

From: [BoardSec](#)
To: [Shelly-Anne Connell](#)
Subject: EB-2012-0177 FW: Regarding Whitby Hydro Application for Rate Increase
Date: January-24-13 9:21:48 AM

From: Anthony Rusonik [REDACTED]
Sent: January-23-13 10:15 PM
To: rabirashed@whitbyhydro.on.ca; BoardSec
Subject: Regarding Whitby Hydro Application for Rate Increase

To Whom it May Concern,

It is difficult to miss a one-page newspaper advertisement where Whitby Hydro applies for a rate increase. Yet, at the same time, it is impossible to find in the same the rationale or justification for the increase.

All we have is one page of process and legal documentation.

So, even though you have a monopoly, and even though you will just do as you please regardless, I will be silly enough to lend credibility to this exercise and take the time to ask:

Has the cost of energy to Whitby Hydro increased ? Has the volume of energy demand increased ? Or has the cost of wages and operations increased ? I very much doubt the latter, since nobody I know has received a wage or salary increase the last couple of years.

Either way, I guess it doesn't matter as Hydro is the only corporation in the Western world that has ever levied a "debt retirement charge" to the Customer, as though we had any option but to pay it in the absence of a competitor.

Hydro is the only organization in the Western world not bound by any service SLA: if the power goes out, the meter stops. That's all . There is no service definition, guarantee of up-time, or compensation for an outage.

No accountability whatsoever.

But , go ahead, do as you like. Even if a 100 people write in, you will just do as you please.

Anthony Rusonik
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