

**From:** [registrar](#)  
**To:** [REDACTED]  
**Subject:** EB-2019-0049 FW: Letter of Comment  
**Date:** Wednesday, May 22, 2019 1:49:52 PM

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-----Original Message-----

From: Webmaster <Webmaster@oeb.ca>  
Sent: Wednesday, May 22, 2019 8:13 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2019-05-22

-- Case Number --  
EB-2019-0049

-- Name --  
Alide Forstmanis

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

Is increase requested due to federal “carbon tax “? Will you as utility do something about explaining climate alarmists that CO2 is a necessity for life on earth? Politicians and environmental alarmist activists are hurting people’s existence. Everything is just getting more expensive. This is wrong. Please respond.

-- Attachment --



Margaret Nanninga, MBA, CPA, CGA  
Vice President Finance & CFO  
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F | 519-745-2360  
mnanninga@kwhydro.ca

July 31, 2019

Alide Forstmanis

Dear Ms. Forstmanis:

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Kitchener-Wilmot Hydro Inc.'s (KWHI) proposed Cost of Service Rate Application for changed rates effective January 1, 2020. We appreciate all customer feedback and the time you took to submit your comments.

You ask if the increase is due to federal carbon tax. It is not as the federal carbon tax does not affect electricity distribution rates. The rate increase is the result of careful planning to pace and prioritize KWHI's capital investments over the next five years designed to minimize customer bill impacts. Major capital projects planned for the next five years include a comprehensive pole replacement program, a new customer information system, two large power transformers for KWHI's #5 transformer station and a supply line to power downtown development.

KWHI consulted with its customers in 2018 through on-line and telephone surveys and the majority of the customers surveyed supported KWHI's increase.

KWHI has the lowest distribution rates in the region and will continue to have the lowest rates even if this rate increase is approved.

Your concerns regarding the political sphere on climate change are best addressed through your MP or MPP rather than through your local electricity utility.

I would be pleased to address any additional questions or concerns that you may have.

Sincerely,  
Kitchener-Wilmot Hydro Inc.

Margaret Nanninga, MBA, CPA, CGA  
Vice President Finance & CFO

**From:** [registrar](#)  
**To:** [REDACTED]  
**Subject:** Letter of Comment - EB-2019-0049  
**Date:** Thursday, May 23, 2019 1:25:37 PM

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-----Original Message-----

From: Webmaster <Webmaster@oeb.ca>  
Sent: Wednesday, May 22, 2019 6:52 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2019-05-22

-- Case Number --  
EB-2019-0049

-- Name --  
Joyce Cruickshank

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

Your monthly rate increase far exceeds the inflationary monthly increase to my Canada Pension payment. Since you are not the only organization with the ability to withdraw from my pension, and the rest of them are also increasing their rates, how can you justify such an increase? Seniors continue to bear the brunt of increased costs, without the ability to increase their income.

What is your solution? A reply would be appreciated.

Joyce Cruickshank

-- Attachment --



Margaret Nanninga, MBA, CPA, CGA  
Vice President Finance & CFO  
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July 31, 2019

Joyce Cruickshank

Dear Ms. Cruickshank:

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Kitchener-Wilmot Hydro Inc.'s (KWHI) proposed Cost of Service Rate Application for changed rates effective January 1, 2020. We appreciate all customer feedback and the time you took to submit your comments.

You have asked how we can justify such an increase. KWHI has some of the lowest distribution rates in the province due to its constant focus on its customers; however, there are some significant infrastructure needs that KWHI must address over the next five years including a comprehensive pole replacement program, a new customer information system, two large power transformers for its #5 transformer station and a supply line to power downtown development. The applied-for increase is the result of careful planning to pace and prioritize KWHI's capital investments over the next five years designed to minimize customer bill impacts.

There is help available for individuals and families struggling to pay their electricity bills such as the Ontario Electricity Support Program (OESP), the Low-Income Energy Assistance Program (LEAP) and the Affordability Trust Fund (AFT). I urge you to call our offices and speak to one of our knowledgeable Customer Service Representatives should you require such assistance.

I would be pleased to address any additional questions or concerns that you may have.

Sincerely,  
Kitchener-Wilmot Hydro Inc.

