

May 21, 2013

Ms. Lubov Volnyansky
Via email: lubacontact@hotmail.com

Dear Ms. Volnyansky:

**Re: Enersource Hydro Mississauga Inc.
Lost Revenue Adjustment Mechanism (LRAM) Application
EB-2013-0024**

As you may remember, as part of Enersource's cost of service rate application (OEB docket EB-2012-0033), we responded to your expressed concerns about Enersource's delivery charges. We appreciate your continued interest in these issues, now as an intervenor in Enersource's LRAM application (OEB Docket EB-2013-0024).

We also are now in receipt of the submissions you have provided on May 17, 2013 in the LRAM proceeding. We will be formally responding to the Ontario Energy Board to your submissions, and those of the other participants in the proceeding, in due course. However, we are hopeful that the following information may be of future assistance.

Enersource, as your local electricity distributor, is obligated to provide you with reliable and safe electricity delivery service. As a utility regulated by the Ontario Energy Board, we also have obligations to deliver conservation programs to our customers. This LRAM application seeks to recover Enersource's lost revenues resulting from the delivery of conservation programs to all of our customers in Mississauga, including residential customers like you.

As you know, the rates we charge and the services we provide to customers are examined by the OEB in a public proceeding, which includes the participation of intervenors. The outcomes of this LRAM proceeding and in particular the rates that we charge are a direct result of the OEB approvals and orders to Enersource.

It's our continued goal that over time, we will provide our customers with value for money including finding innovative methods of efficiency in all areas of our business.

In your letter dated April 12, you provided some material consisting of an Excel spreadsheet showing your electricity costs, and a Word document with extracts

defining the various charges on the electricity bill. We would like to provide some further information that may be of assistance. This includes some further explanation of the electricity bill, and some guidance on financial assistance that is available to certain distribution customers.

The delivery line of the bill shows the cost of delivering electricity from generating stations across the Province to your home via the high voltage (transmission) and low voltage (distribution) electricity systems.

All the charges on the Delivery line of the bill are approved by the OEB. Some of the charges are fixed at a set amount per month. Others are variable and increase or decrease depending on the amount of electricity you have used.

Delivery charges include:

- **Customer Service Charge:** A fixed monthly charge intended to allow Enersource to recover the costs associated with meter reading, billing, customer service and account maintenance, and general utility operations.
- **Distribution Charge:** A variable per kilowatt-hour (kWh) charge intended to allow Enersource to recover the cost of building and maintaining its low-voltage distribution system, including overhead and underground distribution lines, poles, and transformer stations.
- **Transmission Charge:** A variable per kWh charge intended to allow Enersource to recover the charges it pays towards the operation and maintenance of the high-voltage transmission system that carries electricity from generating stations to Enersource.

Enersource commonly informs customers of the assistance programs available from different social agencies. This typically occurs when a customer is having difficulty with paying their bill, and is issued with the first disconnection notice.

This notice advises that "... you may be eligible for an arrears management payment agreement with Enersource or for financial assistance by contacting Dixie Bloor Neighbourhood Centre at (905) 629-1873 and inquire about Low-Income Energy Assistance Program (LEAP) or Region of Peel at (905) 793-9200 if you think you may qualify for financial assistance."

In addition, at the time of a residential customer call, if a customer shows financial hardship (typically evidenced by loss of job), we advise the customer of available social agencies and will postpone the disconnect process.



more than energy™

We also advise customers that they can qualify for receipt of up to \$500.00 with Dixie Bloor Neighbourhood Centre in such an event.

I hope you have found this information helpful. We appreciate your continued interest in Enersource.

Sincerely,

Original signed by

Gia M. DeJulio
Director, Regulatory Affairs

cc. Dan J. Pastoric, Executive Vice-President and Chief Operating Officer