

OEB STAFF SUMMARY OF COMMUNITY MEETING

EB-2016-0085

InnPower Corporation
Application for 2017 Rates

May 2, 2017

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1 INTRODUCTION

InnPower Corporation (InnPower) filed a cost of service application with the Ontario Energy Board (OEB) on November 28, 2016 seeking approval for changes to the rates that InnPower charges for electricity distribution, to be effective January 1, 2017. InnPower's Notice of Application contained a proposed residential increase of \$10.69. At the community meeting, InnPower clarified that the actual proposed increase for a typical residential customer beginning May 1, 2017 is \$8.59 per month.

A Notice of Hearing was issued on February 22, 2017.

Further to the Notice of Hearing, the OEB hosted two community meetings on March 9, 2017 in Innisfil, Ontario regarding InnPower's 2017 rates application.

This is an OEB staff report summarizing the outcomes of these community meetings. This report will be placed on the public record of the OEB hearing of this application along with copies of any written presentations made at the meeting. This report includes a summary of comments, questions and concerns raised during the community meeting by customers who attended the meeting. This summary is intended to capture the range of perspectives that were shared, rather than to provide a verbatim transcript of the meeting.

Customers are also able to submit individual written letters of comment with the OEB, either during a community meeting or any other time during the course of the OEB's review of an application. The OEB places written letters of comment on the public record of the specific proceeding. All comments must be submitted to the OEB before the decision-makers in that case begin to consider their decision on the application. In making its decision, the OEB considers everything on the public record, including all comments when determining whether to grant the requests made by InnPower in this application.

2 THE PROCESS

The OEB convenes community meetings in the service territories of local distribution companies that have applied to the OEB to change their rates through a cost of service proceeding.

Community meetings are part of the OEB's process of reviewing a rate application. The OEB has established a <u>Consumer Engagement Framework</u> to ensure that the perspectives of customers served by rate-regulated entities are considered in the OEB's decision-making process.

Community meetings are hosted by OEB staff who inform customers about the role of the OEB in rate-setting and the processes involved. OEB representatives explain the various ways that customers can become involved in the adjudicative process. A copy of OEB staff's presentation is attached to this report as Schedule A.

To assist customers in better understanding the application, the utility makes a presentation explaining its proposals for capital, operations and other spending that result in the requested rate change. A copy of InnPower's presentation is attached to this report as Schedule B.

Customers and municipal officials are also invited to make presentations outlining their thoughts on the utility's proposals.

Following the presentations, customers have the opportunity to ask questions of the utility and the OEB about the application and the regulatory process respectively. The issues raised by customers in the community meetings are documented and used by OEB staff in reviewing the application, asking interrogatories and making submissions to the OEB panel hearing and deciding the application. Any verbal comments provided to OEB staff at the community meeting are summarized in this report with no attribution.

In addition to providing verbal comments to OEB staff, customers attending the meetings may express their concerns directly to the OEB by providing individual comments (with attribution) through an online form on the computers provided or by filling in a hard copy comment form, which is then submitted to the OEB by OEB staff.

3 SUMMARY OF THE MEETING

Two meetings were held on March 9, 2017 in Innisfil. The first was held from 1:30 p.m. to 3:30 p.m. at the Innisfil Town Hall and was attended by approximately 150 customers. In addition to presentations from OEB staff and InnPower, individual presentations were also made by Ms. Phyllis Mahon, Mr. Patrick Morley and a third unidentified attendee. A second meeting, also attended by approximately 150 customers, was held at the Innisfil IdeaLab and Library, where OEB staff and InnPower staff again presented, as well as Mr. Schuyler Sigel for the Strathallan Beach Association and Mr. Steven Wells. Presentations by Ms. Mahon, Mr. Morley and the Strathallen Beach Association are attached to this document as Schedules C, D and E, respectively. Prior to both meetings, OEB staff and InnPower staff were available to informally talk to attendees and answer questions. OEB and InnPower representatives responded to questions from attendees during and following the presentations.

The following OEB staff and InnPower representatives attended the meetings:

OEB Staff

Sylvia Kovesfalvi, Manager, Stakeholder Relations Martine Band, Associate General Counsel Ted Antonopoulos, Director, Applications Martha McOuat, Project Advisor, Applications Andrew Bodrug, Senior Advisor, Stakeholder Relations Lynn Ramsay, Senior Advisor, Stakeholder Relations Joseph Rosa, Communications Advisor

InnPower

Walter Malcolm, CEO
Jennifer Cowles, Interim CFO
Shannon Brown, VP Corporate Services
John Aseerwatham, VP Engineering/Operations
Barb Cesarin, HR Manager/Board Secretary
Yvette Cairns, Manager Customer Service
Michael Davidson, Manager Engineering
Glenn McCallister, Manager Accounting
Brenda Pinke, Regulatory/CDM Manager

A prevailing theme among participants was their inability to absorb increases in electricity bills that they view as excessive, especially for seniors on fixed incomes or

with medical equipment, or those who are not employed or under-employed. For most of these participants, incomes have not increased at all, or at a much slower rate than the growth of their electricity bills. Innpower customers were surprised to learn through the announcement of the Ontario Fair Hydro Plan that their distribution rates are the fifth highest in the province. Numerous participants (both residential and commercial) noted that they had taken significant steps to reduce consumption, but that these actions appeared to have little or no effect on controlling their bills. In particular, many noted the adverse impact of TOU rates for seniors and others who are required to use power during peak periods.

One customer asked if it was possible to phase in the large distribution increase that InnPower is seeking over time, to smooth out the impact. Another expressed concern that InnPower proposed to recover the increase retroactively to January 1.

Some customers asked about the impact of the proposed Fair Hydro Plan on their bills, and questioned the timing of InnPower's request for a rate increase as it relates to the proposed Gair Hydro Plan. They felt that it would be more appropriate for InnPower to withdraw its application until the full implications of the Plan could be made clear. They were concerned that the savings under the Plan would be offset by any increase granted to InnPower by the OEB.

Participants noted InnPower's corporate governance as an area of significant concern. In particular, they objected to InnPower's recovery of costs for its new office building, which they feel is well in excess of the company's needs both in terms of size and amenities. They consider the new building and sculpture to be a tangible symbol of what they see as InnPower's lack of regard for cost control. Some also questioned the decision-making process that allowed the Town Council to approve its construction. Many were disappointed at the lack of response to a question regarding the amount of profit made by the utility in recent years.

One participant suggested the formation of a committee or focus group to advise the Town on matters related to InnPower. Others questioned InnPower's management of debt levels and its arrangements with the Town of Innisfil for dividend payments. Many wondered why InnPower had not pursued participation in the Alectra merger when approached or a purchase by another utility in order to improve overall management of the utility and enjoy cost savings and lower rates through a larger customer base.

