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ONTARIO ENERGY BOARD

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To Whom It May Concern:

I just completed the survey that Hydro One is inviting customers to answer and which it says it plans to use in its next application to the Ontario Energy Board for rate increases. I am writing to you to urge you to completely disregard the results from this survey, as it is completely biased and therefore should be considered of no value.

It asks whether I want to pay more, accept poorer service or "don't know". Nowhere does it give me the option to say that I would like to see Hydro One make significant productivity improvements, innovate and do a better job of managing operations with a view to reducing costs. Instead of not being an option to even consider, that should be the direction set for Hydro One (and OPG).

Ontario once had the most competitive electricity rates in North America. Through a combination of bad policy decisions by successive Ontario Governments, lack of rigorous oversight by the OEB, poor management by Hydro One and OPG, and labour agreements and practices that are completely out of step with the real world, Ontario now has amongst the highest rates and it only looks like it's going to get worse.

For the record, here is what I would have answered, if I had been given the opportunity that a fair survey would have afforded:

- Rather than pay more for maintenance work to prevent outages or accept more outages, I would like to see Hydro One outsource operations, negotiate more competitive compensation packages and better manage workers engaged in this area. I am tired of seeing workers who are supposed to be doing "brushing" asleep in their brand new Hydro One trucks by the side of the road in my rural area.

- Rather than pay more to connect uneconomical so-called “green energy” sources to the grid, I would like to see less subsidization in this area. Ontario already has virtually CO2-free energy and the Ontario Government is already providing ridiculous subsidies for solar and wind power, both of which are uncompetitive and blights on the visual landscape.
- Rather than pay more for office staff or accept even less accurate billing, I would like to see Hydro One set objectives to reduce costs in this area by 5% per year for the next five years (as many companies in the private sector have achieved.) I’m tired of having to call every month and spend hours with call center employees getting my bills corrected. Instead, we should expect competency, efficiency and continuous improvement in productivity. Hydro One management must be held accountable to achieve this or be replaced.

In the area of rural Ontario where I live, many families are obliged to make a choice between eating and having electricity, in part because the cost of electricity generation, transmission and delivery has gotten ridiculously expensive, with costs increasing disproportionately to any other expense. Again, the root causes are misguided government policy, poor oversight by the OEB, poor management at OPG & Hydro One, uncompetitive labour agreements and labour management practices and the lack of competition (which might force some reckoning.)

I urge you – rather than allow further increases in cost to be passed along to us defenceless consumers, please oblige Hydro One and OPG to set goals for cost reductions and achieve them.

[I would appreciate receiving an acknowledgement by mail that my letter has been received, read and will form part of the file for the next application for rate increases for domestic customers by Hydro One.]

Yours sincerely,



Tayce A. Wakefield