

ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF TORONTO HYDRO-ELECTRIC SYSTEM LIMITED

Toronto Hydro-Electric System Limited has applied to change its electricity distribution rates and other charges.

Learn more. Have your say.

Toronto Hydro-Electric System Limited has applied to the Ontario Energy Board with a plan to set the amount it charges for electricity distribution in each of five years beginning on January 1, 2020 and ending on December 31, 2024. If approved, the amount Toronto Hydro-Electric System Limited charges each month for the typical residential customer using 750 kWh per month and for the typical General Service < 50kW customer using 2000 kWh per month would decrease in the first year, followed by an increase in each subsequent year by the following amounts:

Year	2020	2021	2022	2023	2024
Residential Bill Impact (per month)	-\$2.32	\$1.37	\$1.07	\$1.89	\$1.83
General Service < 50kW Bill Impact (per month)	-\$4.62	\$3.45	\$2.68	\$4.74	\$4.59

Other customers, including businesses, may also be affected. Toronto Hydro-Electric System Limited has also applied to update the loss factors applied to customer bills and to change certain miscellaneous charges, which include elimination of a service charge and a change to the wireline pole attachment charge. It is important to review the application carefully to determine whether you may be affected by these changes.

THE ONTARIO ENERGY BOARD IS HOLDING COMMUNITY MEETINGS

The Ontario Energy Board (OEB) is hosting meetings so that you can:

- Learn more about Toronto Hydro's costs and rate application.
- Find out how the OEB will review the application.
- Get involved and provide your comments about the application to the OEB.

LOCATION	DATE	TIME	VENUE
North York	Thursday, November 22, 2018 (2 meetings)	3:30 p.m. to 5:30 p.m. (Doors open 3:00 p.m.) & 6:30 p.m. to 8:30 p.m. (Doors open 6:00 p.m.)	North York Central Library Meeting Room 1, 5120 Yonge St., Toronto
Scarborough	Monday, November 26, 2018	6:30 p.m. to 8:30 p.m. (Doors open 6:00 p.m.)	Scarborough Civic Centre Committee Rooms 1 and 2, 150 Borough Dr., Toronto
Central	Tuesday, December 4, 2018	6:30 p.m. to 8:30 p.m. (Doors open 6:00 p.m.)	Central YMCA Auditorium, 20 Grosvenor St., Toronto
Etobicoke	Wednesday, December 5, 2018	6:30 p.m. to 8:30 p.m. (Doors open 6:00 p.m.)	Royal Canadian Legion 110 Jutland Rd., Toronto
Webinar	Thursday, December 6, 2018	6:30 p.m. to 8:30 p.m.	On-line Only For instructions on how to participate, please visit www.oeb.ca/participate or e-mail Registrar@oeb.ca

The five in-person meetings will also be livestreamed. You can participate by attending any of the four venues above, or remotely by web or by phone. Please visit www.oeb.ca/participate or e-mail Registrar@oeb.ca for details.

THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC HEARING

The OEB will hold a public hearing to consider Toronto Hydro's requests. We will also hear questions and arguments from individual customers and from groups that represent Toronto Hydro's customers. At the end of this hearing, the OEB will decide what, if any, rate change will be allowed.

If Toronto Hydro's application is approved, the OEB's review in the years 2021 through 2024 will be limited to ensuring certain annual adjustments are made in accordance with the approved rate plan.

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 Toronto Hydro's application on the OEB's website now.
- You can attend the OEB's community meetings (date, time and place set out above) where you can ask questions, make comments and voice your concerns.
- 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 **October 16, 2018** 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.

LEARN MORE

These proposed charges relate to Toronto Hydro's distribution services. They make up part of the Delivery line - one of the line items on your bill. Our file number for this case is **EB-2018-0165**. 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, enter the file number **EB-2018-0165** on the OEB website: www.oeb.ca/notice. 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. Toronto Hydro has applied for an oral 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 **October 16, 2018**.

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 section 78 of the Ontario Energy Board Act, 1998, S.O. 1998 c.15 (Schedule B).



Ontario

Ontario Energy Board / Commission de l'énergie de l'Ontario