Specific cost items noted as indicative of cost control problems included purchase, rather than lease, of bucket trucks; recovery of ice storm costs directly, rather than

through the use of contingency funds or absorbed by the Town; the relatively high proportion of administrative costs to operating costs; and compensation levels. Participants also questioned the impact of the cost of development for future customers on their rates, given the significant levels of growth expected within InnPower's service area.

Several participants described their experiences with InnPower's disconnection procedures, which they found to be unduly aggressive. Several comments also indicated dissatisfaction with customer service.

One participant noted that they had experienced several outages and asked if InnPower proposed to offer discounted bills when this occurs.

Finally, many customers expressed disappointment and frustration at the lack of communication over the years from their municipal Town Council on issues related to the utility, the insufficient representation from the Town Council at these meetings, and the general unresponsiveness from utility representatives to the concerns raised at these meetings.

SCHEDULE A ONTARIO ENERGY BOARD PRESENTATION INNPOWER CORPORATION EB-2016-0085 MARCH 9, 2017



Getting Involved In OEB's Decision-Making Process

OEB Community Meeting - Innisfil

March 9, 2017

Every Voice Matters

This meeting is an opportunity to ask questions about your utility's rate application and tell us what you think about it.

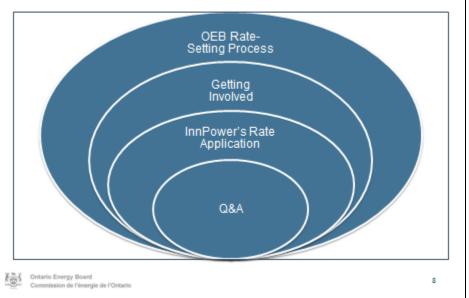
The OEB wants to hear from you to ensure we take your concerns into account as we make a decision about your utility's rate application.

To ensure everyone feels welcome, safe and able to express their opinion at tonight's meeting, we will all be:

- Respectful
- · Brief so everyone can contribute
- Constructive
- We appreciate your productive participation.

Ontario Energy Board
Commission de l'énergie de l'Ontario

Scope of Tonight's Meeting



Who We Are

- The Ontario Energy Board is an independent public agency.
 - Regulating gas since 1960 and electricity since 1999
- Our goal is to promote a sustainable and efficient energy sector that provides energy consumers with reliable energy services at a reasonable cost.

Ontario Energy Board
Commission de l'énergie de l'Ontario

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9

The OEB Sets Distribution Rates

- The OEB reviews the "rates" that a local utility can charge customers
- A rate is an amount that recovers:
 - a utility's costs of providing distribution service (such as operations, maintenance, administrative expense, capital projects)
 - a fair return on equity

Ontario Energy Board
Commission de l'énergie de l'Ontario

Delivering Value – Ensuring Reliability

The OEB's job is to align various objectives to ensure reliability



Ontario Energy Board
Commission de l'énergie de l'Ontario

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Ontario's Fair Hydro Plan

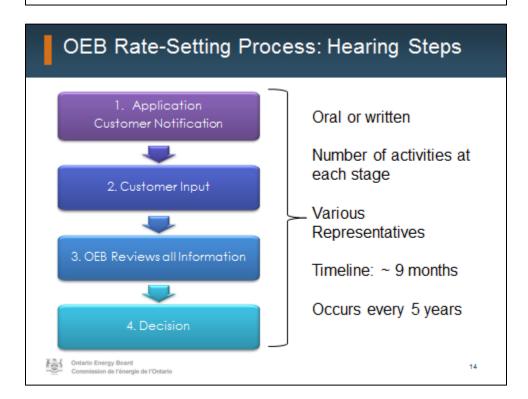
- On March 2 the government announced Ontario's Fair Hydro Plan to lower electricity bills by 25 percent starting this summer.
- The plan also includes distribution charge relief for InnPower.
- Changes to laws and regulations are needed for the plan to take effect.
- The OEB will continue to rigorously review all rate applications to help control costs.

Ontario Energy Board
Commission de l'énergie de l'Ontario

Rigorous Rate Reviews Control Costs

- We help control costs for all customers by limiting rate increases by utilities through an open, robust and inclusive rate review process.
- Since 2009, the OEB has reviewed 112 major rate applications and reduced rate increases by an average of 38 percent compared to what was asked.
- Overall, the Ontario Energy Board has kept the annual growth in average distribution rates at about 2 percent – about the rate of inflation during the same period.
- We encourage all consumers to tell us what they think about their utility's rate application.







OEB Hearings

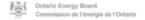
- Open to all
 - Evidence is public
 - All written hearing materials posted on OEB website
 - All oral hearings open to the public and broadcast through OEB's website

Ontario Energy Board
Commission de l'énergie de l'Ontario

What Can You Do?

- The OEB wants to hear from you. We encourage you to:
 - Ask questions
 - Provide comments (via post or email)
 - Attend or listen in on the hearings
 - Follow the proceedings
- Your voice helps the OEB do our job:

Ensuring utilities deliver value by focusing on what matters most to you



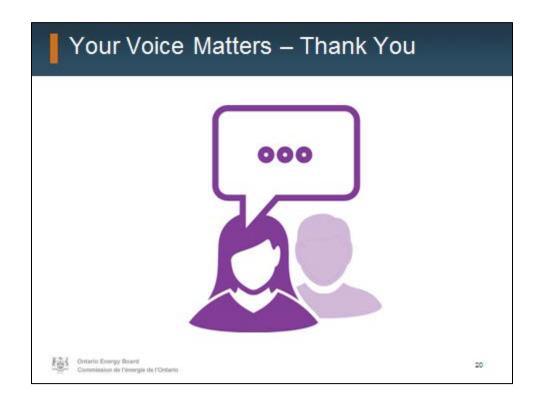
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What Happens Next?

