



**Centre Wellington Hydro Ltd.**

730 Gartshore St. P.O. Box 217, Fergus, Ontario, N1M 2W8  
Phone: (519) 843-2900 Fax: (519) 843-7601 [www.cwhydro.ca](http://www.cwhydro.ca)

---

November 14, 2017

Ontario Energy Board  
PO Box 2319, 27<sup>th</sup> Floor  
2300 Yonge Street  
Toronto, On  
M4P 1E4

Attention: Ms. Kirsten Walli, Board Secretary

Dear Ms. Walli,

Regarding: EB-2017-0032 Cost of Service Application

Please find attached Centre Wellington Hydro Ltd.'s responses to Letters of Comments received prior to the Community Meeting.

Yours truly,

A handwritten signature in blue ink that reads "Florence E. Thiessen".

Florence E. Thiessen, CPA, CGA  
Vice President/Treasurer  
Centre Wellington Hydro Ltd.

Encl



**Centre Wellington Hydro Ltd.**

730 Gartshore St. P.O. Box 217, Fergus, Ontario, N1M 2W8  
Phone: (519) 843-2900 Fax: (519) 843-7601 [www.cwhydro.ca](http://www.cwhydro.ca)

---

November 6, 2017

Erin Knight

Dear Erin,

Thank you for your Letter of Comment submitted to the Ontario Energy Board (OEB) in regards to Centre Wellington Hydro's (CWH) Cost of Service application filing. We appreciate you taking the time to submit your comments and your interest in the process.

To briefly address your specific comment in regards to Delivery rates; CWH is responsible for issuing the entire bill to customers, which includes all line charges, although the portion of the total bill that CWH receives for the average residential customer, is approximately 18% of the total. It is this rate primarily that CWH is applying to the OEB to adjust. The application for this can be found at the following link:

[http://www.cwhydro.ca/pdfs/CWH\\_2018\\_Cost\\_of\\_Service\\_%20Revised\\_EB2017\\_0032.pdf](http://www.cwhydro.ca/pdfs/CWH_2018_Cost_of_Service_%20Revised_EB2017_0032.pdf)

I would be happy to meet with you to discuss any part of the application or go over specific questions you have relating to what distribution rates you pay to CWH go towards i.e. Operations, Maintenance, Administration and Capital Projects.

In the future CWH will be scheduling customer focus group meetings and we will reach out to you at that time in hopes you are interested in attending.

Sincerely,

Original signed by:

Wayne Dyce  
President/Secretary

CC: ~~Board Secretary~~ Board



**Centre Wellington Hydro Ltd.**

730 Gartshore St. P.O. Box 217, Fergus, Ontario, N1M 2W8  
Phone: (519) 843-2900 Fax: (519) 843-7601 [www.cwhydro.ca](http://www.cwhydro.ca)

---

November 6, 2017

Legal Clinic of Guelph & Wellington County

Dear Legal Clinic of Guelph & Wellington County,

Thank you for your Letter of Comment submitted to the Ontario Energy Board (OEB) in regards to Centre Wellington Hydro's (CWH) Cost of Service application filing. We appreciate you taking the time to submit your comments and your interest in the process.

To briefly address your specific comment in regards to Distribution rates; CWH is responsible for issuing the entire bill to customers which includes all line charges, although the portion of the total bill that CWH receives for the average residential customer, is approximately 18% of the total. It is this rate primarily that CWH is applying to the OEB to adjust. The application for this can be found at the following link.

[http://www.cwhydro.ca/pdfs/CWH\\_2018\\_Cost\\_of\\_Service\\_%20Revised\\_EB2017\\_0032.pdf](http://www.cwhydro.ca/pdfs/CWH_2018_Cost_of_Service_%20Revised_EB2017_0032.pdf)

I would be happy to meet with members of the Legal Clinic of Guelph & Wellington County staff to discuss any part of the application or go over specific questions you have relating to what distribution rates you, or clients, pay to CWH go towards i.e. Operations, Maintenance, Administration and Capital Projects.

Further to that we could discuss the issues you brought up in your Letter of Comment as they are also concerns of Centre Wellington Hydro, our customers and the community alike. There are conservation mechanisms and programs to assist customers you represent as well assistance programs at the provincial and local levels.

Sincerely,

Original Signed by:

Wayne Dyce  
President/Secretary  
Ontario Energy Board  
CC: Board Secretary



**Centre Wellington Hydro Ltd.**

730 Gartshore St. P.O. Box 217, Fergus, Ontario, N1M 2W8  
Phone: (519) 843-2900 Fax: (519) 843-7601 [www.cwhydro.ca](http://www.cwhydro.ca)

---

November 6, 2017

John McGill

Dear John,

Thank you for your Letter of Comment submitted to the Ontario Energy Board (OEB) in regards to Centre Wellington Hydro's (CWH) Cost of Service application filing. We appreciate you taking the time to submit your comments and your interest in the process.

