

September 18, 2017

Ms. Lavana Zrnoh  
[REDACTED]

Dear Ms. Zrnoh:

**Re: Letter of Comment on Case EB-2016-0085**

Thank you for your participation and interest in the Community Day sessions held in March 2017. InnPower listened, and heard our customers at the Community Day sessions and through their letters and telephone calls.

Your letter of comment has allowed us the opportunity to provide an update on InnPower Corporation's rate application and the specific concerns that you have raised.

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Further to the aforementioned changes, the provincial government has introduced the Distribution Rate Plan (DRP) effective July 1, 2017. Under the DRP plan, InnPower residential customers will only pay a cap price of \$36.43 for both fixed and variable distribution rates.

Following is a summary of the May 8, 2017 amendments:

InnPower Corporation's Administrative Building	Reduction of \$2.35 million
2016 Ice Storm	Removed \$296k
Operations, Maintenance & Administrative Costs	Reduced by 3%
Effective date of 2017 rates	Moved from January 1 to July 1

To address your concern mentioned specifically around renewable generation, customers have some choice today. Net metering is an option where customers can install their own generation to offset electricity used from InnPower's distribution system. Our customer service and conservation departments are available to help answer any questions you may have.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Ms. Kristina Zegota-Rzegocinski  
[REDACTED]

Dear Ms, Zegota-Rzegocinski:

**Re: Letter of Comment on Case EB-2016-0085**

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Ms. Joanne Wedley



Dear Ms. Wedley:

**Re: Letter of Comment on Case EB-2016-0085**

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To address your first concern, you will see that InnPower has removed the 2016 ice storm costs from the application as amended May 8, 2017.

To address your second question regarding your water payments, InnPower has provided water and wastewater billing services since 2012. The Ontario Energy Board's Distribution System Code under section 2.6.6 states that electricity must be paid first if a bill issued to a residential customer includes charges for goods or services other than electricity charges. As InnPower continues to provide these services, payments must continue to be allocated accordingly.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Betty Lou & Hank Vanderpost  
[REDACTED]

Dear Mrs. Vanderpost:

**Re: Letter of Comment on Case EB-2016-0085**

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To address your comment regarding the delivery charge, for electricity service these delivery charges include maintenance and ongoing costs to ensure that electricity is available all times of the year. These costs are allocated across all customers. I would be glad to speak to you further regarding your comment.

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Ms. Theresa Sanders  
[REDACTED]

Dear Ms. Bingley:

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Ms. Sharon Thorn  


Dear Ms. Thorn:

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc





7251 Yonge St., Innisfil ON L9S 0J3 • 705-431-4321 • Fax 705-431-6872 • [www.innpower.ca](http://www.innpower.ca)

September 18, 2017

Mr. Patrick Ryan  


Dear Mr. Ryan:

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Shannon Brown,  
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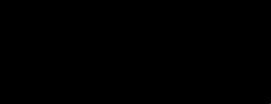
SB/lmc



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September 18, 2017

Mrs. Olav Dahl



Dear Ms. Dahl:

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Shannon Brown,  
Vice President, Corporate Services

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September 18, 2017

Mr. Leonard Sanders  
[REDACTED]

Dear Mr. Sanders:

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To address some of your concerns mentioned specifically, InnPower does require capital contributions from developers when new developments are energized. This is done through an Ontario Energy Board approved economic evaluation process.

Regarding the ice storm costs, you will see that InnPower has removed the 2016 ice storm costs from the application as amended May 8, 2017.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Ms. Sigrid Jenssen-Brown  
[REDACTED]

Dear Ms. Jenssen-Brown:

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Ms. Janice Jamison  
[REDACTED]

Dear Ms. Jamison:

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Mr. John Irwin  


Dear Mr. Irwin:

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To address your concerns more specifically around the time of use pricing, InnPower does not set electricity prices for the on, off or mid peak time bands. Energy storage may be an option to store energy during off peak times to use during peak pricing periods. Several pricing pilot projects are underway and we will keep customers up to date should any changes or opportunities arise. Be sure to reach out to customer service or conservation departments for tools and ideas to help reduce energy costs.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Ms. Teresa Hellewell  
[REDACTED]

Dear Ms. Hellewell:

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To address some of your concerns mentioned specifically, for conservation ideas, please reach out to our customer service or conservation departments. Online tools like InnPower's Customer Connect portal are available to all customers to help monitor and manage electricity use and costs. InnPower staff are always available to assist our customers. In addition a customer engagement strategy is being developed to assist InnPower in obtaining valuable feedback to better understand customer current and future needs.

