

Please accept the following letter that shall serve as a request asking the Ontario Energy Board to reject the application EB-2015-0176 put forward by Hydro One Networks Inc., on May 6, 2015.

Copies of this request are being sent to every MPP in the province of Ontario, the Board of Directors of Hydro One, and the Premier of Ontario.

May 15, 2015

Ontario Energy Board  
P.O. Box 2319  
2300 Yonge Street, 27th Floor  
Toronto ON M4P 1E4  
Attn: Ms. Kirsten Walli

Dear Ms. Walli:

As a rural customer of Hydro One, Networks Inc. it is my opinion that the approval of application EB-2015-0176 will further alienate many thousands of rural Ontario ratepayers and add to the litany of broken business practices already plaguing the current business model of Hydro One.

Further, adopting such an amendment will only illustrate to ratepayers that the Ontario Energy Board fully endorses Hydro One in their attempt to exempt Hydro One from any accountability in proper billing practices; and shows no responsibility, towards making Hydro One accountable to rate payers or the Ontario Energy Board as it relates to the Distribution System Code(s) sections 2.10.1 and 7.11.1 to 7.11.7.

I would submit that such an exemption, allowing Hydro One to abuse and disregard the rules as set out by the Ontario Energy Board in essence, is allowing Hydro One to engage in a business practice that would not be tolerated in the public sector and putting Ontario Ratepayers and Businesses at risk.

Application EB-2015-0176 will allow Hydro One to have no accountability in terms of the accuracy of 170,000 ratepayers bills. The current practice of inaccurate and grossly inflated estimates results in customers being charged the higher rate for all their Kwh over the maximum Kwh for that period. If these bills are calculated using the three time of use rates (using Hydro One's average percentages of 18% On peak, 18% Mid Peak and 64% Off peak) the bills are lower than with RPP rates. Therefore these customers are paying more per Kwh on these inflated estimates.

When Hydro One overestimates readings it also significantly affects the other charges on Hydro One bills since many of the charges are calculated using the total Kwh or the total Kwh times the line loss factor. (adjusted usage)

These customers are further penalized with the over billing of the subsequent increase in delivery and regulatory charges, which in low and medium density areas can equal or be more than the actual Kwh usage.

When Hydro One sends a bill with the actual readings to reconcile the estimates they simply add a credit amount as an adjustment with no explanation as to how it was calculated.

There is nothing in this application that will hold Hydro One accountable to explain the calculations shown on the reconciled bills. Customers will continue to have no record of the usage charges, subsequent late charges, delivery charges and regulatory charges, and no way to determine if they were credited correctly.

If the Ontario Energy Board approves of application EB-2015-0176 it would be sending a clear message that the Ontario Energy Board is not acting in the best interests of the ratepayers of this province and is in fact, enabling the dysfunctional and punitive practices of Hydro One to continue. Furthermore the approval of the application will illustrate that the Ontario Energy Board is being complicit in supporting Hydro One in their continued lack of transparency and poor business practices.

Therefore, I am asking the Ontario Energy Board to decline the application EB-2015-0176 and subsequently demand an investigation into the unfair and punitive billing practices of Hydro One. It is the hope of 170,000 rate payers that the Ontario Energy Board takes into consideration the dire situation that many Ontario families and businesses are currently dealing with under this broken Hydro One business model, and that the Ontario Energy Board will work towards making Hydro One develop an accountable and transparent billing system, one that works in the best interests of ratepayers across the province.

Respectfully,

Mary Bates

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