

ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF LONDON HYDRO INC.

London Hydro Inc. has applied to raise its electricity distribution rates and other charges.

Learn more. Have your say.

London Hydro Inc. has applied to the Ontario Energy Board to increase the amount it charges by \$1.13 each month for the typical residential customer beginning on May 1, 2017. Other customers, including businesses, may be affected as well.

London Hydro has also applied for approval of a new miscellaneous charge (cellular meter read charge). It is important to review the application carefully to determine whether you may be affected by this change.

THE ONTARIO ENERGY BOARD IS HOLDING COMMUNITY MEETINGS

The Ontario Energy Board (OEB) is hosting a meeting on November 15, 2016 at the London Public Library, 251 Dundas Street, London, Ontario at 6:30 p.m. (doors open at 6 p.m.) so that you can:

- Learn more about London Hydro's costs and rate application
- Find out how the OEB will review the application
- Get involved and provide your comments about the application to the OEB

THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC HEARING

The OEB will hold a public hearing to consider London Hydro's request. We will question the company on its case for a rate increase. We will also hear arguments from individuals and from groups that represent London Hydro customers. At the end of this hearing, the OEB will decide what, if any, increase will be allowed.

Distributors such as London Hydro typically apply for a full review of their rates every five years. Any rate changes for the years in between are made by applying a formula that is tied to inflation and other factors intended to promote efficiency. You may not get notice of future rate changes made by applying the formula.

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 London Hydro's application on the OEB's website now.
- You can attend the OEB's community meeting (date, time and place set out above) where you can ask questions, make comments and voice your concerns.
- You can file a letter with your comments, which will be considered during the hearing.
- You can become an active participant (called an intervenor). Apply by **October 31, 2016** 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, you can review the OEB's decision and its reasons on our website.

LEARN MORE

These proposed charges relate to London 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-2016-0091**. 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 select the file number **EB-2016-0091** from the list on the OEB website: www.ontarioenergyboard.ca/notice. You can also phone our Consumer Relations Centre at 1-877-632-2727 with any questions.

ORAL VS. WRITTEN HEARINGS

There are two types of OEB hearings - oral and written. London Hydro has applied for a written hearing. The OEB is considering this request. If you think an oral hearing is needed, you can write to the OEB to explain why by **October 31, 2016**.

PRIVACY

If you write a letter of comment, 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).