- The OEB Panel decides on written or oral hearing
- Then they consider the information
 - Utility's application
 - Your comments
 - Intervenor submissions





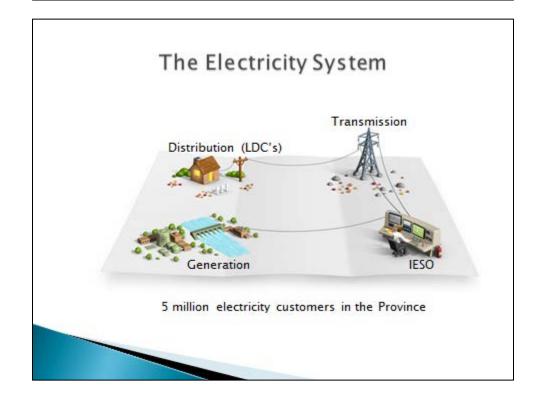


SCHEDULE B INNPOWER CORPORATION PRESENTATION INNPOWER CORPORATION EB-2016-0085 MARCH 9, 2017

InnPower Corporation - OEB Community Day Session

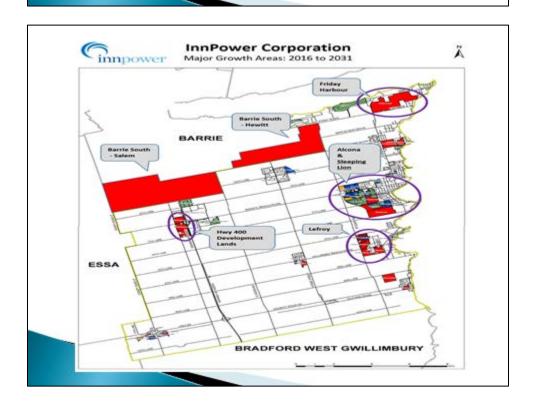
March 9, 2017







InnPower Corporation is your Local Electricity Distributor (LDC) and is 100% owned by the Town of Innisfil



InnPower Corporation's Service Territory Compared to Enersource

InnPower Corporation

- 292 Sq. Km 219 Rural
- Overhead Km of Line 660
- Underground Km Line 173

Customers

Residential - 15,073
General Service < 50 - 1,010
General Service > = 50 Kw - 74
of Customers per Sq. Km - 55
of Customers per Km Line - 19

Enersource (Mississauga)

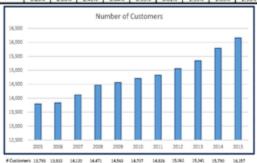
- > 292 Sq. Km All Urban
- Overhead Km of Line 1,799
- Underground Km Line 3,404

Customers

Residential - 181,140
General Service < 50 - 17,894
General Service >= 50 Kw - 4,423
of Customers per Sq. Km - 532
of Customers per Km Line - 74.55

Customer Growth 2005–2015

Customer Class	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Residential	12,821	12,949	13,132	13,472	13,636	13,747	13,854	14,061	14,315	14,728	15,073
GS<50	890	816	916	925	855	892	904	932	960	993	1,000
GS>50	82	67	72	74	72	68	68	69	66	69	74
# of Customers	13,793	13,832	14,120	14,471	14,563	14,707	14,826	15,062	15,341	15,790	16,157
% Growth		0.28%	2.08%	2.49%	0.64%	0.99%	0.81%	1.59%	1.85%	2.93%	2.32%



InnPower Growth Rate

LOC	Res Customers	Growth
InnPower Corporation	15,073	2.32%
St. Thomas Energy	15,207	0.91%
COLLUS Powerstream	14,715	1.00%
Woodstock Hydro Service	14,507	1.40%

InnPower Growth Rate

LDC	Res Customers	Square Km	Rural or Urban	Growth
InnPower Corporation	15,073	292	Rural	2.32%
Cambridge and North Dumfries	47,501	306	Rural	0.80%
Enersource Hydro (Mississauga)	181,140	292	Urban	1.05%
Halton Hills Hydro	19,801	281	Rural	1.83%
Hydro One Brampton	143,095	269	Urban	3.00%

Employment and Population Growth 2031

Source	Population	Employment
Innisfil, 2011 Census and 2006 employment estimate	33,080	5,700
Innisfil Official Plan, 2031	56,000	13,100
Simcoe Official Plan, 2031	65,000	13,100
Provincial Growth Plan, 2031	56,000	13,100
Provincial Growth Plan, 2031 plus Friday Harbour and Sleeping Lion	65,240	13,100



InnPower Corporation Strategic Imperatives



Align utility reliability and quality of service levels with customer expectations





Shift the focus from utility cost to value for customers

InnPower Corporation Strategic Imperatives



Better align timing and pattern of expenditures with cost recovery

InnPower Corporation Strategic Imperatives

Institutionalize continuous improvement and innovation



Efficiency Committee



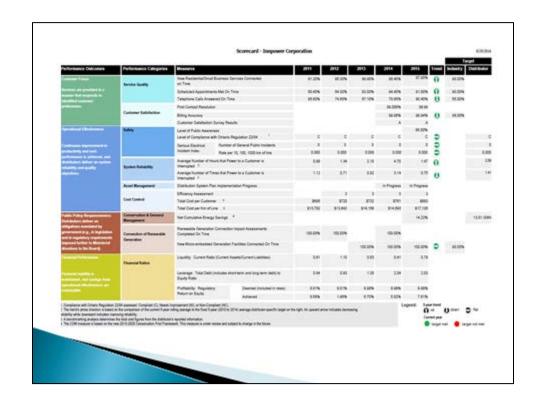
Customer Engagement Committee

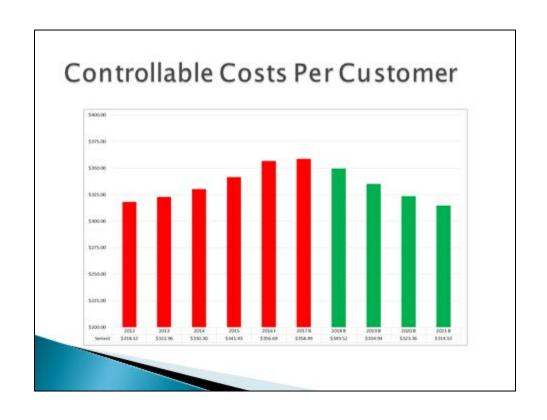
Community Engagement

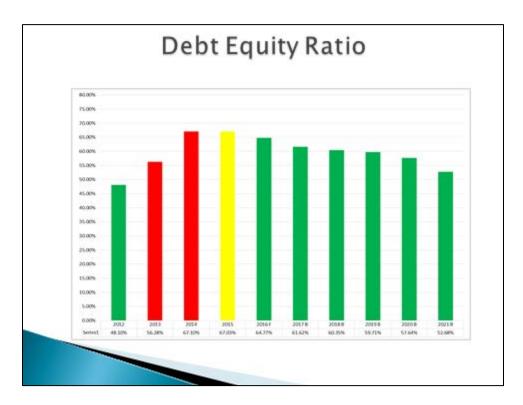
- Community Events
 - Cookstown Wing Ding
 - Innisfil SummerFest
 - Innisfil Family Day
 - Keep Kids Safe Workshop
- Sponsorships
 - Innisfil Winterhawks
 - Innisfil Rotary Club
 - Kids Scoop
 - Stroud First Beavers

- Education Session
 - Ontario Electricity Support Program (OESP)
 - Home Assistance program
 - Save On Energy Symposium
 - 2015 Rate Session
- Additional Tools/Resources
 - Customer Connect
 - · Green Button Initiative
 - Social Media (Facebook, Twitter)
 - Outage Portal (OMS)



