

Consumers Relations Centre
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
Toronto, On. M4P 1E4

January 7th 2009

Dear Consumers Relations;

Please find enclosed two letters to Hydro One with regard to Electricity Distribution Rates which I understand are currently to be reviewed.

The two letters illustrate our frustration with the way a new service to a garage on a residential property has been handled by Hydro and their cavalier attitude in the resulting billing. The "Delivery Charge" applied in this case is thirty seven times that of the electricity, with out any future warning. Documentation is available.

We hope this may be helpful to your investigation regarding the application on delivery charges and hope you may be able to help in our case to bring some reality to our billing.

Yours Truly;

Wm. Stonkus
14 Scottdale Drive R.R. 1
Hawkestone. On. L0L 1T0

705 487 0241

705 487 1928

Mr. Myles D'Arcy
Hydro One
483 Bay Street, 15th Floor
Toronto, On., M5G 2P5

Dear Sir;

I am attempting again to correct a situation brought about by Hydro One and it's staff, that has led to our unacceptable billing that results in "delivery charges" of more than thirty seven times that of the electricity itself. Our home delivery charge billing is the same as the electricity charge itself.

Please find enclosed a copy of our Oct. 27/08 letter, which was replied to by your Public Relations people who finally through a letter from your Jenny Cole; and a subsequent phone call could not give any explanation of the above, apart from an arbitrarily placed classification which could not be explained.

As well as all the items left unanswered in our above letter and the "after the fact" material now sent to us Dec. 15/08 by Jenny Cole, the fact remains that we were not informed by Hydro of charges that would be introduced that were so radically higher than those existing on our regular billing, at the time new work was being arranged.

We do not believe your Public Relations Dept., working under the guise of an "IMPLIED CONTRACT" excuses Hydro One, from its' responsibility to advise customers BEFORE such radical price hikes are levied.

As we now face considerable expense to redo the service; to bring your billing into reality; we are copying this letter to the Ontario Energy Board for their response as suggested by your people.

I would appreciate any further response from Hydro One.

January 7th 2009

705 487 0241

707 487 1928

Your Truly;

Wm. Stonkus.
14 Scottdale Drive, R.R. 1
Hawkestone. On.
L0L 1T0



Service address:

MR WILLIAM JOHN STONKUS
14 SCOTTDAL DR, GARAGE

Your account number:

45476-22000

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How we calculated your charges

Balance forward	Amount of your last bill	\$113.61
	Amount we received on October 30, 2008 - thank you	\$113.61 CR
	Balance forward	\$0.00
Your electricity charges	Your service type is General - Single Phase	
	Electricity used this billing period	
	We estimated your meter J2639432 on October 17, 2008	000053
	We read your meter on September 19, 2008	- 000035
	Difference in meter readings	000018
	Metered usage in kilowatt-hours $(18 \times 1) = 18 \text{ kWh}$	
	Adjusted usage in kilowatt-hours $(18 \times 1.092^*) = 20 \text{ kWh}$	
	Electricity: 20 kWh @ 5.0000 ¢	\$1.00
	Delivery	\$37.70
	Regulatory Charges	\$0.37
	Debt Retirement Charge	\$0.13
	GST (87086-5821-RT0001)	\$1.96
	Total of your electricity charges	\$41.16



Your meter number

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Your meter reading

5	4	3	2	1

