

JUL 23 2012

ONTARIO ENERGY BOARD

TO: Ontario Energy Board
P.O. Box 2319
2319 Yonge Street, 27th Floor
Toronto ON M4P 1E4
Attention: Kirsten Walli, Board Secretary

17 July 2012

FROM: [REDACTED]

Reference EB-2012-0136 Property [REDACTED]

I wish to express my dismay at the request to the Board to increase delivery charges.

Your Notice of Application mentions that the delivery charge is based on kWh usage. I wish to refer to my own experience:

Our Bill for the period December 2 2011 to March 5 2012 shows the following:

Delivery charge	\$71.17	kWhs used	\$0.00
HST charged	\$9.34		

For the period March 5 2012 to June 4 2012:

Delivery charge	\$78.31	kWhs used	\$6.91
HST charged	\$11.19		

As confirmation, copies of these bills are enclosed.

We are constantly asked to limit our electricity use. What is the incentive when our usage was minimal but the total of these two bills amounted to \$160.69 to cover use of electricity amounting to \$6.91 .?

Even the HST - \$20.53 - charged is greater than the amount of electricity consumed.

You will see why I am totally against any increase in delivery charges.

[REDACTED]
Peter King

This represents a bizarre distortion of the economic rules of "user pays" and cost to the consumer being relative to consumption. Severe reduction of delivery charge is called for - an increase is not justified in these circumstances. P.K.



Service address:



Page 2 of 2

How we calculated your charges

Balance forward	Amount of your last bill	\$98.09
	Amount we received on January 10, 2012 - thank you	\$98.09 CR
	Balance forward	\$0.00
Your electricity charges	Your service type is Residential - Seasonal	
	Electricity used this billing period	
	[Redacted] billing period December 2, 2011 to March 5, 2012	
	Metered usage in kilowatt-hours (0.0000 x 1) = 0.00 kWh	
	Adjusted usage in kilowatt-hours (0.00 x 1.092*) = 0 kWh	
	Electricity: On-Peak: 0.00 kWh @ 10.8000 ¢	
		\$0.00
	Mid-Peak: 0.00 kWh @ 9.2000 ¢	\$0.00
	Off-Peak: 0.00 kWh @ 6.2000 ¢	\$0.00
	Delivery	\$71.17
	Regulatory Charges	\$0.75
	Debt Retirement Charge	\$0.00
	HST (87086-5821-RT0001)	\$9.34
	Total of your electricity charges	\$81.26
	Ontario Clean Energy Benefit (-10%)	\$8.13 CR
	New total of your electricity charges	\$73.13

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[Signature]

Time of Use Periods for Summer and Winter

Time Period	Summer (May 1st - Oct 31st)	Winter (Nov 1st - Apr 30th)
On-Peak	Weekdays: 11 a.m. - 5 p.m.	Weekdays: 7 a.m. - 11 a.m. & 5 p.m. - 7 p.m.
Mid-Peak	Weekdays: 7 a.m. - 11 a.m. & 5 p.m. - 7 p.m.	Weekdays: 11 a.m. - 5 p.m.
Off-Peak	Weekdays: 7 p.m. - 7 a.m. & Weekends and Holidays	Weekdays: 7 p.m. - 7 a.m. & Weekends and Holidays

Electricity: This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor *. Hydro One collects this money and pays this amount directly to our suppliers.

*When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business. The adjustment factor accounts for these losses.

Delivery: These are the costs of delivering electricity from generating stations across the Province to Hydro One then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use.

Regulatory Charges: Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy and Infrastructure conservation and renewable energy programs.

Debt Retirement Charge: The debt retirement charge pays down the debt of the former Ontario Hydro.

NOTE: For a detailed explanation of electricity terms, please visit www.HydroOneNetworks.com or www.oeb.gov.on.ca.

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Your account number: [REDACTED]

Billing date:

March 23, 2012

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Customer service

Hydro One Networks Inc.
PO Box 5700
Markham, Ontario L3R 1C8

View your electricity use at
www.HydroOneNetworks.com

For billing and service
inquiries, call
1-888-664-9376
Monday to Friday
7:30 am - 8:00 pm

For 24 hour power
outages or emergency
service, call
1-800-434-1235

Standard Service supplied
by Hydro One

Here's what you owe

Balance forward	\$0.00
Your new charges	\$73.13

Total amount to be automatically withdrawn on April 11, 2012 \$73.13

IMPORTANT NOTICE: The OEB has approved the expiry of some credits/charges on delivery rates, effective December 31, 2011. This will result in a slight decrease in delivery rates for an average customer. To learn more, go to www.HydroOne.com/ratechange or call us.