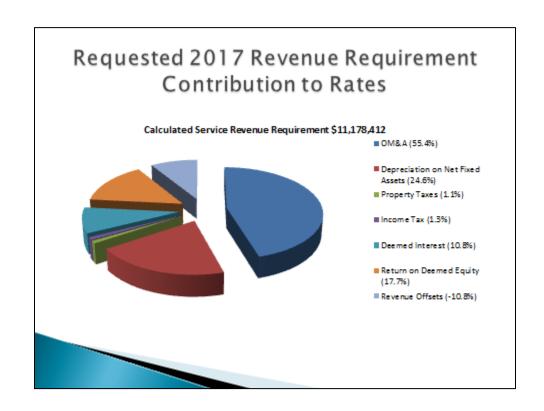


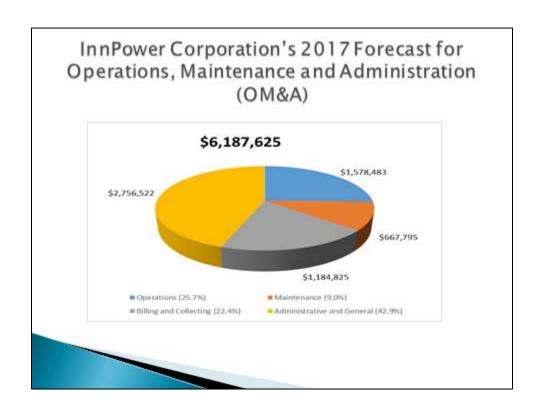


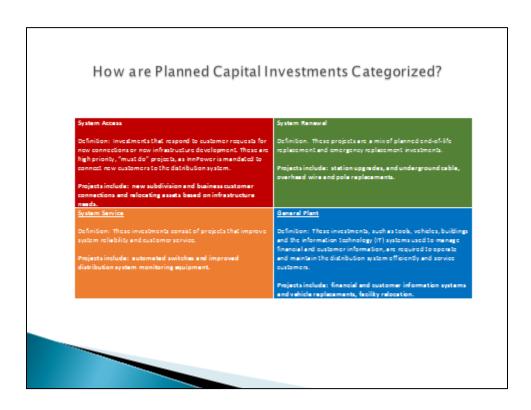


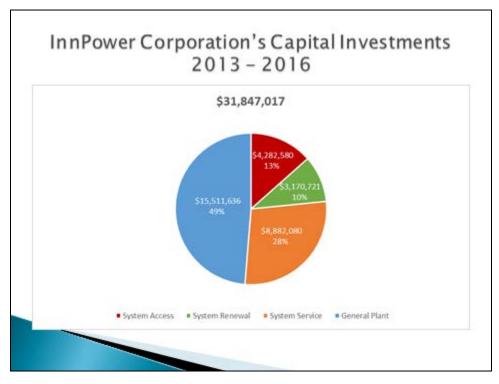
How are Proposed Rates Determined?

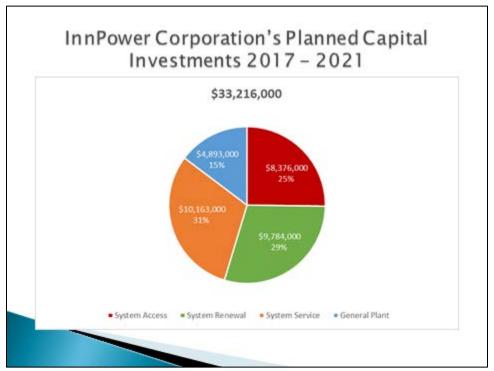
- The COS Application set outs InnPower Corporation's requirements to operate the company on an annual basis for the Distribution components of the bill or "Revenue Requirement".
- Revenue Requirement = Operating, Maintenance and Administration Costs + Depreciation Expense + Return on Ratebase + Taxes
- The Revenue Requirement is then divided by forecasted consumption which is then allocated to the respective rate classes to determine the proposed rates.

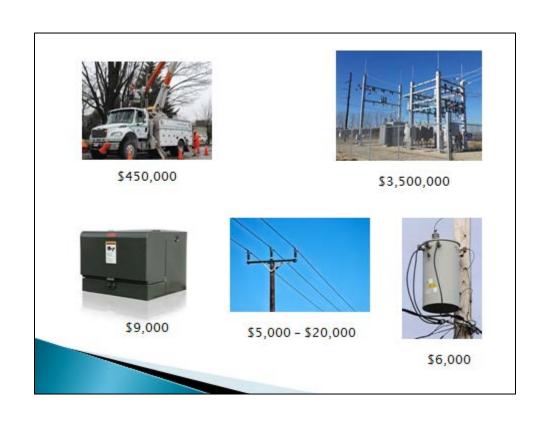


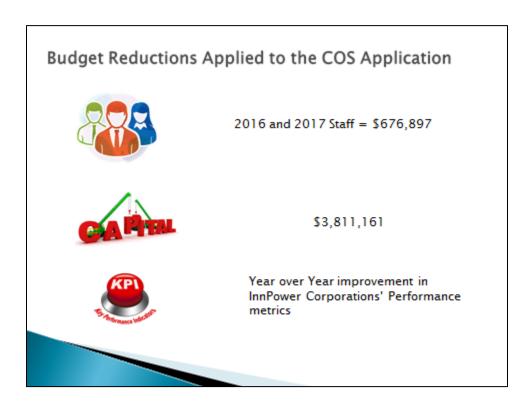












InnPower Corporation Cost of Service (COS) Application

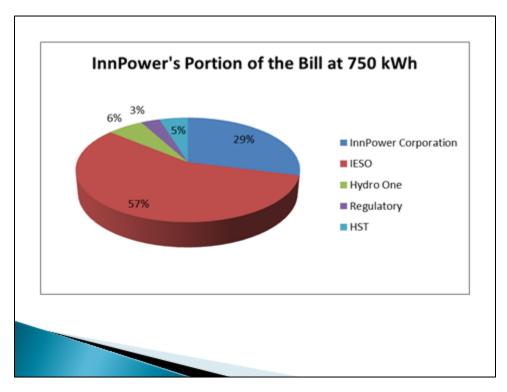
\$8.59

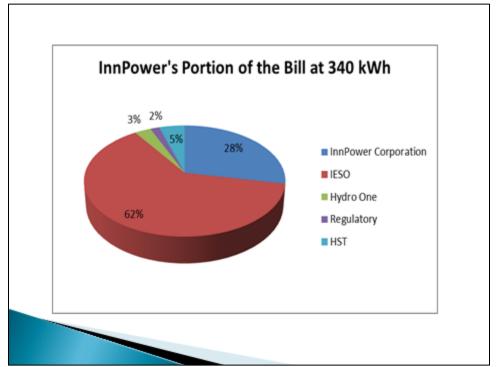
\$10.69 increase in OEB Notice for Residential Rates

