



ONTARIO ENERGY BOARD
LETTER OF COMMENT

**required fields please print*

RECEIVED

JUL 05 2017

ONTARIO ENERGY BOARD

Case Number: *EB-2017-0049

First Name: DANIELLE Last Name: MANTHA

Company Name:



(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.

*Please see typed letter and 3
attachments to support what I
wrote.*

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:



Date:

June 24, 2017

Ontario Energy Board

Here are my comments following the meeting I attended in Rockland, Ontario

After Hydro One's presentation, I am more and more convinced that there needs to be an Independent Review by an independent firm done at Hydro One. What is happening with all the money that they collect from us?

We do know that that they gave themselves millions of dollars in bonuses on top of their salaries. Then they have the nerve to say they want to raise our delivery charges because they need new posts. See attachment #1

To top it all, they have paid 6.3 billion dollars to dump surplus electricity to outside provinces or to the U.S. See attachment 2

Also, they have been sending those stupid and annoying report cards to make us cut down on electricity even more. They turn around and have a surplus of electricity and have to pay to dump it again. The report card cost 2.30 each plus postage. They are sent separately from the bills, another waste of money. Take all that money and change a few more posts. I have spent the winter with my thermostat low and wrapped in blankets to save on my bill and it is not a way to live. See Attachment 3.

Why is hydro so expensive in Ontario compared to all the other provinces? We are losing Industries. Businesses and jobs in Ontario because our rates are too high. They move to where hydro is more reasonable.

Seniors and people with disabilities have to leave their houses because they can't afford the high hydro bills. The ones that do stay in their homes, they pay their hydro and have to get food from the Food Bank.

When asked what they had spent the money on, they said they changed all their IT equipment and now the drivers and workers in the field can be reached and given their next assignment. What happens if those 280,000 posts that need replacing go down? Their IT equipment needs to be charged up and with no hydro they will be useless. Also, they spent on an automated answering service. How do you like talking to that robot and tell her you have a problem. It is like calling at a zoo. When I get off the phone my BP is sky high because of all the frustration and not have been able to get anything done about my problem.

I could go on and on but what it all revolves around is the fact that they don't know how to make priorities and spend the money wisely. Making us cut another 25.00 on our bill will only

give them an even bigger surplus and they will have to pay another 6.3 million to have it taken of their hands.

In the meantime, Moms and Dads work hard to try and keep a roof over their kids heads but with the large hydro bills they have to do without so much in order to make end meet.

Why should all of Ontario suffer so much because they are making bad decisions and gives themselves huge bonuses. This is not the people's problem, it is Hydro One's problem for not managing money properly.

If you allow this delivery charge to go through you will become part of the problem because it is plain to see that the problem is at hydro and they have to learn to be self-sufficient and plan better because the money we already pay is more than enough.

Thanking you,

Danielle Mantha



EVALUATION QUESTIONNAIRE

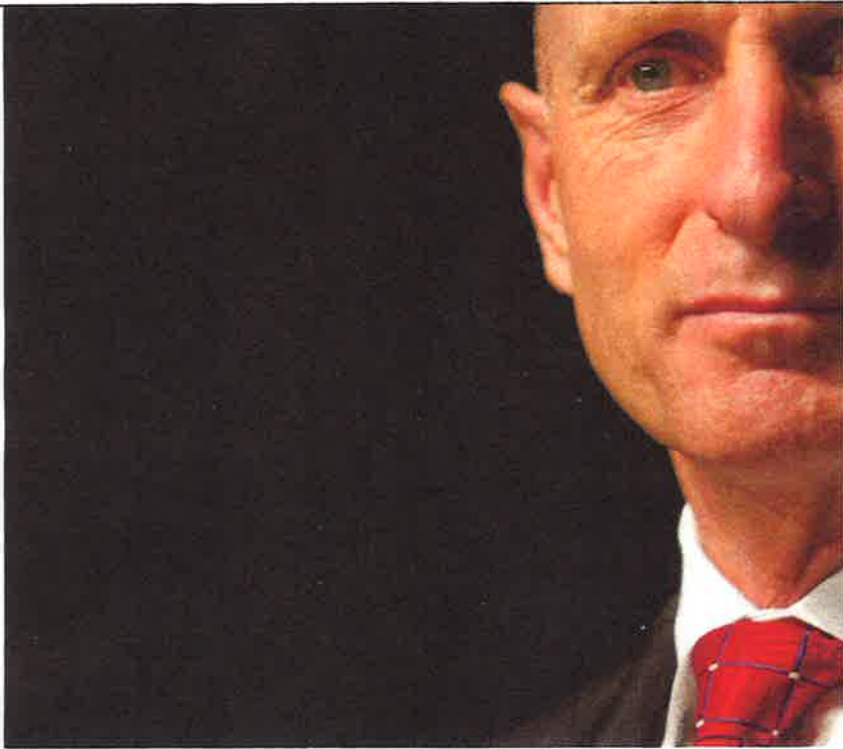
Thank you for attending the Ontario Energy Board Community Meeting.
Please provide your feedback to help us improve. We appreciate your comments.

