

Fax

OEB BOARD SECRETARY

To: MR. KIRSTEN WALLI **From:** V. WATTERS

Fax: 1-416-440-7656 **Date:** 2/6/15

Phone: 1-888-632-6273 **Pages:** 4 incl cvr

Re: LETTER OF COMMENT EB-2014-0370

- Urgent For Review Please Comment Please Reply Please Recycle
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Ontario Energy Board
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Toronto Ontario M4P 1E4
Feb 6 2015

Attn. Kirsten Walli
Board Secretary
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Letter of Comment

Ref: EB-2014-0370

In addition to attached table of the TOP 10 problems you have identified as being experienced to date, I add these comments of UNFAIRNESS and UNORTHODOX electrical energy management, specific to Hydro One and OEB behaviors. These are reasons that OEB needs to address before blindly continuing to "always grant increases".

- 1) OEB should never have allowed minimum 1 x per year meter readings. Smart meter(AKA DUMB meter from here on in) was:
 - a) not built by Canadian manufacturing/Canadian jobs
 - b) excuse allowed by OEB form Hydro One to drop meter reading jobs, even where these meters cannot even yet be consistently read every month.
 - c) Is responsible for Top- ups that are killing people. At least former minimal quarterly readings were more manageable by Ontario families and business.
 - d) along with OEB authorized reductions to 19 days to pay (down from legally otherwise required 30 days), once bill is received may be as low as 14 days to pay, the 1 x/yr. Top-up needs to be removed.
 - e) Hydro One smart meters must be read monthly re the technology they boast. It either works and works 100% of the time WHERE THEY CLAIM INFRASTRUCTURE IS WORKINGor it gets removed.
 - f) At minimum, at Hydro One expense, re- hire meter readers again, and DEMAND MONTHLY READINGS EVERYWHERE.

- 2) Dumb Meters are:
 - a) causing house fires
 - b) are installed knowingly charging plus 1 to 3% more than the user is using.
All allowed by OEB. (No one I have talked to that challenged their inaccurate meter readings has ever been in a minus 1 to 3%). These fine pieces of technology should be required to read to a tolerance from manufacturing, as plus/minus .03% max. or deemed defective and removed/never installed.

- 3) Dumb Meters are:
 - a) Incapable of being monitored/measured for upmost integrity by the users. Also allowed by OEB. The old analogue meters, purely could not be messed with. They worked or did not. They could be humanly misread amid were, in the history of Hydro One behavior it continues, i.e. FREE LOANS TO THEMSELVES on the backs of hardships to their customers. (I assure you we can provide proof of this if we have to.)
 - b) OEB needs Hydro One to change that lack of integrity in its meters and system before allowing any further increases. All to be done at Hydro One costs, out of their magnanimous yearly profits you never make them dip into before further oppressing Ontarians and our economy.

- c) It has no way of detailing if correct signal is yours or someone else's...to the user. No way of advising if system hacked and it is software/digital subject to hack. NOT OK to accept THEIR words that this won't be a problem. They would likely be the greatest perpetrators given their taste for free loans to selves. Third gen meters if you continue this program with them MUST have non hack able, NON internet required viewing/monitoring by all. Meantime, biller MUST legally show proof of legal/integral amounts used, and accurately per real time billings. NO More top ups. Whoever spec'd these 1st and 2nd gen meters needs to be the one's responsible for the costs of manufacturing proper meters and retrofits.
- d) No one should ever be asked to go online and pay even more hydro to view what the hydro company is/should remain legally required to provide for you, with respect to the dollars they pull out of your pocket.
- e) Similarly, no one should ever have to be asked or required to voluntarily phone in readings to keep these people honest or provided with free labour by having to do so.

OEB rates increases:

- a) Always historically given. Never denied. Never without requirements/demands on the utility companies to do a balancing act in exchange.
- b) At night, is actually higher than it costs them to generate, but OEB still allows those high rates to be charged. You need to get more realistic and demand policies to reflect "**true generation rate to costs working structures**".
- c) Never to be without demands for increased operational efficiencies of the utilities admin, commodity market pricing, storage means and availability for of peak excess. NO ONE BUT ONTARIO FAMILIES AND BUSINESS TO GET FREE HYDRO they historically GIVEAWAY while harming US!
- d) LEAP and County dribbles for rebates/help with horrendous hydro bills is NOT EFFECTIVE means of handling these problems and in themselves, are POOR strategy.
- e) OEB needs to better address, ONT. GOV USE OF UTILITIES AS A MEANS OF PAYING DOWN their DEBTS (NOT UTILITIES DEBTS) for gov. mistakes that we have^{to} eat "I'm sorry" for (e.g. Canceled gas plants, e-health, Orange, dumb meters, and Sams etc.). This is incredibly wrong. NOT transparent and needs to be corrected.

OEB needs to get with their responsibilities to the people and to our business world; for better managing energy and keeping Ontario/Canadian poverty away.

V. Watters



Rank	Issue	Examples
1	Billing	Errors in billing amount, no bills received, transfer of arrears from other customer
2	Meters	Meter read incorrect, new meter registering higher consumption, dispute meter testing results
3	Service Quality	Frequency of power outages, damage to property, no response to letters / calls, long phone wait times, not notified of planned outages

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| 4 | Rates | Concern with changes to rates, incorrect rate applied, late payment charges |
| 5 | Disconnection /
Reconnection | Disagree with disconnection policy, disconnected without cause, concern with reconnection schedule or charges |
| 6 | Estimated Billing | Bill reconciliation / true-up too high, over-estimate billing, under-estimated billing |
| 7 | Explanation not
provided by utility | Connection requirements, distribution rates, explanation of bill / account information, Regulated Price Plan |
| 8 | Security Deposits | Disagree with amount requested, consumer feels deposit requested after disconnection for non-payment is unfair, additional deposit requested by utility, not provided option to pay over 4 billing periods |
| 9 | Disconnection
Notice | Notice did not contain required information, notice received fewer than 10 days prior to disconnection, provided documentation of health risk, less than 60 days' notice given |
| 10 | Arrears
Management
Program | Utility did not make available, cancelled when consumer did not default more than once, security deposit was not applied to amounts owing first, was not reinstated when paid in full before cancellation, was not given 10 days written notice to cancel |
| 10 | Billing Adjustments | Utility didn't provide supporting information, adjustment for longer than 2 years, not allowed to repay over same time period as error |