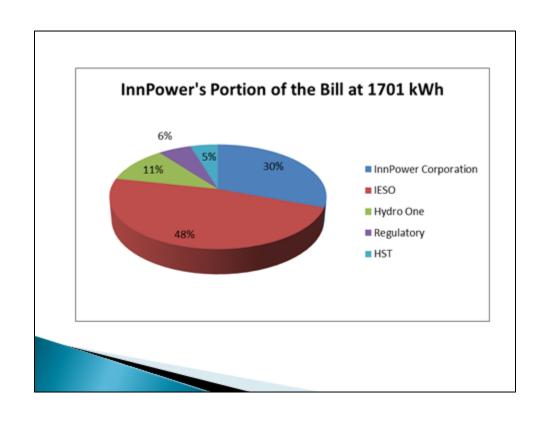
> OM&A reduction of \$676,897 and Capital reduction of \$3,811,161

InnPower Corporation Distribution Impact by Rate Class

Customer Class	Item Description	Unit	2016 Rate (\$)*	2017 Rate (\$)
			141	
750 kWH	Monthly Service Charge	per month	27.06	36.53
	Distribution Volumetric Rate	perkWh	0.0159	0.0138
	Total Distribution Charge		\$38.99	\$46.88
				20.3%
2000 kWH	Monthly Service Charge	permonth	37.98	46.04
	Distribution Volumetric Rate	perkWh	0.0092	0.0111
	Total Distribution Charge		\$56.38	\$68.24
				21.0%
100 kW	Monthly Service Charge	per month	167.72	470.49
	Distribution Volumetric Rate	perkW	3.444	2.7283
	Total Distribution Charge		\$512.15	\$743.32
				45.1%
1 KW	Monthly Service Charge	permonth	6.33	6.04
4 Connections	Distribution Volumetric Rate	perkW	43.7607	41.7563
	Total Distribution Charge		\$3,001.05	\$2,863.58
				-4.6%













March 2016 Ice Storm

	Depreciation Expense						
					Additional		
Total Capita	d .					Expense	
Addition by AP	4	Useful Life		Year 1 (half year)		(Annual)	
192	0	45	5	610.98	5	1,221.95	
1825-	2	60	5	208.86	5	417.72	
1825-	2	45	5	459.12	5	935.25	
194	5	40	5	8.20	5	16.60	
105	0	40	5	59.81	5	119.62	
Eligible Depreciation	n for Ra	te Rider	ş	1,256			
Z Factor Expense b	y Cate	gory					
Labour	5	88,054					
Material	5	5,505					
Vehides	5	12, 258					
Subcontractor	5	169,952					
Expense Total	\$	274,689					
Z Factor Amount for	Interim	Recovery	5	276,045			

If approved, the monthly impact to Residential Customer at 750 kWh would be \$.075 cents

InnPower Corporation - Why a New Building



Mergers and Amalgamations

The new utility says residents will save about \$40 per year over a period of 10 years, but it will take time before that happens

"The merger allows us to find internal efficiencies which reduce costs, and that will be passed onto customers. But those efficiencies take time to put into place."



InnPower Corporation Proposed Overall Bill Impacts by Rate Class

Rate Class		2016 Invoice	20	17 Invoice	\$	Variance	% from 2016
Residential	\$	162.23	\$	171.54	\$	9.31	5.74%
GS < 50 kW	Ş	391.50	\$	413.20	\$	21.70	5.54%
GS 50 to 4,999 kW	\$	4,827.99	\$	5,533.14	\$	705.15	14.61%
Street Lighting	Ş	21,965.10	\$	20,943.14	-\$	1,021.96	-4.65%

SCHEDULE C PHYLLIS MAHON PRESENTATION INNPOWER CORPORATION EB-2016-0085 MARCH 9, 2017

OEB Community Meeting - InnPower Corporation Consumer Presentation – Phyllis Mahon

I moved to Innisfil in June 2012 because I had been laid-off from my job as an Office Administrator in Markham. I believed that the cost of living would be more manageable here in Simcoe County and I was optimistic that I would be able to find a job. I was wrong on both counts.

I was not quite 58 when all this was happening in my life and even though I job hunted like mad, it turns out there are very few employment opportunities for someone like me here in Simcoe County – older ... not young, thin or blond.

So I applied for and was accepted into the SEA (Self-Employment Assistance) program and learned how to become a business owner, because the way I see it, self-employment is better than no employment at all.

Four years later, at just past 62 years old and I'm still trying to get my business to a viable point where it makes a profit so I can pay my living expenses, including my hydro bill. The only control I have on my hydro is consumption, which I do my best to use during off-peak hours.

I analyzed my current hydro bill dated February 16, against the first one, dated July 18, 2012. I am appalled to see that delivery charges have increased by 40%, in less than 5 years. How does the Government think someone like me, not quite a senior with so little income (sadly I qualify for the OESP at \$30.00 a month), can afford to keep paying these kinds of rates and still afford to buy groceries and other essentials? How has a province as rich as Ontario allowed this kind of insanity to occur, that its residents have to make this kind of horrible choice?

Recently the Wynne government announced a rebate of the 8% provincial tax on my hydro bill and another 17% on top of that, for a total of 25%. Who knows for how long? Probably until after the next election anyway.

With my January hydro bill, I got a notice that the 8% provincial tax will be rebated but it had not been applied to January and maybe not even until July 1. On Jan/25, I spoke to a CSR at InnPower. She advised me that since the government had implemented the 8% rebate very quickly, InnPower's billing system could not be adjusted fast enough to apply the rebate in January. InnPower hoped to have the rebate in place for the February bill and that any months missed would be credited retroactively. InnPower is applying the HST to the gross amount of my bill and not the net (less the OESP). Why?

When I go into a store and buy an item on sale, the taxes are applied to the net amount of the item, not the original amount at which the item was priced. Why would the process be any different for my hydro bill?

I called InnPower to have the process explained and spoke to a CSR. I found her to be disdainful and impatient. I 'walked' her through the tax which had been applied to my bill, and was told that that's how InnPower had been instructed to do it.

I find that a lot of InnPower's customer service personnel to have the same attitude and have to wonder if it's because they know (from my address) that I live in Sandycove Acres and think that the residents here are stupid because we're older or assume that we all have dementia because it's primarily a senior's community. I felt insulted and frustrated because I really didn't get answers that satisfied my questions.

Later, I spoke to the same CSR again and she advised me that it was the OEB's instructions to apply the taxes in the way they had been – to the gross. Is this correct? If so, why?

To add insult to injury, I got another notice with my February bill, which states that InnPower has applied to the OEB for an increase of \$10.69, a 22.3% increase. If it is granted that means there has been a whopping **71%** increase in delivery charges since 2012! Why? Doesn't InnPower how to run this essential service efficiently? Why has InnPower asked for this increase?

