

ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF WHITBY HYDRO ELECTRIC CORPORATION

Whitby Hydro Electric Corporation applied to change its electricity distribution rates effective January 1, 2018.

Learn more. Have your say.

Whitby Hydro Electric Corporation applied to the Ontario Energy Board to change its electricity distribution rates effective January 1, 2018. If the application is approved, a typical residential customer of Whitby Hydro Electric Corporation would see an increase of approximately \$1.13 per month. Other customers, including businesses, may also be affected. The requested rate change is set using an OEB-approved formula which is tied to inflation and other factors intended to promote efficiency.

Whitby Hydro Electric Corporation has also separately applied to the Ontario Energy Board to clear balances in certain accounts, recover stranded meter costs and establish low voltage service rates. The \$1.13 per month change in distribution rates for a typical residential customer may be further affected by the requests in this second application.

The Ontario Energy Board will hear the applications together.

THE ONTARIO ENERGY BOARD WILL HOLD A PUBLIC HEARING

The Ontario Energy Board (OEB) will hold a public hearing to consider Whitby Hydro's request. We will determine whether the company has used the applicable models and formulas required by the OEB. We will also hear questions and arguments from individual customers and from groups that represent Whitby Hydro's customers. At the end of this hearing, the OEB will decide what, if any, rate changes will be allowed.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

BE INFORMED AND HAVE YOUR SAY

You have the right to information regarding this application and to be involved in the process.

- You can review Whitby Hydro's application on the OEB's website now.
- You can file a letter with your comments, which will be considered during the hearing.
- You can become an active participant (called an intervenor). Apply by **[utility will insert actual date 10 calendar days from the date the notice is posted on the applicant's website]** or the hearing will go ahead without you and you will not receive any further notice of the proceeding.
- At the end of the process, you can review the OEB's decision and its reasons on our website.

The OEB does not intend to provide for an award of costs for this hearing.

LEARN MORE

These proposed charges relate to Whitby Hydro's distribution services. They make up part of the Delivery line - one of the five line items on your bill. Our file numbers for the combined hearing are **EB-2017-0085** and **EB-2017-0292**. To learn more about this hearing, find instructions on how to file letters or become an intervenor, or to access any document related to this case, please enter the file number **EB-2017-0085** and/or **EB-2017-0292** on the OEB website: www.oeb.ca/participate. You can also phone our Consumer Relations Centre at 1-877-632-2727 with any questions.

ORAL VS. WRITTEN HEARINGS

There are two types of OEB hearings – oral and written. Whitby Hydro has applied for a written hearing. The OEB is considering this request. If you think an oral hearing is needed, you can write to the OEB to explain why by **[utility will insert actual date 10 calendar days from the date the notice is posted on the applicant's website]**.

PRIVACY

If you write a letter of comment, 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. If you apply to become an intervenor, all information will be public.

This rate hearing will be held under sections 21(5) and 78 of the Ontario Energy Board Act, S.O. 1998 c.15 (Schedule B).

