

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: Letter of Comment EB-2017-0049  
**Date:** Friday, January 5, 2018 9:45:38 AM

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**From:** registrar  
**Sent:** Monday, November 27, 2017 1:19 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Letter of Comment EB-2017-0049

**From:** Tanya Giles [REDACTED]  
**Sent:** Monday, November 27, 2017 12:45 PM  
**To:** registrar <[registrar@oeb.ca](mailto:registrar@oeb.ca)>  
**Subject:** Letter of Comment EB-2017-0049

To: Whom it may concern

I do not agree with increasing our hydro rates, however, I am writing today in regard to the pre paid smart meter section to this application (EB-2017-0049 ISD: GP-31) pg 2038-2041

The document states this would be an "effective way to collect payment from its customers" and would "reduce uncollectable accounts receivables"

This is contrary to what Ferio Pugliese, Hydro One's executive vice-president of customer care and corporate affairs stated in a recent article published by CBC. He says "it would NOT be used as a collection tool."

We also have Mr. Pugliese saying that contrary to the language in this application, customers will not be disconnected during the winter months. However, the language in the application still leaves a loophole for winter disconnections to continue. Even after recently passed legislation from the government was to prevent this from happening. This should have been specified and clarified in this application.

We are also told by the Minister of Energy that this program will be an "opt-in" program where customers are not forced to have a pre paid smart meter. However, the application also states "Hydro One will implement technology & process changes to encourage customers to promptly pay their bills. Hydro One will be able to implement pre-paid metering which is an effective way to collect payment from its customers." This does not sound like an "opt-in" option.

The Minister of Energy made reference of two paragraphs on page 2003 of the application during Question Period. However there are also other pages discussing the implementation Pre Paid smart meters.

I feel that this section of this application, as well and any pre paid smart meter content should be removed entirely. The language in the application is contrary to what is being said by the

Minister of Energy and Hydro One's executive vice-president of customer care and corporate affairs. This alone should be concerning. I hope the discrepancies, loopholes and contradictions between what has been presented to the OEB and what is being told Ontarians can be corrected. The implementation of pre paid smart meters in any capacity should be off the table.

I thank you for your time and the opportunity to share my concerns.

Tanya Giles