Does the government give with one hand and InnPower take it back and then some, with the other?

Is CPP and Old Age Security Pensions going to increase 71%?

Why hasn't InnPower merged with Alectra so that the distribution costs can be shared by a much larger consumer base?

What kind of municipality and province am I living in?

SCHEDULE D PATRICK MORLEY PRESENTATION INNPOWER CORPORATION EB-2016-0085 MARCH 9, 2017

PAGE 10-2

20 years and near House oo. It was a very serval building that was quite to serve the population at that time In 2016 I was in the frome who were expeniencing a hard electricity payment player came to the new Impourer Reutding their bill. I was compl a city like New York or Toronto, at the pay wind observed behind the lone a large emply space like a Banquet Hall that los

PAGE 2 OF Z.

Why on earth would a Town even this? why not build a some addition to the Town Hall would be expandable as the need increased. It is not too late the could nell this valuable Palace and we just part of the funds to muke this change even now, Let us not compound t effect of this gross mismanagement by placing the lunder on low awness in order to rectify the incompetence of our afficials. Even if this increuse were approved it would not be the end unless corrective action is taken a Daing the same thing repeatedly and expecting a different outcome is the activity

SCHEDULE E SCHUYLER SIGEL PRESENTATION FOR STRATHALLAN BEACH ASSOCIATION INNPOWER CORPORATION EB-2016-0085 MARCH 9, 2017

March 5, 2017
Ms. Lynn Anderson
Vice President Applications
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, 27th Floor
Toronto, ON
M4P 1E4

Dear Ms. Anderson,

Re: APPLICATION FILE NUMBER: EB-2016-0085

I am writing this letter to you on behalf of the members (the "Members") of the Strathallan Beach Association ("SBA"). The SBA is an association representing the 23 property owners within Strathallan Woods ("SW"). SW is located on the north side of Big Bay Point road within the Township of Innisfil. The Members' residences are serviced insofar as their electricity needs are concerned by InnPower.

By OEB notice to each of the SBA Members, we all were advised that InnPower has applied to the OEB to increase its electrical distribution residential rates by \$10.69 per month retrospective to January 1st, 2017 for a five-year period. The SBA Members urge the OEB to deny this request from Innpower. Furthermore, we also believe that Innpower's request for increasing commercial class (increase of approximately \$238.73 per month) also be denied. We believe that these requests do not reflect the best interests of the consumer. These increased costs will drive commercial businesses to leave this area and will ultimately pass on additional financial burdens to the consumers.

There are at a minimum two significant reasons motivating the Members to request the OEB deny the application and its requested electricity distribution rate increase:

1) Innpower for whatever reason failed to align itself and merge together with

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Barrie Hydro, Enersource, Horizon Utilities, Hydro One Brampton and PowerStream to

become Acentra. The aformentioned merger (the "merger") proceeded on the basis that

as North America's second largest utility, its residents would be the beneficiaries of an

immediate reduction of power rates of approximately \$40.00 per year, have access due

to size of state of the art technology pertaining to the power industry, avoid

redundancies, duplication of costs, and enhance significantly service to its customers. In

that the OEB supports and mandates a consumer-centric strategy for utilities within the

Province of Ontario, the merger dovetails perfectly within this strategy to the benefit of

all of the customers within the merged areas.

As SBA Members, over the past number of years we have not seen any increased

benefits from InnPower that reflect a need for a rate increase. If anything, our Members

and local corporate consumers will be receiving a lower value from InnPower than our

neighbours (less than 1 km away) that are being serviced by Acentra.

2) Coincidentally, last week, the Ontario Government introduced legislation, the

effect of which is to reduce hydro rates in the GTA by 25% this year (Inclusive of the

HST rebate already approved). This was done in recognition of the need to make

electricity more affordable for consumers. Thus the InnPower application flies in the

face of the merger in which InnPower declined for own purely altruistic reasons to

participate in and as well reflects a strategy within the senior management of InnPower

directly contrary to the position espoused by Ontario's Premier- that is taking every

effort within the Government's control to reduce hydro rates for Ontario's residents.

Yours truly

Strathallan Beach Association

per: Schuyler Sigel - Secretary

Cc: Ms. Kirsten Walli, Board Secretary

46

SCHEDULE F COMMENT FORMS AFTERNOON SESSION INNPOWER CORPORATION EB-2016-0085 MARCH 9, 2017



*required fields please print

Case Number: *EB-2016-0085 First Name: La	nst Name: Bingley
Company Name:	
Email Address: *PI	none Number:
Address: *(Street Address, City/Town, Postal Code)	
telling us what you like and do not like about the a you think is missing. Len January we had door to serve a shut of all we did not recieve that period. Second days late Third for the delivery Inapower to inquiback we had to k	
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I have read the Ontario Energy Board's privacy in	formation and understand that my name and my

Ontario Energy Board Letter of Comment Version January 24, 2017

Signature:

Page 1

Date: March 9 / 20 17

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 heals 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,

Theresa Sanders



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Case Number: *EB-2016-0085
First Name: <u>leresq</u> Last Name: <u>Hellewell</u>
Company Name:
Email Address: *_
Address: *
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 consoner
to proposed rate effective as week as my
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Pressure of Concerns. 'in the Presentation
e see No reason to raise the rates.
ALL I reconize is that change must hopine,
to retact many feel is mismanagment of
funds. and the result, I as a rate payer
Client of inplower, as well as many p
By signing and giving this document to the Ontario Energy Board, you agree that your name and the 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.
I have read the Ontario Energy Board's privacy information and understand that my name and my comment will be made public.

Date: March 92017.

Ontario Energy Board Letter of Comment Version January 24, 2017

Signature: _

Page 1

Additional comments	
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are expected to P	arquers as my Selfo ay up, and only feel - rel not truly valued.
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Name of document:	Number of pages:
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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
Tox 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, CFO, CFO make ply1?
INNPOWER IS MUCH TOO EAGER NOW TO THREATEN
TO AND/OR DUCONNECT THEIR CUSTOMERS - 2 days
after pymt due date customers receive a passive aggressive
call which is a payment reminder assummention threat. 10 days after pyror due date they give customers a disconnection
By signing and giving this document to the Ontario Energy Board, you agree that your name and the 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.
I have read the Ontario Energy Board's privacy information and understand that my name and my comment will be made public.
Signature: N Craig Date: Mar 9/17

