

Pg. 1

Kristen Walli (Board Secretary)

File no. EB-2012-0012

P.O. Box 2319

27th Floor

2300 Yonge St.

Toronto, Ont. M4P 1E4

Attention Board Secretary.

I am totally against giving Canadian Niagara Power Corporation Inc. permission to increase delivery charges beginning Jan. 1st 2013 due for the following reason.

With the implementation of smart meters, rates have already significantly increased. Due to the increase of delivery charges our bills would increase even more than they already have.

Since the countries economic situation is very poor, with people losing their jobs, customers are finding it more difficult to pay their hydro bills. Every increase no matter how small makes a great difference.

I need to point out the actual usage of or cost of power stated on our bill does not correlate with delivery charges. What is actually used in power and delivered to you does not balance.

For example the cost of power used was \$2.65
delivery charges was \$19.43

The amount of delivery charges is way too high and does not justify the actual amount of the hydro used.

2
p. 2

The power company charges delivery charges even if there is no power delivered to the residence (breakers were shut off) and there is zero cost of power since there was no usage of power.

eg. cost of power used is 0.00
delivery charges \$18.52 plus HST

Since there is no consumption nothing is being used. Niagara Power should not be able to charge for delivery since nothing is being delivered. This practice should be changed.

There is a need to mention that the cost of delivery rises each year and this would significantly increase the bill even if there is absolutely no usage and the power is shut off.

I have a few empty apartments and I pay delivery charges each month for each unit even if there is no customer or usage of hydro. My bills are based entirely on delivery charges followed by HST charges which is based on delivery charges.

If nothing is being delivered there should be no bill. My bill is \$19.09 with no usage of power each month.

In my opinion the hydro company is already charging more than enough and is not justified with today's economic conditions, salary reductions, down sizing and high unemployment rates.

Pg. 3.

The hydro company should be reflecting economic conditions and should go down with hydro cost and not up.

It's also very ironic that Canada is paying the United States to take our excess hydro. instead of receiving money for it.

Why not give cheaper rates and let the Canadian public use it. so therefore no excess hydro is available and need to get rest of.

When the consumer tries to conserve the demand for hydro goes down; and as a result the hydro company loses money. So how do they make up that loss of money. They raise delivery charges or the rate of ^{the} cost of power.

The smart meter was implemented to save customers money (eg. off peak times) and reduce energy usage during specific times.

Since the hydro company seeks to increase delivery charges there is no incentive to save by the customer.

Even when the government gives a 10% reduction on electric bills there would be no savings since delivery charges are increased. The consumer is no further ahead using smart meters.

No matter how much the consumer saves, there is always an increase in rates. It's a vicious circle and a no win situation for the consumer.

If you have any questions or require any clarification, please feel free to contact me at [REDACTED]

Yours Truly.

Emilie Schneider

Canadian Niagara Power Inc.

1130 Bertie St.

P.O. Box 1218

Int. Erie, Ont.

L2A-5Y2

This is the name and address of the power company that I deal with.