

# ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF Festival Hydro Inc.

## Festival Hydro Inc. has applied to change its electricity distribution rates. Learn more. Have your say.

Festival Hydro Inc. has applied to the Ontario Energy Board to decrease the amount it charges by approximately \$0.07 each month for the typical residential customer and increase the amount it charges by approximately \$0.61 each month for the typical residential customer in the Hensall service area beginning on May 1, 2014. Other customers, including businesses, may be affected as well.

The requested rate change is tied to inflation (and other factors intended to promote efficiency).

### THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC HEARING

The Ontario Energy Board (OEB) will hold a public hearing to consider Festival Hydro's request. We will determine whether Festival Hydro has used the applicable models and formulas as required by the OEB. At the end of this hearing, the OEB will decide on the appropriate rate changes.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

### BE INFORMED AND HAVE YOUR SAY

You have the right to information regarding this application and to be involved in the process. You can:

- review Festival Hydro's application on the OEB's website now;
- sign up to observe the proceeding by receiving OEB documents related to the hearing;
- file a letter with your comments, which will be considered during the hearing;
- become an active participant (called an intervenor). Apply no later than **10 calendar days** after the publication or service date of this notice or the hearing will go ahead without you and you will not receive any further notice of the proceeding;
- at the end of the process, review the OEB's decision and its reasons on our website.

The OEB intends to consider cost awards in this proceeding that are in accordance with the *Practice Direction on Cost Awards* and are in relation to Festival Hydro's proposal to harmonize base rates for the Residential and Residential – Hensall service classes.

### LEARN MORE

These proposed charges relate to Festival Hydro's distribution services. They make up part of the Delivery line -- one of the five line items on your bill. Our file number for this case is EB-2013-0129. To learn more about this hearing, find instructions on how to file letters or become an intervenor, or to access any document related to this case please enter that file number at the OEB

website: [www.ontarioenergyboard.ca/notice](http://www.ontarioenergyboard.ca/notice). You can also phone our Consumer Relations Centre at 1-877-632-2727 with any questions.

### WRITTEN HEARING

The Board intends to hold a written hearing in this case. If you think an oral hearing is needed, you can write to the OEB to explain why.

### PRIVACY

*If you write a letter of comment or sign up to observe the hearing, your name and the content of your letter or the documents you file with the OEB will be put on the public record and the OEB website. However, your personal telephone number, home address and email address will be removed. If you are a business, all your information will remain public. If you apply to become an intervenor, all information will be public.*

*This rate hearing will be held under section 78 of the Ontario Energy Board Act, 1998, S.O. 1998 c.15 (Schedule B).*

