

**From:** [BoardSec](#)  
**To:** [Shelly-Anne Connell](#)  
**Subject:** FW: Re:- File No. EB-2010-0131 - Notice of Application (Horizon Utilities Corporation)  
**Date:** September 27, 2010 1:48:00 PM  
**Attachments:** [Certification](#)

---

-----Original Message-----

From: Robert W. Morrow [REDACTED]  
Sent: September 27, 2010 11:28 AM  
To: BoardSec  
Subject: Re:- File No. EB-2010-0131 - Notice of Application (Horizon Utilities Corporation)

Gentlemen:-

The Horizon Utilities Corporation, which serves my residence in Hamilton Ontario, is asking for an APPROXIMATE rate increase of 11.8% (for its' non-general-service users, and not being subject to any "monthly demand", and representing the GREATEST NUMBER of the accounts on the Corporation's ledgers).

Firstly, I note that the percentage is ONLY AN APPROXIMATION, with NO UPPER LIMIT or EXACT PERCENTAGE noted!!

I note that its' regular bill, to us, is for a specific amount in dollars (usage x rate).

If they can be specific in the calculation of their bill, they should at least have that same capability, and so display it, before applying to the Ontario Energy Board for permission to dig into each and every customers' pocket.

Furthermore, Horizon Utilities Corporation in its' Notice of Applications speaks of "other POTENTIAL CHANGES to the electricity bills" (fourth para). This being interpreted as "we are, SOON AND CERTAINLY, going to increase your Hydro bill again at our discretion and not yours". Another cash grab from its' customers on fixed incomes.

By nature, a Corporation exists to make money for itself. As a quasi-monopoly its' attempt to maintain and increase its' profits, to its' customer's cost and disadvantage, must be resisted whenever and wherever possible - the purpose of this letter to the Board.

I believe that I can speak for a large number of residential customers in the same situation:-

1. Retired
2. Receive only a FIXED INCOME (CPP, OAS, etc.) each month on which to exist, PLUS pay all bills
3. Use ONLY electricity in the home (no natural gas or heating oil)
4. Followed Government recommendations in its' "OFF OIL" campaign, & switched entirely to electricity
5. Average home - 1300 sq. ft, one floor, upgraded insulation for economy
6. Use only electricity (forced air electric furnace, electric water heater, and all-electric appliances) .. Last winter the monthly consumption peaked at ~3300 kwh in January 2010, reducing to ~2500

\*kwh in the shoulder months

7. For economies' sake (being on a fixed income), use electricity, wherever possible in off-peak hours, and and reduced the home temperature level in the winter

8. However, the major consumers of electricity - electric furnace & electric water heater - are not programmable to operate at minimum capacity during peak & shoulder hours and go full-blast only at off-peak hours. They operate all-out to maintain the air or water temperature (even after use of programmable thermostat)

9. Receive no incentive, or consideration, from Horizon Utilities in consideration of:- retired, entirely electric home (ie:- completely at its' mercy to maintain a minimum life-style in our home)

May I recommend to the Board that:-

a. any increase in rates for residential customers be FIRST - be taken from the Horizon Utilities Corporation's profits, and when they are depleted to ZERO, then SECOND - apply to its' Residential Customers for their permission, in advance, to charge them only the penny-for-penny the out of pocket costs for delivery of electricity.

Ie:- Horizon Utilities Corporation to be, and act as, a completely non-profit corporation, and

b. Retired customers, using only and being entirely dependent on electricity, throughout their home, be automatically given monetary consideration in their bill for their continued display of loyalty to this Corporation:- and further in consideration of their fixed income status (they can not increase their income by applying to any Board for an increase of their choosing and receive it within a six month period, such as is being applied for by Horizon Utilities Corporation) that monetary consideration to include an additional amount in an attempt to maintain that level of fixed income.

3. The Board order that the Horizon Utilities Corporation refrain from increasing the current delivery charges to each and every residential customer

Thank you.

