

**Lisa Pryor**  
441 Alder St W  
Apt 2  
Dunnville, On  
N1A 1S1  
905 701 9640  
lpryors@hotmail.com

**RE: EB-2009-0265**

My statements and questions concerning the proposed increase that ***Haldimand County Hydro Inc.*** are asking for is as follows:

Is ***Haldimand County*** looking to increase their rates because there is a bill in Parliament looking to lower rates for people on disabilities and lower incomes? (Bill 150) Green Energy and Green Economy Act, 2009

**Response**

***No, the potential impact of the Green Energy and Green Economy Act, 2009 has not been factored into this rate application.***

As **Haldimand County** must be aware the large amount of elderly, disabled, young families that live in this area that are on fixed incomes. Many of these are trying desperately to make ends meet. With this proposed increase it becomes the point of eating or paying utilities. **Haldimand County Hydro** as I have found out most of these houses and apartments etc. where **Haldimand Hydro** is actually billing is change late fees instead of changing their dates of when the bills are due. So that people on CPP or OW are paying for late fees. Which I am sure is adding up in their coffers. Many of these people can't make their funds last till the due date of their utilities.

### **Response**

***Haldimand County Hydro bills each customer in accordance with the direction set out by the Ontario Energy Board's Distribution System Code which includes providing customers with 16 calendar days to pay their monthly utility bill.***

***However, in February 2004 Haldimand County Hydro implemented an optional program for residential customers, referred to as "Customer Choice Due Date", to accommodate customers on fixed incomes. Customer Choice Due Date allows customers to select another predefined bill due date. Customers who wish to take advantage of the program must also enroll with our pre-authorized payment plan. This program offers customers a choice of alternative due dates which may fall outside of the standard 16 calendar days.***

***While Haldimand County Hydro is not obligated to offer the program, it is viewed as a friendly service to accommodate customers on fixed incomes. As of November 2009 Haldimand County Hydro has 141 customers enrolled in this program.***

Is **Haldimand County** looking to increase their rates because more people are using energy efficient means of using their utilities.

As an example : I have changed all my lights and water taps , shower head to energy efficient I have not notice any difference at all.

I do know that from where I lived last year to my current residence my hydro has doubled.

**Response**

***Haldimand County Hydro actively promotes Conservation and Demand Management programs as part of the provincial mandate to reduce provincial peak demand by 6300 MW by 2025. Utilities across the province have engaged in localized programs between 2005 and 2007 and further provincial programs designed by the Ontario Power Authority since 2006. The efforts of Conservation and Demand Management are critical to offset new generation requirements for the Province of Ontario.***

***Haldimand County Hydro is requesting to recover revenue lost due to energy conservation program savings in accordance with the Ontario Energy Board "Guidelines for Electricity Distributor Conservation and Demand Management EB-2008-0037" dated March 28, 2008. Please refer to Exhibit 10 of the current rate application. It is proposed that recovery of lost revenue will be collected from the rate classes who have benefited from the programming. For Residential customers the proposed increase amounts to a \$0.0022 per kilowatt-hour over a 12 month period.***