

From: VERNON BROWN [REDACTED]
Sent: March 10, 2017 3:05 PM
To: BoardSec
Subject: OEB's community meeting

Gentlemen,

I attended the above meeting in Innisfil yesterday afternoon, March 9, 2017, but was unable to comment and or correct how the charges for electricity are being presented, i.e. in your brochure "Conserve Energy and Save Money, Stove/Oven section" you correctly state that: ... one kilowatt hour is the amount of electricity required to keep a 100 watt bulb lit for ten hours, which equals 1000 hours.

Then you state: The average Ontario household uses about 1000 kilowatt hours of electricity per month.

Really?? That amounts to 1 million hours per month!

My suggestion, drop the "kilo" and use "watt hours" only. It won't affect the charges, since your billing uses "rate" and "usage" per watt hour.

Also, could you please explain what the "Adjust.Factor 1,0723" at the bottom of the bill is supposed to mean.

Thank you and have a good day!

[REDACTED]