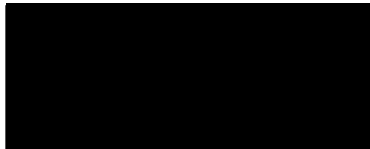


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ONTARIO ENERGY BD

J. Reid Duncan, B.A., LLB.



November 1, 2011

RJD 11/3/11
Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, Ontario
M4P 1E4

Dear Ms. Walli:

Re: EB-2011-0152

As requested by Lillian of your office, and further to my letter of October 27, 2011, attached is a copy of the substance of the e-mail dated October 26, 2011, to Mrs. Peggy Lund of Algoma Power Inc.

If anything further is needed, please contact me.

Yours truly,

A handwritten signature in black ink that reads "J. Reid Duncan".

J. Reid Duncan



Attachment

cc. Douglas R. Bradbury, FortisOntario

November 1, 2011

To: Ontario Energy Board

Attention: Lillian

Re: EB-2011-0152

As requested, attached is the content of the e-mail sent October 26, 2011, to Algoma Power Inc.

"October 26, 2011

Attention: Peggy Lund, Supervisor, Customer Service

Dear Mrs. Lund,

This note is further to a telephone message of October 17, 2011, for your return call.

The background follows:

- the above address is subject to "seasonal rates" according to Algoma's definition
- Algoma filed a Notice of Application (EB-2009-0278) on June 1, 2010, with the Ontario Energy Board for a delivery rate increase for seasonal residences
- the application stated that certain seasonal customers "would experience an approximate 37.4% increase in 2010 and a 23.9% increase in 2011 in their current delivery charges."
- as instructed in the OEB Letter of Direction dated June 24, 2010, the Notice of Application was published in *The Sault Star* on July 3, 2010
- many of the owners of seasonal properties subject to the increased delivery rates, reside elsewhere than the Soo area; they would not have received notice of Algoma's application
- the [REDACTED] delivery charge for Algoma's bill of September 21, 2010, was \$339.56; the bill dated October 12, 2011 for delivery was \$453.45 for an increase year to year of 33.54%

Please outline the submissions to the OEB in support of the rate delivery increase for seasonal properties.

Before filing its application did Algoma staff review its seasonal customer billing addresses to determine the most effective means of giving notice to these parties?

When submitting its application did Algoma advise the OEB that many of its seasonal customers had permanent residences beyond the circulation of *The Sault Star*?

In view of the considerable increase in the October 2011 bill, did any of the seasonal residents make submissions to the OEB in opposition to the proposed delivery charge? Please forward copies.

What steps may customers now take to have the rate increase reviewed based on lack of notice?

Please forward copies of the following:

1. all documents filed by Algoma in support of the application
2. the decision granting a rate increase issued by the OEB

Please respond by November 22, 2011.

Regards,

Reid Duncan
[REDACTED]

cc: Ontario Energy Board"
[REDACTED]