LOGISTICS	POOR	FAIR	GOOD	EXCELLENT
Session Format/Agenda				X
Length of session			X	
Venue			X	
Slides/handouts/supporting materials/display boards				X
Knowledge of presenters				X
MY INVOLVEMENT	NOT AT ALL	SOMEWHAT	COMPLETELY	
The session was informative				X
I had the opportunity to ask questions				X
I had the opportunity to have my say				X
The Ontario Energy Board's presentation was clear				X
I better understand what the utility is asking for in its application				X
I better understand the Ontario Energy Board and what it does				X
I better understand how to get involved in the Ontario Energy Board's hearing process				X
MY UNDERSTANDING OF RATE APPLICATION	NOT AT ALL	SOMEWHAT	COMPLETELY	
The utility's presentation was clear				X
I better understand the reason for the rate application			X	
I support the reasons for the rate change	X			
I NEED MORE INFORMATION				
I would like more information about the following parts of the rate application:				
I have specific questions/comments and would like to: <input type="checkbox"/> Speak with someone <input type="checkbox"/> Write a letter of comment <input type="checkbox"/> Participate in a hearing <input type="checkbox"/> Better understand how my voice can be heard		If you would like us to contact you, please leave us your contact information and the best time/way to reach you. Phone: Email:		
FUTURE PARTICIPATION	YES	NO	MAYBE	
Have you submitted a letter of comment?	✓			
Will you be submitting a letter of comment?	✓			
Might you become involved in the future?		✓ SORRY		
HOW DID YOU HEAR ABOUT THIS EVENING?				
<input type="checkbox"/> OEB Website <input type="checkbox"/> Utility <input type="checkbox"/> Newspaper <input type="checkbox"/> Radio <input checked="" type="checkbox"/> Social Media <input type="checkbox"/> Word of Mouth <input type="checkbox"/> Other (Please specify) _____				

SALARIES AT THE TOP EAT ALL PROFIT THAT
SHOULD GO FOR NEEDED POSTS.

Hydro One CEO's pay of \$4 million with bonus approaches top end

Hydro One will pay its top executive as much as \$4 million in annual compensation, according to regulatory filings, slightly more than other large Canadian power companies



Norm Betts/Bloomberg files



BLOOMBERG NEWS

September 28, 2015
8:00 AM EDT

Last Updated
May 3, 2016
10:01 PM EDT

Hydro One Ltd. will pay its top executive compensation, according to regulatory Canadian power companies.

Ontario's largest electricity transmission new pay structure for its top two executives offering Friday. Performance bonuses payouts.



Email



More

much as \$2.39 million, the filing said. The chief financial officer will get a base salary of \$500,000 and total direct compensation of as much as \$1.5 million.

CEOs of Canadian power companies make a median \$3.37 million in annual total reported compensation, according to data compiled by Bloomberg on 11 companies with a market value over \$1 billion.

Compensation for Hydro One CEO Mayo Schmidt, who was appointed on Sept. 3, contrasts with the \$751,554 salary paid to his predecessor Carmine Marcello, according to the government's public sector salary disclosure for 2014.

Fortis Inc. paid Stanley Marshall about \$7.1 million excluding a \$4.4 million retirement award in his last year as CEO, according to a March filing by the St. John's, Newfoundland-based company. His base annual salary over the past three years was \$1.2 million.

