

**From:** Alan Gordon [REDACTED]  
**Sent:** June-09-13 8:16 PM  
**To:** BoardSec  
**Cc:** Alan J GORDON  
**Subject:** EB-2013-0141

Alan J. Gordon [REDACTED]  
[REDACTED]  
[REDACTED]

June 8, 2013

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Attention Board Secretary (Ms Kirsten Walli)

RE: EB-2013-0141

Dear Ms Walli

I am aware of Hydro One Networks Inc. application for an increase in the 2014 Distribution Rate and wish to comment about the proceedings. What I have to say is based on a letter (copy enclosed) which I wrote to Mr. Myles D'Arcy, Senior Vice-President for Customer Operation on May 17 of this year. To date, I have had no reply from him.

As you may judge, I was incensed by the notice of the proposed changes to my Hydro One account and asked for a justification of introducing the changes at this time. I later go on (and here I quote):

“..... we can expect Hydro One will claim it as contributing to a rise in  
  
electricity rates when the company makes its next appeal to the Ontario  
  
Energy Board.”

As of my June bill from Hydro One the company is introducing massive changes in billing practises. These include having residential (perhaps business as well) customers pay a one-time charge for an extra 18 days of electricity usage. To alleviate any monetary hardship for consumers the company proposes that all customers will automatically be enrolled in “an interest-free Real-Time Payment Plan” for the next 6 months.

This change in accounting practise is obviously going to be a very costly affair. My question to Hydro One is who or what is paying for the changeover? Is it the customer who will be paying? Alternatively, is the cost being funded by the profits Hydro One has made to date and will make in the future?

If the answer is the customer, then I suggest these changes are the equivalent of a double taxation of the people living in Ontario and I strongly urge the Energy Board to reject the Hydro One scheme. If the answer is that profits made by Hydro One are underwriting the proposal, then the Energy Board may, with caution, decide to allow the electricity rates to rise.

I trust that the Energy Board will question the applicant closely on this score.

Yours sincerely,

Alan J. Gordon

p.s. In the event you judge this letter of comment to be more correctly seen as one written as an intervenor I am sending an e-mail to Susan Frank, Vice President and Chief Regulatory Officer of Hydro One Networks Inc.

Enclosure

Dr. Alan J. Gordon



Mr. Myles D'Arcy  
Senior Vice President,  
Customer Operations,  
Hydro One  
P.O. Box 5700  
Markham, ON  
L3R 1C3

Re: Changes to the Hydro One account

Dear Mr. D'Arcy,

Your form letter outlining the proposed changes to my Hydro One account arrived by mail today. The information it contains provided me with only a partial answer and I telephoned 1-877-543-3797 as you suggested. The Hydro One employee who answered, while quite helpful, was unable to provide me with satisfactory answers to many of my questions, hence I have had no alternative but to write directly to you.

I understand that the changes have been brought about because of modifications Hydro One wishes to introduce into its accounting system. Why was this point not made in the body of your letter? Surely there are others customers like me who feel they are entitled to know such basic information? Further, what is the justification for introducing the change?

Assuming that the answer is to simplify accounting procedures within the company, does this change bring about any specific benefit(s) to the customer? For example, will it contribute to any cost savings by the individual consumer? I suspect the answer to this will be **NO** and that we can expect Hydro One will claim it as contributing to a rise in electricity rates when the company makes its next appeal to the Ontario Energy Board..

Absent from your letter was any reference to a continuing of the 10% easing of the monthly Hydro One bill after June – a topic of very great interest to those of us on a fixed income. Nor was there an assurance that we can expect our monthly statement would continue to be delivered by Canada Post without penalty.

While I have your attention I would like to mention the monthly debt removal charge which raises my ire each month. I understand this charge will continue until 2020. Not having been an Ontario resident when this misfortune first surfaced, I resent having to pay this monthly fee. Nevertheless, I will pay, but ask you and the Board of Hydro One to exempt this amount from the HST tax. It may be only a minor saving, but it is a saving nevertheless.

Yours sincerely,

Alan J. Gordon

c.c. Mr. Steve Clark, MPP for Leeds and Grenville