

[REDACTED]

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**From:** registrar  
**Sent:** July-27-17 2:27 PM  
**To:** [REDACTED]  
**Subject:** Letter of Comment -

Original Message-----

From: [webmaster@ontarioenergyboard.ca](mailto:webmaster@ontarioenergyboard.ca) [<mailto:webmaster@ontarioenergyboard.ca>]  
Sent: June-07-17 10:03 AM  
To: registrar  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2017-06-07

-- Case Number --  
EB-2017-0049

-- Name --  
Peter Wightman

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

I'm writing to voice my concern regarding the, in my opinion, brazen request that Hydro One be allowed to raise distribution rates and other charges for electricity. The key issue at the heart of the matter is choice. As a resident of the Hydro One catchment area I have no choice in my electricity provider short of uprooting my family and moving. If I were given the choice to select my own hydro provider I would certainly not select the one saddled with billing errors, class action lawsuits and service levels the Ontario ombudsman has called "outrageously bad". I also would try to avoid a company so mismanaged as to award their executives millions in compensation despite these failings.

A quick scan of the Hydro One website reveals lots of tips and tricks to lower our energy costs. My questions are what happens when those efforts are exhausted? We've made work and lifestyle changes to accommodate off-peak hours and home efficiency upgrades via energy efficient. Is Hydro willing to undertake similar efforts? The request to increase delivery rates is a resounding no.

I understand the delivery charge increase is intended to fund infrastructure upgrades but I find it hard to believe that a company that already charges double comparable to other Hydro providers for delivery would allocate that money appropriately. I have no confidence this rate increase will do anything to benefit existing customers. Infrastructure upgrade is coded language for the reduction of overhead. Hydro One is attempting to cut their costs and increase profits at the expense of their customers. The privatization of Hydro delivery has shifted the focus from customer satisfaction to shareholder satisfaction. In an ideal world Hydro one would decrease incentive packages for executives and reduce

the dividend paid to shareholders to fund infrastructure upgrades but that ideal world more closely resembles a fantasy. Please help rural Ontarians already struggling to find a voice in an increasingly urbanized environment continue to live and work without feeling blackmailed by their energy provider. Please reject this request and enact your mandate to raise the level of service expectation from Hydro One. Thank you for your consideration.

-- Attachment --