

EB-2017-0084 Westario Power Inc. Letter of Comment Reply January 23, 2018 – 2 attachments

From: McCallum, Malcolm [mailto:Malcolm.McCallum@westario.com]

Sent: Tuesday, January 23, 2018 11:45 AM

To: Janet Sakauye <Janet.Sakauye@oeb.ca>; [REDACTED]

Cc: customer.service@westario.co; lisa.thompson@pc.ola.org; Kristi Sebalj <Kristi.Sebalj@oeb.ca>

Subject: RE: Westario Power Inc.'s rate application, EB-2017-0084

Good morning Mr. Storck,

Please see the attached documentation with respect to your request for a more information related to Westario Powers Cost of Service Application.

Westario appreciates your input into this process and if I can be of further support in the future please let me know.

Regards and thank you,

Malcolm McCallum, CPA, CMA, MBA
Vice President Finance/CFO
Westario Power Inc.
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519-507-6666 x-211
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From: Janet Sakauye [mailto:Janet.Sakauye@oeb.ca]

Sent: January-22-18 4:30 PM

To: [REDACTED]

Cc: customer.service@westario.co; McCallum, Malcolm <Malcolm.McCallum@westario.com>; lisa.thompson@pc.ola.org; Kristi Sebalj <Kristi.Sebalj@oeb.ca>

Subject: Westario Power Inc.'s rate application, EB-2017-0084

Importance: High

This message originated from outside Westario Power's email server

Good afternoon Mr. Storck,

Thank you for your email of January 19, 2018 regarding Westario Power Inc.'s (Westario) application to the Ontario Energy Board (OEB) to raise its electricity distribution rates.

Your email asks that Westario produce a plain language explanation of the rationale for Westario's proposed rate increase. You also asked that Westario's response be provided well in advance of any public meetings.

The OEB expects that Westario will provide you with a plain language explanation that outlines the key drivers behind Westario's requested rate increase, including the key expenditures and programs that would cause rates to increase (only if approved by the OEB). I would ask that Westario also address the questions and concerns you raise in your email and to copy the OEB on its response to you.

In terms of the OEB's review process for this application, it is important to note that the OEB has just begun reviewing this rate application. The OEB has not made a decision and reviews typically take 6 to 9 months to complete. Once the OEB's review is complete, the OEB may decide to approve, modify or reject Westario's requests.

The first step following Westario's filing of its application with the OEB was the publication of the OEB's notice of hearing in this case. That notice (copy attached) provides a high-level estimate of the potential impacts of Westario's application on a typical residential customer.

The OEB is also hosting a community meeting in Walkerton this week on Wednesday, January 24, 2018 at 7:00 p.m. (doors open at 6:30 p.m.). I have attached the advertisement for that meeting. The community meeting is an informal venue for residential and small business customers of Westario to learn more both about Westario's rate application and about the OEB's rate review process. Most importantly, it is a forum for customers to get information, to ask questions and to make comments. The OEB wants to hear directly from customers like you.

I understand from your email that you want more plain language information and explanation from Westario before the public meeting. Given the limited time prior to the OEB's community meeting, I would ask that Westario provide its response to you by January 23, 2018.

The OEB appreciates your efforts in reviewing the application. We recognize these applications can be complex. This is why we are coming directly to Walkerton. We want to ensure that customers are able to speak directly to us and to the utility. Our goal is to help customers understand what the utility is seeking and why, to explain the OEB's review process and to give customers an opportunity to ask questions and make comments – which are shared with the decision makers at the OEB.

We also note that the OEB's process requires that utilities speak to their customers before they file an application with the OEB. We also require that utilities include with their application a plain language summary of their application. That said, the OEB continues to strive to make the applications that utilities file with us easier to access and to understand. We thank you for your feedback on this point.

We would also ask whether you would like your letter to be included as an official letter of comment to the OEB for this case. We take your personal information (other than your name) off of the letter and then provide it directly to the decision makers in the case. It is also put on the public record (including our website) if you are comfortable making this a public letter of comment, please let me know by email reply and I will ensure it gets put on the record of the Westario case (EB-2017-0084).

The OEB team hopes to see you at the Walkerton meeting this week.

Thank you,

Kristi Sebalj | Registrar

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Sent by: **Janet Sakauye on behalf of Kristi Sebalj**