Additional comments
notice and bill the customer \$ 16.95 , HOT for this notice
23 days after pyint due they disconnect their customers
Hyou allow them to I charges for disconnect freconnect they will be wome even more eager!
They will be wome 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 Innis FI Hydro to INN POWER - letterhead
envelopes, all stationary, 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!
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5. 30 year I have used here, never had a disconnect
never didn't pay a bill, though often late.
I do not appreciate the passive aggressive
phone calls or the nasty pink disconnect
notices, It I treated my customers like this
I would have no customers but because they are INN POWER we have no choice, It is encouraging us to go off grid ASAP. as we have done with gas. 16. 4270 to Admin Services ?? There's the CEO, CFO & Add Attachment (If you are attaching any documents please provide the information below)
INN POWER we have no choice, It is encouraging
us to go off grid ASAP. as we have done with gas
6. 4200 to Admin Services ?? There's the CEO, CFO #
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Name of document: Number of pages:
Name of document: Number of pages:
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In 13 years I have never seen INN POOSER check any lines running into my property, 20 old years ago those lines
Ontario Energy Board Letter of Comment or another property were not Page 2
Ontario Energy Board Letter of Comment or another property were not Page 2 Version January 24, 2017 maintained and lines were boxe who ground (and started a house five Again great maintenance,
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Signature: John Frum	Date: MAR 01, 2017



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Signature: S. Junne (Date: <u>MAR. 9, 2917</u>



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Signature:	Date: MAR 9/2017

Ontario Energy Board Letter of Comment Version January 24, 2017

Page 1





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Case Number: *EB-201_6
First Name: Last Name:
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. I think that every effort should
be made for inn power to generate energy through a variety of ways ie/solar, wint and some of the other new green technologies which exist today, they or power and hydro lines should Not be the only source of energy in 2017.
PRIVACY By signing and giving this document to the Ontario Energy Board, you agree that your name and the 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. I have read the Ontario Energy Board's privacy information and understand that my name and my comment will be made public.

Signature:



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LETTER OF COMMENT

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First Name: <u> </u>
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have read the Ontario Energy Board's privacy information and understand that my name and my comment will be made public.
Signature: Date: MARCH 9/17





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Date: _///

Ontario Energy Board Letter of Comment Version January 24, 2017 Page 1





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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: Jacob Signature: Mary 9, 2017

information will remain public.

SCHEDULE G COMMENT FORMS EVENING SESSION INNPOWER CORPORATION EB-2016-0085 MARCH 9, 2017



	Case Number: *EB-2016-0085
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	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.
	Thereshould be no need for a rate increase. Howean
_	Inflower justify increasing rade while the Ontario Government
	has admitted fourt in high hydro rates and to try
	and keep people happy will now offer a 17% discont
	Seems very contradictory how our municipal Inpower
	ugots to rouse rates and our Bovernment wants
	ter decrease rates
2)	Increased \$10/month is equivalent to \$10% on
	a \$100/month bill. Question! How much is staff
	Salary Increasing this good? Why should staff
	Salary increasing this gear? Why should staff Salary increases be mandatory which causes rate increases? PRIVACY
	By signing and giving this document to the Ontario Energy Board, you agree that your name and the
	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.
	I have read the Ontario Energy Board's privacy information and understand that my name and my comment will be made public.
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~	Additional comments
(3)	Rade increase needed to boild more infrastrohe etc.
	(BUT) innisted is building boolood more homer
	each year. Howcan Implaner justify increasing roder
	on ALU when in a year or two years they will
	be collecting more from new Hones.
47	I have heard if Imporer Mesgy with Power-Stream
	that HUGE saying can be seen for restlentral
	Custoners, WHY would our municipal government
	not do this to save mony for all.
5)	According to Finangal Post in 2016, InnPower
	Rays the 15th highest Hydrorates in Ontario.
	Spots 3 and 4 are high as they are Northern Ontara
	With \$10/month increase, Inn facer cull be in Spot \$13
	of highest bill per mark. In the sanearhich Power-Stream
	pays \$182/month (white Innestel pays \$205). Why
	Annistil \$246 /year more when we live 15 mn from
	Barne
	Add Attachment (If you are attaching any documents please provide the information below)
	Name of document: Number of pages:
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Case Number: *EB-2016-0085	
First Name: GLENDA	_ Last Name: HAGERMAN
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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:

Date:

Parch 9. 2016

Ontario Energy Board Letter of Comment

Version January 24, 2017

Page 1

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Case Number: *EB-2016-0085	
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Signature: JJ Daw	nio Date: 2017-03-09

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.



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 - 38 days 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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Signature:	Date:



*required fields please print

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Ontario Energy Board Letter of Comment Version January 24, 2017 SCHEDULE H

LETTERS OF COMMENT

TO OEB SECRETARY

INNPOWER CORPORATION

EB-2016-0085

MARCH 9, 2017

From: Betty Lou & Hank Vanderpost

Sent: March 15, 2017 5:10 PM

To: BoardSec

Subject: Hydro rate objection re: Innpower Corp.

Case No. EB 2016-0085

From: Henry & Betty Lou Vanderpost,

Cottage Address:

Phone No.

We own a cottage (just a cottage, not winterized) in Innisfil, and our hydro needs are supplied by Innpower Corp. We recently received notice that our delivery charge would increase by \$10.69 per month, or a 9% increase. At the present time, our delivery charge is \$27.85 per month; that is a 38% INCREASE!! DO YOUR MATH, PLEASE!!!! My husband did attend the scheduled meeting in Innisfil last Thursday.

We only used a total of 503 kw during the last year. The main breaker is pulled for 7 months each and every year, but we still must pay a delivery charge, which is wrong. I called Innpower twice during the last year, left a message, and never got a call back. I feel this \$27.85 charge is unfair during the months that the main switch is pulled. I can call Bell Canada, and have them wave the monthly fee on my telephone, then why not the hydro company?

If a 38% increase was added to every Innpower household in Innisfil, could you hear the screams. There needs to be another method of increase for those residents, who use very little hydro. This 38% increase should not be approved in our situation.

We will be awaiting your common sense reply.

Betty Lou Vanderpost March 15th, 2017 From:

Sent: March-16-17 6:23 PM

To: BoardSec

Subject: Increase in Delivery Charge per Innpower Corp

Case No. EB2016-0085

I own a cottage not a permanent resident at supplied by Innpower Corp of Innisfil, ON.

I just read that Innpower is planning to increase the delivery charge by \$10.69 per month. On my last bill I was charged \$28.78 for one month. An increase of \$10.69 is much more than the 9% that they said they were increasing it. When I went to school a 9% increase would be \$2.59. This is simply unacceptable. As this is a summer place my KW consumption was a total of 8kw for the 2016 year yet I paid \$327.49 in delivery charges and to increase this delivery charge to \$454.57 a year is simply highway robbery. Why does it cost me \$327.49 to deliver 8KW of power. My main breaker is off for 7 months of the year.....am I paying for every household on the way to my place. There must be a fair playing field for everyone and I do not believe this is fair. These electricity companies have a licence to steal from the general public and it must be controlled in a manner that we the taxpayer can afford

I Am totally appalled and annoyed

Looking forward to a common sense reply

Yours truly Margaret Boddy The presentations from the OEB and from the hydro company was as expected - a farce. All relevant documentations and presentations were with incomparable evaluations. To compare a 34,000 Town with Mississauga is inappropriate. No evidence was brought forward of the trues or honesty of the presentation.