To briefly address your specific comment in regards to Distribution rates and finding efficiencies; CWH is responsible for issuing the entire bill to customers which includes all line charges, although the portion of the total bill that CWH receives for the average residential customer, is approximately 18% of the total. It is this rate primarily that CWH is applying to the OEB to adjust. The application for this can be found at the following link.

[http://www.cwhydro.ca/pdfs/CWH\\_2018\\_Cost\\_of\\_Service\\_%20Revised\\_EB2017\\_0032.pdf](http://www.cwhydro.ca/pdfs/CWH_2018_Cost_of_Service_%20Revised_EB2017_0032.pdf)

I would be happy to meet with you to discuss any part of the application or go over specific questions you have relating to what distribution rates you pay to CWH go towards i.e. Operations, Maintenance, Administration and Capital Projects.

In future CWH will be scheduling customer focus group meetings and we will reach out to you at that time in hopes you are interested in attending.

Sincerely,

Original signed by:

Wayne Dyce  
President/Secretary

CC: Board Secretary

Ontario Energy Board



**Centre Wellington Hydro Ltd.**

730 Gartshore St. P.O. Box 217, Fergus, Ontario, N1M 2W8  
Phone: (519) 843-2900 Fax: (519) 843-7601 [www.cwhydro.ca](http://www.cwhydro.ca)

---

November 6, 2017

Linda Lane

Dear Linda,

Thank you for your Letter of Comment submitted to the Ontario Energy Board (OEB) in regards to Centre Wellington Hydro's (CWH) Cost of Service application filing. We appreciate you taking the time to submit your comments and your interest in the process.

To briefly address your specific comment in regards to electricity increases and the numerous line item changes (back and forth credits and rebates) that can be confusing; CWH is responsible for issuing the entire bill to customers which includes all line charges, although the portion of the total bill that CWH receives for the average residential customer, is approximately 18% of the total. It is this rate primarily that CWH is applying to the OEB to adjust. The application for this can be found at the following link.

[http://www.cwhydro.ca/pdfs/CWH\\_2018\\_Cost\\_of\\_Service\\_%20Revised\\_EB2017\\_0032.pdf](http://www.cwhydro.ca/pdfs/CWH_2018_Cost_of_Service_%20Revised_EB2017_0032.pdf)

I would be happy to meet with you to discuss any part of the application or go over specific questions you have relating to what distribution rates you pay to CWH go towards i.e. Operations, Maintenance, Administration and Capital Projects. We could also discuss the changes to the electricity bills due to all entities involved i.e. generation, conservation and government over the last number of years.

In future CWH will be scheduling customer focus group meetings and we will reach out to you at that time in hopes you are interested in attending.

Sincerely,

Original signed by:

Wayne Dyce  
President/Secretary

CC: Board Secretary

Ontario Energy Board



**Centre Wellington Hydro Ltd.**

730 Gartshore St. P.O. Box 217, Fergus, Ontario, N1M 2W8  
Phone: (519) 843-2900 Fax: (519) 843-7601 [www.cwhydro.ca](http://www.cwhydro.ca)

---

November 6, 2017

Louise Beney

Dear Louise,

Thank you for your Letter of Comment submitted to the Ontario Energy Board (OEB) in regards to Centre Wellington Hydro's (CWH) cost of service application filing. We appreciate you taking the time to submit your comments and your interest in the process.

To briefly address your specific comment in regards to cost; CWH is responsible for issuing the entire bill to customers which includes all line charges, although the portion of the total bill that CWH receives for the average residential customer, is approximately 18% of the total. It is this rate primarily that CWH is applying to the OEB to adjust. The application for this can be found at the following link.

[http://www.cwhydro.ca/pdfs/CWH\\_2018\\_Cost\\_of\\_Service\\_%20Revised\\_EB2017\\_0032.pdf](http://www.cwhydro.ca/pdfs/CWH_2018_Cost_of_Service_%20Revised_EB2017_0032.pdf)

I would be happy to meet with you to discuss any part of the application or go over specific questions you have relating to what distribution rates you pay to CWH go towards i.e. Operations, Maintenance, Administration and Capital Projects. We could also discuss the changes to the electricity bills due to all entities involved i.e. generation, conservation and government over the last number of years.

In future CWH will be scheduling customer focus group meetings and we will reach out to you at that time in hopes you are interested in attending.

Sincerely,

Original signed by:

Wayne Dyce  
President/Secretary

CC: Board Secretary

Ontario Energy Board