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Shannon Brown,  
Vice President, Corporate Services

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September 18, 2017

Mr. Connor Hart  
[REDACTED]

Dear Mr. Hart:

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September 18, 2017

Ms. Glenda Hagerman  
[REDACTED]

Dear Ms. Hagerman:

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InnPower Corporation's Administrative Building	Reduction of \$2.35 million
2016 Ice Storm	Removed \$296k
Operations, Maintenance & Administrative Costs	Reduced by 3%
Effective date of 2017 rates	Moved from January 1 to July 1

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Ms. Melissa Goodchild  
[REDACTED]

Dear Ms. Goodchild:

**Re: Letter of Comment on Case EB-2016-0085**

Thank you for your participation and interest in the Community Day sessions held in March 2017. InnPower listened, and heard our customers at the Community Day sessions and through their letters and telephone calls.

Your letter of comment has allowed us the opportunity to provide an update on InnPower Corporation's rate application and the specific concerns that you have raised.

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To address some of your concerns mentioned specifically, InnPower does require capital contributions from developers when new developments are energized. This is done through an Ontario Energy Board approved economic evaluation process.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Mr. Eric Collins  
[REDACTED]

Dear Mr. Collins:

**Re: Letter of Comment on Case EB-2016-0085**

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To address your concern mentioned specifically, the Ontario Energy Board set the dates and times for the community day meetings. Council was represented at both the afternoon and evening sessions.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc



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September 18, 2017

Mr. John Dowdall  
[REDACTED]

Dear Mr. Dowdall:

**Re: Letter of Comment on Case EB-2016-0085**

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To address your concerns more specifically around the time of use pricing, InnPower does not set electricity prices for the on, off or mid peak time bands. Energy storage may be an option to store energy during off peak times to use during peak pricing periods. Several pricing pilot projects are underway and we will keep customers up to date should any changes or opportunities arise. Be sure to reach out to customer service or conservation departments for tools and ideas to help reduce energy costs.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc





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September 18, 2017

Mr. Donald Saunders  
[REDACTED]

Dear Mr. Saunders:

**Re: Letter of Comment on Case EB-2016-0085**

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Councillor Stan Daurio

Dear Councillor Daurio:

**Re: Letter of Comment on Case EB-2016-0085**

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Sincerely,

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Ms. Natalie Craig  
[REDACTED]

Dear Ms. Craig:

**Re: Letter of Comment on Case EB-2016-0085**

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To address some of your concerns mentioned specifically, InnPower makes best efforts to notify customers if accounts are not paid after the due date. If customers are unable to make payment, a payment arrangement can be made by contacting our customer service department. An arrangement on file avoids any disconnection notices issued.

Regarding the rebranding, in 2010 the Barrie-Innisfil Boundary Adjustment Act, 2009 (Bill 196) came into effect, extending the southern boundary of the City to include 2,293 hectares, or approximately 5,700 acres, of land previously in the Town of Innisfil. This did not affect InnPower's service territory and InnPower now services both the Town of Innisfil as well as South Barrie.

If you would like more information on maintenance programs, you can contact us anytime via phone or e-mail or in person at our head office.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September-18-17

Ms. Sandra Bingley

Dear Ms. Bingley:

**Re: Letter of Comment on Case EB-2016-0085**

Thank you for your participation and interest in the Community Day sessions held in March 2017. InnPower listened, and heard our customers at the Community Day sessions and through their letters and telephone calls.

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To address some of your concerns mentioned specifically, InnPower makes best efforts to notify customers if accounts are not paid after the due date. If customers are unable to make payment a payment arrangement can be made by contacting our customer service department. An arrangement on file avoids any disconnection notices issued. In reviewing your account, the \$15.00 charge was reversed based on the information you provided when you contacted customer service.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Mr. Douglas Adams  
[REDACTED]

Dear Mr. Adams:

**Re: Letter of Comment on Case EB-2016-0085**

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If I can provide any further clarification please feel free to contact me directly.

Sincerely,

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc



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September 18, 2017

Mr. Graham Hastings



Dear Mr. Hastings:

**Re: Letter of Comment on Case EB-2016-0085**

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Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc

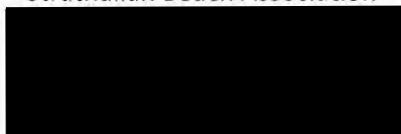




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September 18, 2017

Strathallan Beach Association



Dear Sir:

**Re: Letter of Comment on Case EB-2016-0085**

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If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Ms. Marilyn Philpott  
[REDACTED]

Dear Ms. Philpott:

**Re: Letter of Comment on Case EB-2016-0085**

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The electricity industry has seen many changes recently and understand your concerns around rising electricity prices. There have been changes to the Ontario Electricity Support Program with the introduction of the Fair Hydro Plan. Our customer service staff would be glad to offer any assistance to see if your eligibility has changed. You can reach us at 705-431-4321.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Mr. Klaus Liebing  
[REDACTED]

Dear Mr. Liebing:

**Re: Letter of Comment on Case EB-2016-0085**

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This application process is designed to ensure that fair and just rates are awarded from the Ontario Energy Board.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

I also wanted to confirm that several members of Town Council were in attendance at both Community Day sessions.

