



## ONTARIO ENERGY BOARD LETTER OF COMMENT

\*required fields please print

Case Number: \*EB-2016-0085

First Name: Connor Last Name: Hart

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.

① There should be no need for a rate increase. How can Inpower justify increasing rate while the Ontario Government has admitted fault in high hydro rates and to try and keep people happy will now offer a 17% discount. Seems very contradictory how our municipal Inpower wants to raise rates and our <sup>Provincial</sup> Government wants to decrease rates

② Increase of \$10/month is equivalent to ~~10%~~ 10% on a \$100/month bill. Question: How much is staff salary increasing this year? Why should staff salary increases be mandatory which causes rate increases?

### 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: CHart Date: Mar 9/17

Additional comments...

- ③ Rate increase needed to build more infrastructure etc.  
(BUT) Innisfil is building 100000 more homes each year. How can InnPower justify increasing rates on ALU when in a year or two years they will be collecting more from new homes.
- ④ I have heard if InnPower merges with PowerStream that HUGE savings can be seen for residential customers. WHY would our municipal government not do this to save money for all.
- ⑤ According to Financial Post in 2016, InnPower pays the 5<sup>th</sup> highest Hydro rates in Ontario. Spots 3 and 4 are high as they are Northern Ontario. With \$10/month increase, InnPower will be in spot #3 of highest bill per month. In the same article, PowerStream pays \$182/month (while Innisfil pays \$205). Why is Innisfil \$240/year more when we live 15 min from Barrie.

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

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

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## ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: GLENDA Last Name: HAGERMAN

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.

Businesses have money for emergencies  
We are on a fixed income and had  
an unexpected expense this month  
of \$700.00 to repair our car.  
Maybe I should ask the government  
for \$10.00 a month on my cheque  
for 5 years to pay for that.

Glenda Hagerman

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

Date: MAR. 9 / 2017

## ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: Joanne Last Name: Wedley

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 have 2 complaints about this company  
One Being . why should we have to pay additional  
Rate. for an act of God that occurred last yr. I was  
without power 4-5 days. and after the winter storm that  
froze the entire region I contacted Inpower to ask do we  
get a discount for the inconvenience we had. They said no  
Now they are wanting money one year later to cover  
our personal inconvenience  
2nd Why is our water Bill part of the hydro and when I  
asked that my water acct be paid 1st so not to effect  
my taxes (mtg) they said I can not do that. I must pay me. →

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Signature: Wedley

Date: March 9, 2016

**Additional comments...**

hydro first. Yet water is the township.  
We were never asked at anytime if we as businesses  
home owners to approve of this.

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

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

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## **Innpower application for 7% rate increase**

The proposed increase adds to the already highest hydro rates in Simcoe County.

PowerStream told Council in 2016 that a partnership with them would reduce rates for Innisfil residents by 14%, by the OEB requirement that rates be harmonized among all of its customers - regardless of the small number of customer per hectar. This represented a \$4.4m annual benefit to Innisfil residents.

PowerStream's Treasurer told me that in addition to lower rates, Innisfil would benefit from interest and dividend payments of at least \$3.4m annually. The Town received a nominal dividend from Innpower for a short time, and now promises little or nothing for at least the next six years. Since PowerStream's presentation, capital infusion in Innpower by the Town of Innisfil has likely further increased proposed benefits to Innisfil.

The excess space in our new hydro building could be well used by PowerStream, and thus potentially of value to them in negotiations.

To date, we have heard of no plan by Innpower to explore this opportunity.

Residents of Innisfil have the second lowest per capital household income. Many have difficulty paying their hydro bills. When Innpower moved their bill date forward last December, it created severe hardship and anxiety for many; I can't imagine the impact of a nine-month retroactive increase for them.

Add to all of this the fact that a customer has just 16 days from the date of the bill before a late payment charge is applied. After 25 days, a customer receives a hand delivered notice with a \$17 charge, threatening to disconnect service on the 38th day if still unpaid. Reconnection would cost \$254; and on a weekend or after hours, this charge balloons to \$678.

There are other options that I believe Innpower should pursue.

*S J Dawkins*

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

## **InnPower Notice of late payment ... disconnect/reconnect**

A customer with an excellent record of payment, except for some late payment charges over 28 years, gets a hydro bill while away on a job. He lives alone.

Bill date	2016-12-19	mailed days later
Payment due	2017-01-04	16 days late payment charge
	2017-01-26	Customer arrived home from out-of-Province job, opened the bill, and proceeded directly to hydro to make payment - including late payment charge
Notice dated	2017-01-13	25 days after bill date, delivered by hand on
	2017-01-26	with \$17 penalty charge and threat of disconnection if not paid by 2017-01-26 - <b>38 days</b> from date issued
		if disconnected, \$254.25 reconnection charge or \$678 for out-of-hours reconnection

If customer hadn't arrived home from his job for another couple of days, his house might be left without power and heat. Pipes might freeze and burst, causing thousands of dollars in damage.

Does missing a payment date under these rules affect the customer's credit rating?

For most vendors, a customer has 30 days after the bill date to pay. An overdue notice is mailed perhaps 15 days later; and collection activity commences around 25-30 days after due date.

Innpower's schedule is extreme -- even for a customer with a less than excellent payment history.

Regardless of what schedule is permitted by the OEB, this is not how customers should be treated.

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First Name: DLAV Last Name: DAHL

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

Email Address: \* \_\_\_\_\_ 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 MY OPINION HYDRO RATES ARE ALREADY TOO HIGH  
AND BEING A SENIOR I AM AFRAID THAT IF HYDRO  
RATES ARE GOING TO ALLOWED TO INCREASE AT  
THIS RATE IT WON'T BE LONG TILL I WON'T BE  
ABLE LIVE IN MY OWN HOME!

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Signature:  Date: MAR 9/17

## ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: Jill Last Name: Fitch

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

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

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

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I object to yet another increase in hydro costs. In power has applied to increase 10.69 /month. My earning power simply can't keep pace with the incredibly high cost of power.

The high percentage of fixed costs serves as a disincentive to conserve power. Not great from an environmental perspective.

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# ONTARIO ENERGY BOARD LETTER OF COMMENT

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Case Number: \*EB-2016-0085

First Name: Janice Last Name: Jamison

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

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

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

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I do not agree with them raising the  
cost of \$10.69 / per month.

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Signature: J. Jamison Date: Mar 9/16