

## ONTARIO ENERGY BOARD LETTER OF COMMENT

*\*required fields please print*

Case Number: \*EB-2016-0085

First Name: Sandra Last Name: Bingley

Company Name: ~~Enn Power~~

Email Address: \* \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \* \_\_\_\_\_  
(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

In January we had someone come to our door to serve a shutoff notice to us. First of all we did not receive an Enn Power Bill for that period. Second of all we were only 10 days late. Third we were charged 15 dollars for the delivery. Fourth we phoned Enn power to inquire & no one phoned us back. We had to keep on phoning to get any information & how much we actually owed.

### PRIVACY

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**I have read the Ontario Energy Board's privacy information and understand that my name and my comment will be made public.**

Signature: Sandra M Bingley Date: March 9 / 20 17

EB-2016-0085

March 7, 2017

Ontario Energy Board

Via ONLINE COMMENT SUBMISSION

To Whom It May Concern;

I am writing today to submit my comments regarding the proposed Distribution Rate Increase by InnPower. As a long-time customer of InnPower, I can tell you that the residents of Innisfil can no longer afford the services they are offering, and yet we have no choice which is why I am appealing to you today.

Recently the Provincial government realized how completely unaffordable hydro has become in the Province of Ontario, and launched the Ontario Fair Hydro Plan, with the Premier coming on our local news and promising Innisfil Residents, who pay the fifth highest rates in the entire Province, that we would benefit from the 25% decrease in hydro rates. Of course, we were thrilled, that even though the plan may not be a sound one in the long term, residents here can't afford to be the fifth highest. We simply on average don't make that much money. Immediately on the heels of this announcement, residents learned that InnPower has applied for a RATE INCREASE. We are told that it's to offset costs incurred by an ice storm, but the timing leads most residents to believe otherwise. InnPower is simply trying to offset the lost revenue by the Province's plan.

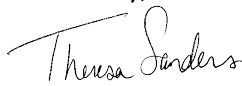
Our largest concern is that InnPower is a private entity. We have no idea what the executives earn. We have no idea what their bottom line is. Our Mayor sits on the Board of Directors, and yet residents are not privy to information that we used to know as the Town owned and operated InnPower. Even meetings held with the Town are not done during regular Town Council meetings so as residents, we are not privy to the documents distributed or the exact details of what gets discussed. Perhaps if we knew that the executives were all making the same average of residents, then we would be more amenable to a rate increase. Perhaps if there was some accountability that the rate increase would indeed go to offset costs, and not boost profits and line pockets, we'd be more understanding.

InnPower promises us that rates will continue to decrease as more housing gets built and more residents go on the grid. Yet we are not given specifics of these decreases, we are not given information as to how long this may take or how much the rates will go down, how many new homes will need to be built for this decrease to happen. There is no reason why long-time residents should be punished for InnPower's lack of ability to grow at the same rate as the housing. We should not have to pay extra because of their decision to build a state of the art 13.1 MILLION dollar head office structure, including an additional and completely useless art sculpture at the whopping price of \$125,000. This structure and sculpture were not necessary to service the approximately 16,000 residents, nor even for the estimated 26,000 residents that will be here by 2023.

InnPower can not keep putting their poor decisions on the backs of residents. InnPower should readjust their own spending, possibly look at restructuring their executive base and explore cost cutting measures within their own company before being allowed to increase rates yet again. The residents of Innisfil can not afford this rate increase, and I am appealing to you, the Ontario Energy Board, to recognize InnPower's mismanagement and hold them accountable.

Thank you for your time and consideration in this matter.

Sincerely,

A handwritten signature in cursive script that reads "Theresa Sanders".

Theresa Sanders



# ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: Teresa Last Name: Hellewell

Company Name: \_\_\_\_\_

Email Address: \* \_\_\_\_\_

Address: \* \_\_\_\_\_  
(Street Address, City/Town, Postal Code)

Comments: \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

I feel there needs to be more clarity on the proposed increase, as a client of innpower, the proposed rate effect me as well as my disabled (Politive matter) for whom I care for. This increase will only add to the pressure of concerns. in the presentation I see NO reason to raise the rates.

ALL I recognize is that change must happen, to what many feel is mismanagement of funds. and the result, I as a rate payer client of innpower, as well as many,

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Signature: Teresa Hellewell Date: March 9 2017

**Additional comments...**

Other families, carers as my self,  
are expected to pay up, and only feel -  
they are not truly valued!  
I feel there needs to be more conversat  
more inclusiveness so more voices can be  
heard

**Add Attachment** (If you are attaching any documents please provide the information below)

**Name of document:** \_\_\_\_\_ **Number of pages:** \_\_\_\_\_

**Name of document:** \_\_\_\_\_ **Number of pages:** \_\_\_\_\_

## ONTARIO ENERGY BOARD LETTER OF COMMENT

\*required fields please print

Case Number: \*EB-2016-0085

First Name: Natalie Last Name: Craig

Company Name: \_\_\_\_\_

Email Address: \* [REDACTED] Phone Number: \* [REDACTED]

Address: \* [REDACTED]

(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

① INNPOWER should not be allowed to recover their cost for repairs and maintenance from consumers. This is a part of doing business and may affect their profit in a year of heavy repairs but that is their burden not ours.