SEE ALSO

Hydro One sale poised to go ahead amid choppy markets, opposition objections

Hydro One hires new CEO Mayo Schmidt for final lap to IPO

REVAMPED BOARD

ie business or selling power into a money loser for Ontario electricity customers.

[REDACTED]

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10 - Ontario ratepayers aren't pleased at receiving "report cards" from their providers that judge them on their energy consumption and even compare them to their neighbours.

"You never hear them say anything about the cuts they'll make at hydro to reduce the costs," says Earl Warren from Kemptville, Ontario. "Now they send out all of these."

In 2014, Hydro One launched a pilot project to mail out their version of what's being called a "Home Energy Report." But now it's in full swing and as of the latest billing cycle almost half of their approximately 1 million customers are receiving these mailings. And they arrive separately from regular bills and other notices.

The report compares the recipient's consumption to "efficient neighbours" and "all neighbours" and then gives you a score.

Warren's report, which he provided to the Sun, rates him as "good" for consuming 667 kWh for the previous month. The "efficient" neighbours clocked in at 607 kWh while the naughty neighbours average 1,150 kWh.

The letter still judges Warren's comparatively low usage, stating "You used 10% more electricity than your efficient neighbours."

"I am sure we can figure this out for ourselves by whether your bills goes up or down each month," Linda Shaheen from Ottawa writes in. "The cost of them buying the paper, hiring someone to do the household usage 'audits' and the cost of postage could all be put to better use — perhaps lowering the rates?"

But Hydro One is spinning it a different way.

"The program is fully funded by the Independent Electricity System Operator," Tiziana Baccega Rosa, senior media relations advisor for Hydro One, explains to me. "Each report costs \$2.30 and we send on average four per customer per year — but once a customer appears to have achieved maximum savings, they wouldn't get a report each quarter."

Hydro One calculated during the pilot project the mailings saved ratepayers on average \$25 per year. This totaled \$2.5 million savings to the consumer and 14 million fewer kilowatts used. But they actually have no way of knowing for sure if the mailings actually caused these reductions. They're just seeing a reduction in usage in the people who are getting the letters and are assuming that the grade school style admonishments are what caused it.

The IESO describes the neighbour comparison even more bizarrely as "social-benchmarking."

ATTACHMENT #3
RE: REPORT CARDS

\$795,808, which includes a \$253,846 salary.

"In order for us to find greater governance, greater transparency, greater controls, we've revamped the board, we've revamped the executive and we are attracting some high-calibre individuals to move the company," Finance Minister Charles Sousa said.

— *With assistance from Alicia Ritcey in New York.*

Bloomberg News

 **175** Comments
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Ontario electricity customers have paid more than \$6 billion to dump surplus, high-priced power: study

(September 20, 2016) Ontario electricity customers have paid more than \$6 billion to cover the cost of exporting the province's energy surplus, according to a new study from the Consumer Policy Institute.

[by Brady Yauch for Consumer Policy Institute](#)

Over the last decade, Ontario customers have paid \$6.3 billion to cover the cost of selling high-priced electricity to customers outside of the province, [according to a new study by the Consumer Policy Institute](#). A majority of those costs – \$5.8 billion – have come since 2009, as demand for electricity in Ontario has fallen, while more generation capacity continues to be added, creating a growing surplus that gets dumped at below-cost prices in places like New York and Michigan. *IN SOME CASES THEY PAY*

THEM TO TAKE SURPLUS

Ontario's electricity consumers end up paying the premium between what Queen's Park has promised to pay generators through long-term contracts and what that power is worth on the electricity market. That premium is paid each month through a consumer-funded charge known as the Global Adjustment, which has increased, on average, 20% annually over the last 5 years.

Customers outside Ontario don't pay the Global Adjustment, so those excess costs are paid only by Ontario ratepayers and act as a subsidy from Ontarians to customers in other states and provinces.

The study also showed that, as a result of provincial policy enacted in 2011, residential and small businesses customers in Ontario pay a greater percentage of the export subsidy than large energy consumers.

Ontarians are facing soaring hydro bills made worse by being forced to subsidize cheap electricity for customers in other states and provinces," says Brady Yauch, economist and Executive Director of the Consumer Policy Institute. "The province has turned