

# ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF WATERLOO NORTH HYDRO INC.

## Waterloo North Hydro Inc. has applied to raise its electricity distribution rates and other charges.

### Learn more. Have your say.

**Waterloo North Hydro Inc. has applied to the Ontario Energy Board to raise its electricity distribution rates effective January 1, 2021. If the application is approved as filed, a typical residential customer and a typical general service customer of Waterloo North Hydro would see the following increases:**

<b>Residential (750 kWh)</b>	<b>\$0.70 per month</b>
<b>General Service less than 50 kW (2,000 kWh)</b>	<b>\$4.81 per month</b>

**Other customers may also be affected.**

**Waterloo North Hydro Inc. has also applied for approval to:**

- **change four Specific Services Charges, related to providing reconnection at meter and reconnection at pole/transformer – during and after regular hours**
- **establish new standby charges for the General Service 50 kW to 4,999 kW and Large Use customer classes**
- **charge current and future General Service 50 kW to 4,999 kW and Large Use customers who have load displacement generation, on a gross load billing basis**

**It is important to review the application carefully to determine whether you may be affected by these changes.**

### THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC HEARING

The Ontario Energy Board (OEB) will hold a public hearing to consider the application filed by Waterloo North Hydro. At the end of this hearing, the OEB will decide what, if any, rate increase will be allowed.

Distributors such as Waterloo North Hydro typically apply for a full review of their rates every five years. Any rate changes for the years in between are made by applying an OEB-approved formula which is tied to inflation and other factors intended to promote efficiency. You may not get notice of future rate changes made by applying the formula.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

### BE INFORMED AND HAVE YOUR SAY

You have the right to information regarding this application and to be involved in the process.

- You can review Waterloo North Hydro's application on the OEB's website now.
- You can file a letter with your comments, which will be considered during the hearing.
- You can become an active participant (called an intervenor). As an intervenor, you can ask questions about Waterloo North Hydro's application and make arguments on whether the OEB should approve Waterloo North Hydro's request. Apply by **August 10, 2020** or the hearing will go ahead without you and you will not receive any further notice of the proceeding.
- At the end of the process, you can review the OEB's decision and its reasons on our website.

### LEARN MORE

These proposed charges relate to Waterloo North Hydro's distribution services. They make up part of the Delivery line - one of the line items on your bill. Our file number for this case is **EB-2020-0059**. To learn more about this hearing, find instructions on how to file letters or become an intervenor, or to access any document related to this case, please select the file number **EB-2020-0059** from the list on the OEB website: [www.oeb.ca/notice](http://www.oeb.ca/notice). You can also phone our Consumer Relations Centre at 1-877-632-2727 with any questions.

### ORAL VS. WRITTEN HEARINGS

There are two types of OEB hearings – oral and written. Waterloo North Hydro has applied for a written hearing. The OEB will determine at a later date whether to proceed by way of a written or oral hearing. If you think an oral hearing is needed, you can write to the OEB to explain why by **August 10, 2020**.

### PRIVACY

*If you write a letter of comment, your name and the content of your letter will be put on the public record and the OEB website. However, your personal telephone number, home address and email address will be removed. If you are a business, all your information will remain public. If you apply to become an intervenor, all information will be public.*

*This rate hearing will be held under section 78 of the Ontario Energy Board Act, 1998, S.O. 1998 c.15 (Schedule B).*



Ontario

Ontario Energy Board / Commission de l'énergie de l'Ontario