② How much does their CEO, CFO, CPO make p/yr?

③ INNPOWER IS MUCH TOO EAGER NOW TO THREATEN TO AND/OR DISCONNECT THEIR CUSTOMERS - 2 days after pymt due date customers receive a passive aggressive call which is a payment reminder/disconnection threat. 10 days after pymt due date they give customers a disconnection →

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Signature: N Craig Date: Mar 9/17



**Additional comments...**

notice and bill the customer \$16.95 + HST for this notice 23 days after pymt due they disconnect their customers. If you allow them to ↑ charges for disconnect/reconnect they will become even more eager!

4. INNPOWER just spent a ton of money building a new head office, buying a metal sculpture which meant new land purchase? and went to huge expense to change their name from Innisfil Hydro to INNPOWER - letterhead, envelopes, all stationery, vehicles, licensing, signage all would have to been redone. We don't live in INN we live in INNISFIL - INN POWER's name is a message to customers - they are INN Power!

5. 30 years I have lived here, never had a disconnect never didn't pay a bill. Though often later. I do not appreciate the passive aggressive phone calls or the nasty pink disconnect notices. If I treated my customers like this I would have no customers, but because they are INNPOWER we have no choice. It is encouraging us to go off grid ASAP. as we have done with gas.

6. 4270 to Admin Services ?? There's the CEO, CFO & Add Attachment (If you are attaching any documents please provide the information below)

Name of document: \_\_\_\_\_ Number of pages: \_\_\_\_\_

Name of document: \_\_\_\_\_ Number of pages: \_\_\_\_\_

7. In 13 years I have never seen INNPOWER check any lines running into my property, 20 odd years ago those lines

Ontario Energy Board Letter of Comment on another property were not Page 2

Version January 24, 2017 maintained and lines were bare w/ no ground ( and started a house fire. Again great maintenance.



## ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: GRAHAM Last Name: HASTINGS

Company Name: \_\_\_\_\_

Email Address: \* \_\_\_\_\_ Phone Number: \* \_\_\_\_\_

Address: \* \_\_\_\_\_  
(Street Address, City/Town, Postal Code)

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I UNDERSTAND THE REQUEST BUT  
IN LIGHT OF THE PROVINCIAL REDUCTION  
IN RATES IT SHOULD BE TAKEN OFF  
THE TABLE

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Signature: *G. Hastings* Date: MAR. 9 2017





# ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: ROGER Last Name: SIMPSON

Company Name: \_\_\_\_\_

Email Address: \* \_\_\_\_\_ Phone Number: \* \_\_\_\_\_

Address: \* \_\_\_\_\_  
(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

WHY DO YOU NEED TO INCREASE  
TRANSFER RATES

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Signature: Roger Simpson Date: March 9-2017

## ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: JOHN Last Name: IRWIN

Company Name: N/A

Email Address: \* [REDACTED] Phone Number: \* [REDACTED]

Address: \* [REDACTED]

(Street Address, City/Town, Postal Code)

Comments: \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

- RATE INCREASES - TOO MUCH
- TIME OF USE RATE SCHEDULE - AFFECTS SENIORS WHO NEED TO HEAT THEIR HOMES DURING PEAK HOURS IN THE DAYTIME - IS IT REALLY NECESSARY?
- DELIVERY CHARGES S/B SPREAD THROUGHOUT THE PROVINCE. (EQUALIZED) THROUGH URBAN CENTRES TO RURAL AREAS
- IT IS HARD TO UNDERSTAND WHY OUR RATES ARE SO HIGH WITH THE LARGE POWER GENERATORS IN ONTARIO
  - NUCLEAR & HYDRO ELECTRIC
- THE TIME OF USE PROGRAM WAS SUPPOSED TO LOWER OUR COSTS, BUT WE ARE STILL PAYING MORE

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Signature: John Irwin Date: MAR 09, 2017

ONTARIO ENERGY BOARD  
LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: SICRI Last Name: JENSSEN-BROWN