If I can provide any further clarification, please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc



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September 18, 2017

Mr. Daniel Coe



Dear Mr. Coe:

**Re: Letter of Comment on Case EB-2016-0085**

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September-18-17

Ms. Natalie Cholewa

Dear Ms. Cholewa:

**Re: Letter of Comment on Case EB-2016-0085**

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InnPower understands that increasing electricity bills can be hard to manage. Programs like the Home Assistance Programs or the Ontario Electricity Support Program are available and you may be eligible. Please reach out to our Customer Service or Conservation departments as they would be glad to assist. They can be reached at 705-431-4321.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification, please feel free to contact me directly.

Sincerely,

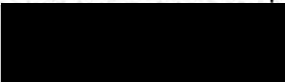


Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September-18-17

Chris and Debra Gariepy



Dear Mr. & Mrs. Gariepy:

**Re: Letter of Comment on Case EB-2016-0085**

Thank you for your participation and interest in the Community Day sessions held in March 2017. InnPower listened, and heard our customers at the Community Day sessions and through their letters and telephone calls.

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Your concerns raised with respect to the governance of InnPower's Board of Directors has been noted and will be communicated to the Board as well as InnPower's shareholder – the Town of Innisfil. Any changes to the current governance model will be communicated to our customers.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification, please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Mr. Dennis Petras  
[REDACTED]

Dear Mr. Petras:

**Re: Letter of Comment on Case EB-2016-0085**

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With regards to your comment about the ice storm, these costs are not the only contributing factor on the rate increase and has since been removed as seen in the May 8, 2017 amendments.

With regards to mergers or acquisitions with other utilities, these activities would be determined by InnPower's shareholder, the Town of Innisfil.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Ms. Jill Flohil

Dear Ms. Flohil:

**Re: Letter of Comment on Case EB-2016-0085**

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To address your comment on the fixed rates, distribution rates are moving toward a fully fixed charge. These account for approximately 29% of your bill. Other charges like electricity and regulatory costs remain volumetric and therefore conservation efforts will be a benefit.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification, please feel free to contact me directly.

Sincerely,

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc





7251 Yonge St., Innisfil ON L9S 0J3 • 705-431-4321 • Fax 705-431-6872 • [www.innpower.ca](http://www.innpower.ca)

September 18, 2017

Shannon Stevens

Dear Shannon:

**Re: Letter of Comment on Case EB-2016-0085**

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To address some of your concerns mentioned specifically, InnPower does require capital contributions from developers when new developments are energized. This is done through an Ontario Energy Board approved economic evaluation process.

InnPower will continue to provide updates on the progress of our rate application. It is anticipated that a decision by the Ontario Energy Board will be received by the end of October.

If I can provide any further clarification, please feel free to contact me directly.

Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Ms. Margaret Bailey

Dear Ms. Bailey:

**Re: Letter of Comment on Case EB-2016-0085**

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Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Mr. Roger Simpson

Dear Mr. Simpson:

**Re: Letter of Comment on Case EB-2016-0085**

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Sincerely,



Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Mr. Ralph Gauthier

Dear Mr. Gauthier:

**Re: Letter of Comment on Case EB-2016-0085**

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If I can provide any further clarification please feel free to contact me directly.

Sincerely,

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc



September 18, 2017

Mr. Vernon Brown

Dear Mr. Brown:

**Re: Letter of Comment on Case EB-2016-0085**

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The Loss Adjustment Factor mentioned in your comment relates to line losses that occur as it travels over InnPower's power lines until it reaches your home. InnPower applies the Ontario Energy Board approved line loss factor in calculating your electricity costs for each monthly billing and these costs are included in your delivery line of your bill.

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September 18, 2017

Ms. Margaret Boddy

Dear Ms. Boddy:

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September 18, 2017

Mr. & Mrs. Coleman

Dear Mr. & Mrs. Coleman:

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Shannon Brown,  
Vice President, Corporate Services

SB/lmc

September 18, 2017

Mr. William Warnica

Dear Mr. Warnica:

**Re: Letter of Comment on Case EB-2016-0085**

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