

From: Tony Sorrentino [REDACTED]
Sent: Friday, June 1, 2018 4:23 PM
To: registrar <registrar@oeb.ca>
Cc: Tony Sorrentino [REDACTED]
Subject: EB-2018-0028 - Agenda Item Feedback

I just received my notification regarding the 2019 Cost of Service Rate Application to change Energy+ electricity distribution rates effective January 1, 2019. Apparently this is to harmonize the rates and charges in Cambridge and North Dumfries and Brant County service areas, as well Energy+ has also applied to introduce a new standby charge.

Through their site they have provided the option for customers to view the Energy+ Inc. 2019 Cost of Service Rate Application - Board File No: EB-2018-0028, an electronic file that is 194MB in size and 3838 pages long.

If customers are to get a chance to review and attempt to understand this material; I believe Energy+ is obligated to provide a condensed and simplified version so all customers or stakeholders have an opportunity to understand what changes are exactly taking place and how those changes can impact them. An application for changes provided for customers to review, should not take countless hours to read or understand. Hydro customers should not have to call a lawyer to interpret an application or agreement that they are expected to understand for awareness and possibly contest to during a community meeting.

For everyone to participate fairly in a public hearing, customers should have the right to consider the application filed by Energy+ accurately; this material must be written in accessible language—where potential attendees or citizens impacted by these changes can sit down without lawyers and read, truly understand, and feel comfortable with what's being put forward regarding changes that impact them directly.

In addition, there are ambiguous terms, such as used in the insert:
<https://www.energyplus.ca/en/myhome/resources/Bill-Inserts/OEB-Community-Meeting-July-11-2018.pdf>, that require to be more concise, as it seems intended in some way to be purposely be unclear to the reader.

I refer to:

"...If approved, residential customers in Cambridge, and North Dumfries may see an increase of \$2.43 per month and residential customers in Brant County may see a month decrease of 2.76..."

This type of language needs to specify what "**may**" means - "**may**" can be defined as "...may be higher increase, of up to 2.43..." or "...may not to exceed 2.43...". There seems to be many interpretations.

Also I believe, for Energy+ to specifically indicate that one region's rates will increase while another will decrease, negatively impacts the relationship between those communities and that this display or wording is intended to create discord during the public hearing; as some attendees

will clearly be supporting a rate decrease while others will be against it - this insert's wording looks to generate conflict on purpose or build orchestrated support for Energy+.

I write this email as my formal request to make this feedback heard and have it added as an agenda item for the Ontario Energy Board's Community Meeting that is scheduled to be held Wednesday July 11th 2018 from 6:30 to 8:30PM.

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