Company Name: \_\_\_\_\_

Email Address: \* \_\_\_\_\_ Phone Number: \* \_\_\_\_\_

Address: \* \_\_\_\_\_

(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

HOW ARE SENIORS SUPPOSED TO PAY AN ADDITIONAL  
\$10.69/m + TAX? TIME OF USE CHARGES + DELIVERY  
ARE ALREADY TOO HIGH. ALSO, THE RATES QUOTED  
ARE PER WH NOT KWH. I DO NOT BELIEVE THAT  
THE AVERAGE HOUSEHOLD USES 1000 KWH/MONTH  
AS STATED IN ONE OF YOUR BROCHURES. DO THE MATH.  
FURTHER, HYDRO ONE SHOULD NOT BE SOLD, AND THE  
CEO'S SALARY <sup>SHOULD</sup> BE REDUCED TO A MAXIMUM OF  
\$400,000 p.a. IMMEDIATELY

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Signature: S. Jansen Date: MAR. 9, 2017

ONTARIO ENERGY BOARD  
LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: DOUG Last Name: ADAMS

Company Name: INNPOWER

Email Address: \* \_\_\_\_\_ Phone Number: \* \_\_\_\_\_

Address: \* \_\_\_\_\_  
(Street Address, City/Town, Postal Code)

Comments: \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

THE CEO FOR INNPOWER WAS NOT  
A SINCERE BELIEVABLE MAN  
HOW COULD INMISFIL HYDRO RATES BE  
HIGHER THAN THUNDER BAY OR KENORA  
OR SIOUX FALLS - ONTARIO

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Signature: [Signature] Date: MAR 9/2017

## ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: **\*EB-2016-0085**

First Name: Lavana Last Name: Zrnek

Company Name: [REDACTED]

Email Address: \* [REDACTED] Phone Number: \* [REDACTED]

Address: \* [REDACTED]  
(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

I think that every effort should be made for inn-power to generate energy through a variety of ways ie/ solar, wind, and some of the other new green technologies which exist today. Hydro power and hydro lines should NOT be the only source of energy in 2017.

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Signature: [Signature]

Date: March 9/16







# ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: [REDACTED] Last Name: [REDACTED]

Company Name: [REDACTED]

Email Address: \* [REDACTED]

Address: \* [REDACTED]  
(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

[Lined area for comments]

## PRIVACY

By signing and giving [REDACTED] content of your letter 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. [REDACTED]

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: DOMAX Last Name: SAUNDERS

Company Name: \_\_\_\_\_

Email Address: \* \_\_\_\_\_ Phone Number: \* \_\_\_\_\_

Address: \* \_\_\_\_\_  
(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

*What else is new - we are over taxed & over priced  
for all our hydro, gas, phone & water. At the same time the  
expenses are over paid & unaccounted. Take a cut in your  
salaries & give us a break!*

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Signature: *D. Saunders* Date: MAR-9/17

## ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: Ralph Last Name: Gauthier

Company Name: [REDACTED]

Email Address: \* [REDACTED] Phone Number: \* [REDACTED]

Address: \* [REDACTED]  
(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

Really disappointed to find out that the  
OEB has done nothing during all the  
Liberal govt. reign to reel in such high  
hydro prices.!!

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: MARGARET Last Name: BAILEY

Company Name: N/A

Email Address: \* [REDACTED] Number: \* [REDACTED]

Address: \* [REDACTED]

(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

Glad they didn't come to blows

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_





# ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: SHANNON Last Name: STEPHENS

Company Name: \_\_\_\_\_

Email Address: \* \_\_\_\_\_ Phone Number: \* \_\_\_\_\_

Address: \* \_\_\_\_\_  
(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

HYDRO TOO EXPENSIVE - HYDRO SHOULD  
PAY BILL WITH MONEY ALL READY CHARGED  
NOT GIVING IT TO SHARE HOLDERS  
THEN ASKING FOR MORE MONEY  
PAY OUR BILL BEFORE INSTALLING HYDRO  
INFUSTRUCTOR FOR BARRIE

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Signature: [Signature] Date: MARCH 9/17



# ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: Sharon Last Name: Thorn

Company Name: \_\_\_\_\_

Email Address: \* \_\_\_\_\_ Phone Number: \* \_\_\_\_\_

Address: \* \_\_\_\_\_  
(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

Hydro cost too high  
unbearable financial burden  
for those on fixed income.  
→ due to mismanagement  
and poor leadership.

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Signature: Sharon Thorn Date: Mar 9/17

ONTARIO ENERGY BOARD  
LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: Dowdall Last Name: John

Company Name: \_\_\_\_\_

Email Address: \* \_\_\_\_\_

Phone Number: \* \_\_\_\_\_

Address: \* \_\_\_\_\_  
(Street Address, City/Town, Postal Code)

**Comments:** \* Please continue on back of form if necessary. In making your comment, please consider telling us what you like and do not like about the application, what you think could be improved or what you think is missing.

Is there any rebates for hydro  
available to those on 24hr/day  
oxygen, whom have to use power  
in peak times to stay alive?  
Please let me know

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**I have read the Ontario Energy Board's privacy information and understand that my name and my comment will be made public.**

Signature: J. Dowdall Date: Mar. 9, 2017