

**From:** Scott Meadwell [REDACTED]  
**Sent:** February-01-13 4:14 PM  
**To:** BoardSec; 'rabirashed@whitbyhydro.on.ca'  
**Cc:** Scott Meadwell  
**Subject:** Whitby Hydro rate change application

Dear Kirsten,

I'm sure the issue is beyond my lone voice meaning much but I have to comment just in case.

I find this application to be a second kick to the consumer on the same issue. Initially we were told that smart meters would permit the consumer to use electrical devices during off-peak hours and save money. I can tell you that my wife and I make every effort to delay the dishwasher and laundry until off-peak hours and have made extra efforts to make sure all lights are off etc.. It seems futile. There is no noticeable change. It's similar to when I replaced all my incandescent bulbs at great cost as I was assured that the savings would pay for the switch inside a year. Again, no savings were noticeable on my bill.

Now, the program that was supposed to save you money but didn't, wants to charge you yet even more for the cost of the meter!! How is this possible that the "free" meters can now suddenly require the consumer to pay more given that we are already paying more? I could maybe understand it if the utility had expected to make money with them but didn't. That would throw their accounting out of whack. But to tell us that we will save money AND get the meters for free, begs the question of "so why do we now have to pay for them when you made more than forecasted?"

I guess to be fair, Whitby Hydro said that we, the consumers, would be able to "take action to manage our electricity bills" with the new smart meters. I guess that was a clever way of saying nothing while implying that our actions and choices could save us money when in fact they can't. At least not in any meaningful way or without a complete disruption to our lives. That wasn't in the pamphlet.

In their pamphlet they said this charge wouldn't happen: Cut and pasted from <http://www.whitbyhydro.on.ca/pdf/WHSmartMeterAnswerBookr3.pdf>

**Will I see a SMART METER charge on my bill?**

The cost of the SMART METER initiative will be recovered through the electricity rates paid by all customers in the same way that costs for existing meters and services are recovered today.

What did that mean? It sounded an awful lot like "NO, it won't cost you money", but if you read it a few hundred times it didn't really say that did it? Who writes this stuff and how much did you pay them to stop working for Stephen Harper?

**Will I see lower electricity bills?**

With Time-of-Use rates, you'll see the results of your conservation efforts – and **you'll save money if** you shift your heaviest electricity use to off-peak hours.

Equipment like air conditioners, electrical heating, space and water heating, as well as ovens, dryers and lighting, for example, can use a great deal of energy.

They do neglect to tell you that this is all but impossible. The increased rate during the day makes the slightly decreased rate at night unable to offset the price change.

So, as you see, this is a second kick to the consumer. For the record, the price increase is for 20 months. If and when it is approved, the ink won't be dry on your acceptance letter before they file to extend those 20 months to forever citing some unforeseen need. You heard it here first.

Regards,

**Scott Meadwell,**

