COMMENTS**

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Ombudsman Toronto's Investigation report contains 13 recommendations. Toronto Hydro indicated it will accept and will readily implement 11 of my 13 recommendations.

## **CONTACT**

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Kwame Addo  
Ombudsman  
Tel: 416-392-7061  
Email: [kwame.addo@toronto.ca](mailto:kwame.addo@toronto.ca)

## **SIGNATURE**

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Kwame Addo  
Ombudsman

## **ATTACHMENTS**

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