

Ontario Energy Board
P.O. Box 2319
2300 Young Street, 27th Floor
Toronto, ON M4P 1E4

Attention: Ms. Kirsten Walli, Board Secretary

Re: Letter of Comment
Request for Observer Status
Hydro One Networks Application EB-2013-0416

We are completely opposed to the Hydro One application to increase their electricity distribution rates.

We own and manage a large warehouse in Brockville, Ontario and we understand first-hand how the current hydro charges and billing practices is affecting manufacturing and small businesses. In fact, any business classified as a Sub-Transmission user is already forced to pay higher rates - it's called Peak Power billing.

Before Hydro One suggests any increase in charges they should focus on their customer relations and billing practices. When paying monthly bills of over \$40,000.00 a month, the customer has a right to a better explanation of charges on their bill. We need more transparency in billing.

Rather than offering Ontario businesses incentives to thrive and survive, Hydro One is making it impossible keep a competitive edge in the market.

Hydro One should look internally for more cost saving measures to fund their distribution costs, perhaps reviewing their practice of over subsidizing Green Power would be a good start and looking internally to find cost savings that could be used to upgrade their distribution network.

I would like to be kept informed on the decision of this application.

Donna Parent

Stonewater Properties Brockville