The Ontario Government has taken 10% off your electricity bill to help you with the costs of building a clean energy future. Learn about the new Ontario Clean Energy Benefit: ontario.ca/energyplan or 1-888-668-4636.

Get paperless bills today. Sign up for epost at www.canadapost.ca/HydroOne. It's the easy way to receive, pay and manage your Hydro One bills from one convenient and secure location.

For energy efficiency tips to manage your bill visit www.PowerSaver.ca.

Compare the electricity you are using

	Number of days	Average Daily Electricity Use (kWh)			Average electricity you used per day (kWh)
		On-Peak	Mid-Peak	Off-Peak	
Dec 2, 2011 - Mar 5, 2012	94	0	0	0	0
Sep 2, 2011 - Dec 2, 2011	91	0	0	1	2
Jun 3, 2011 - Sep 2, 2011	91	1	1	4	5
Mar 3, 2011 - Jun 3, 2011	92				3
Dec 2, 2010 - Mar 3, 2011	91				0

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Service address:



Your account number:



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How we calculated your charges

Balance forward	Amount of your last bill	\$73.13
	Amount we received on April 11, 2012 - thank you	\$73.13 CR
	Balance forward	\$0.00
Your electricity charges	Your service type is Residential - Seasonal	
	Electricity used this billing period	
	Metered usage in kilowatt-hours (79.7200 x 1) = 79.72 kWh	
	Adjusted usage in kilowatt-hours (79.72 x 1.092*) = 87 kWh	
	Electricity: On-Peak: 2.78 kWh @ 11.7000 ¢	\$0.33
	Mid-Peak: 2.93 kWh @ 10.0000 ¢	\$0.29
	Off-Peak: 81.34 kWh @ 6.5000 ¢	\$5.29
	Delivery	\$78.31
	Regulatory Charges	\$1.32
	Debt Retirement Charge	\$0.56
	HST (87086-5821-RT0001)	\$11.19
	Total of your electricity charges	\$97.29
	Ontario Clean Energy Benefit (-10%)	\$9.73 CR
	New total of your electricity charges	\$87.56

Time of Use Periods for Summer and Winter

Time Period	Summer (May 1st - Oct 31st)	Winter (Nov 1st - Apr 30th)
On-Peak	Weekdays: 11 a.m. - 5 p.m.	Weekdays: 7 a.m. - 11 a.m. & 5 p.m. - 7 p.m.
Mid-Peak	Weekdays: 7 a.m. - 11 a.m. & 5 p.m. - 7 p.m.	Weekdays: 11 a.m. - 5 p.m.
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NOTE: For a detailed explanation of electricity terms, please visit www.HydroOneNetworks.com or www.aeb.gov.on.ca.



Service address:



Your account number:



Bill Group 05

June 25, 2012

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Customer service

Hydro One Networks Inc.
PO Box 5700
Markham, Ontario L3R 1C8

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For billing and service
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Monday to Friday
7:30 am - 8:00 pm

For 24 hour power
outages or emergency
service, call
1-800-434-1235

Standard Service supplied
by Hydro One

Here's what you owe

Balance forward \$0.00
Your new charges \$87.56



Total amount to be automatically withdrawn on July 14, 2012 \$87.56



The Ontario Government has taken 10% off your electricity bill to help you with the costs of building a clean energy future. Learn about the new Ontario Clean Energy Benefit: ontario.ca/energyplan or 1-888-668-4636.

IMPORTANT NOTICE: The OEB has increased Time-of-Use electricity prices to: 11.7 cents per kWh for on-peak, 10.0 cents per kWh for mid-peak and 6.5 cents per kWh for off-peak, effective May 1, 2012. The OEB has also reduced the Rural Rate Protection Charge that is included in Regulatory Charges from 0.13 cents per kWh to 0.11 cents per kWh. To learn more, go to www.HydroOne.com/RatesAndPrices or call us.

Get paperless bills today. Sign up for epost at www.canadapost.ca/HydroOne. It's the easy way to receive, pay and manage your Hydro One bills from one convenient and secure location.

For energy efficiency tips to manage your bill visit www.HydroOne.com/SaveEnergy.

Compare the electricity you are using

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		On-Peak	Mid-Peak	Off-Peak	
Mar 5, 2012 - Jun 4, 2012	91	0	0	1	1
Dec 2, 2011 - Mar 5, 2012	94	0	0	0	0
Sep 2, 2011 - Dec 2, 2011	91	0	0	1	2
Jun 3, 2011 - Sep 2, 2011	91	1	1	4	5
Mar 3, 2011 - Jun 3, 2011	92				3



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