If the OEB would be independent, than they would do everything and make sure that a possible competition makes realistic market prices. A monopoly brings a certain grade of intolerance, ignorance and arrogance. Exactly that was the outcome of the presentation.

The show made one thing clear: "the increase will come without any doubt", regardless the outrages from the people. This is, because neither OEB nor the hydro company have had a hearing aid for themselves to understand the public and consequently continuing with the circus to make the public believe that they will be heart.

The description of this kind of meeting category is useless and is not worth to mention. It was a waste of time. As well, the attendance of the Town and their counsellors was miserable. The reason is very clear, because they know about the future outcome and the result.

K. Liebing

From: VERNON BROWN

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!

From: Melissa Goodchild Sent: March-16-17 10:27 AM

To: BoardSec

Subject: EB-2016-0085

To whom it may concern,

I have read other notices posted on the Ontario Energy Board website and Innpowers distribution rate request is much higher than any other company. I have to ask why, and hope you do too. The rate increase Innpower is suggesting, is inflated. Innpower customers are already paying significantly more then almost all hydro companies in Ontario. These increases will put it over the top, making it difficult for many people and companies to pay their bills. Don't let the town of Innisfil harm its citizens with unreasonable and nearly unobtainable hydro bills.

I attended the Ontario Energy Board meeting on March 9th, during the presentation Innpower talked about the growth of Innisfil. On one hand they said that our rates are high due to customer base and service area. Which makes sense to me as there are less people to cover the cost. As I

pointed out before we are paying more then the average suburban area already. Yet the rate increase they are requiring is for the rapid growth of the town. Does that not mean more people and should therefore lower the cost. To me this increase seems to indicate that the town of Innisfil is not changing developers enough to build here. Instead of making the well off developers pay for it they are asking the residents of Innisfil to. Perhaps the OEB should be looking at how the town is running their utility company as well as denying this unreasonable increase.

Sincerely, Melissa Goodchild

Sent from my iPhone



March 13, 2017

Good Afternoon,

Last week I had the opportunity to attend the Innpower/OEB information night in Innisfil. I listened respectfully to each presentation.

It certainly appeared that nobody in attendance is accepting of the current Innpower request to OEB. As I listened and considered the presentations and subsequent comments, it appeared that the history of Innpower showed a considerable lack of good corporate governance. Comments made from those in attend including the CEO of Innpower reflect this.

I question decisions by Council from the Town of Innisfil, of the past. I believe that decisions made by past councils and the Board of Innpower are reflected in their rate increase request. My primary point is to suggest that the current Innpower Board does not include a large enough skilled based cross-section of the community. Essentially, the Board of Innpower was, and is not transparent to its clients. Innpower Board is essentially a closed group of decision makers. I do not question the current boards skills sets, but believe the Board should be larger (up to 10-12 voting members) that have skills sets that can add value to the organization. I believe the Boards of the past have made extremely bad decisions on behalf of their principal shareholder (and ratepayers), putting them into the unenviable position of being the 2nd highest cost electrical utility in the province. Based on Innpower's website, the Board includes the current Mayor of the Town; the current Chairperson is the current CAO of the Town; Past CEO of Innpower and an independent member (not aware of his credentials). Can the Town's CAO and Mayor be impartial and vote based on their fiduciary duties to Innpower? I think not.

I would also suggest that Innpower enter into discussions with other hydro providers in the province to see how this path could offer more efficient solutions for their customers.

I would urge the Ontario Energy Board to "put aside" any decision on this matter until the governance model or amalgamation with another provider for the Board of Innpower is examined.

Respectfully

Chris & Debra Gariepy

From: webmaster@ontarioenergyboard.ca [mailto:webmaster@ontarioenergyboard.ca]

Sent: March 9, 2017 5:17 PM

To: BoardSec

Subject: Letter of Comment Submitted: EB-2016-0085

LETTER OF COMMENT

Comments:

Thank you for the opportunity to comment on the application of InnPower to increase its electricity distribution rates.

I am very surprised and upset by the InnPower application to increase its distribution rate by \$10.69 per month. I am strongly opposed to such a large increase.

The proposed increase in the distribution rate is excessive and unwarranted. It is much greater than the current inflation rate and cannot be justified.

My wife and I attended the OEB community meeting today (March 9/17) regarding this proposed increase. We found the presentation by the InnPower CEO very poor in addressing the issues that would justify this rate increase.

The InnPower CEO compared InnPower to Mississauga Hydro in trying to justify the increase. This is a totally invalid comparison. It is like trying to compare apples and oranges. Mississauga is a large urban centre and Innisfil is a mainly rural community. Comparisons should be made with similar communities such as New Tecumseth, Essa, Collingwood, and Springwater. Those would be valid comparisons.

The InnPower CEO also tried to justify the rate increase by saying the costs of the March 2016 ice storm need to be recouped. The costs of the ice storm to InnPower were estimated as less than \$300k by the CEO. If that is the case, how does it justify a monthly increase of over \$10 to every InnPower customer? The proposed increase would raise significantly more monies than the estimated cost of the 2016 ice storm.

Also, the InnPower CEO did not address other ways of reducing the need for such a large rate increase. Specifically, amalgamation with lower cost utilities and/or selling of the new InnPower building were not addressed as ways to reduce costs.

In summation, I do not believe the proposed rate increase by InnPower is either justified or warranted by the reasons articulated by its CEO.

Name: Dennis Petras
Address:
Email:
Phone:
Fax: 0Company:

I attended the OEB Community Meeting, Innisfil, on March 9, 2017

No one is in favour of needless expense, certainly, so it is not surprising there is widespread opposition to a rate increase. But there should be a good reason, and that reason should be available to ratepayers.

I heard nothing that explained or justified InnPower's request for a rate increase for its distribution tariff to its customers.

CEO Wally Malcolm had ample opportunity to make a case for this but instead he dealt with generalities and unrelated issues.

I, like many present, have to question the fiscal management that a) had InnPower making this request of OEB with an impossible deadline (applying in late November for a rate change effective in January); b) applying for an increase of over 20% during a period of restraint; c) not having argument, figures nor rationale for customers to see.

Because hydro rates increased during 2016 and InnPower's billing of distribution charges is to tied to consumption, distribution have already increased recently.

The OEB is in a better position than I to judge the financial management of this community owned utility. Perhaps there is good cause for this rate increase buried in their application, but I urge the reviewers to bear in mind the community's skepticism about InnPower's history.

Daniel Coo