Margaret Nanninga, MBA, CPA, CGA  
Vice President Finance & CFO

**From:** [registrar](#)  
**To:** [REDACTED]  
**Subject:** FW: Letter of Comment - jEB-2019-0049  
**Date:** Wednesday, May 22, 2019 4:37:55 PM

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-----Original Message-----

From: Webmaster <Webmaster@oeb.ca>  
Sent: Wednesday, May 22, 2019 3:51 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2019-05-22

-- Case Number --  
EB-2019-0049

-- Name --  
Julia Schlumpf

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
Not approving an increase especially at \$2.24. If they have to do an increase wouldn't \$0.50 - \$1.00/household go a long way?

-- Attachment --





Margaret Nanninga, MBA, CPA, CGA  
Vice President Finance & CFO  
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mnanninga@kwhydro.ca

July 31, 2019

Julia Schlumpf

Dear Ms. Schlumpf:

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Kitchener-Wilmot Hydro Inc.'s proposed Cost of Service Rate Application for changed rates effective January 1, 2020. We appreciate all customer feedback and the time you took to submit your comments.

You have asked if an increase of \$0.50 - \$1.00/household would go a long way. It would certainly help; however, an increase of that size would not provide sufficient funding to renew its infrastructure as it requires. KWHI has significant capital needs over the next five years including a comprehensive pole replacement program, a new customer information system, two large power transformers for its #5 transformer station and a supply line to power downtown development. The requested increase is the result of careful planning to pace and prioritize KWHI's capital investments over the next five years designed to minimize customer impacts.

KWHI consulted with its customers in 2018 through on-line and telephone surveys and the majority of the customers surveyed supported KWHI's increase.

I would be pleased to address any additional questions or concerns that you may have.

Sincerely,  
Kitchener-Wilmot Hydro Inc.

Margaret Nanninga, MBA, CPA, CGA  
Vice President Finance & CFO

**From:** [registrar](#)  
**To:** [REDACTED]  
**Subject:** FW: Letter of Comment - EB-2019-0049  
**Date:** Thursday, May 23, 2019 1:28:34 PM

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-----Original Message-----

From: Webmaster <Webmaster@oeb.ca>  
Sent: Wednesday, May 22, 2019 9:27 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2019-05-22

-- Case Number --  
EB-2019-0049

-- Name --  
Marius Constantinescu

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

Electricity prices in Ontario have soared in the past decade. Since 2006, the top rate for power has risen four times as fast as inflation.

The problem has a direct effect on factories and other industrial enterprises which are dissuaded to establish their activity in Ontario.

In fact, the province has built more plants than it actually needed. In 2014, according to the Auditor-General, Ontario had the capacity to produce 30,203 megawatts of power – but only needed 15,959 on an average day. (Even on the busiest day of the year, the province only required 22,774 megawatts.) At the same time, demand for electricity in the province fell, partly because of the recession and the long-term upheaval in the manufacturing sector and partly because of government efforts to encourage Ontarians to conserve power and other costly green initiatives (solar, wind).

So the province has a massive surplus of generating capacity, but because of bad economic decisions and its monopoly status on distribution, Ontarians have to pay increased rates despite the reduced demand.

By Canadian standards, Ontario's electricity is ridiculously expensive: almost double than in neighbor provinces of Quebec and Manitoba.

The board should send the message that higher rates are not the solution to an overcapacity problem. Instead, the solution lies in renegotiating the 20-year very lucrative contracts with the private sector which was a very bad deal for Ontarians.

-- Attachment --



Margaret Nanninga, MBA, CPA, CGA  
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mnanninga@kwhydro.ca

July 31, 2019

Marius Constantinescu

Dear Mr. Constantinescu:

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Kitchener-Wilmot Hydro Inc.'s proposed Cost of Service Rate Application for changed rates effective January 1, 2020. We appreciate all customer feedback and the time you took to submit your comments.

You have stated that electricity prices in Ontario have soared in the past decade. This application does not address these issues, as KWHI is the distributor not a generator of electricity. KWHI is not in control of the electricity charges on your bill.

The rate increase is the result of careful planning to pace and prioritize KWHI's capital investments over the next five years designed to minimize customer bill impacts. Major capital projects planned for the next five years include a comprehensive pole replacement program, a new customer information system, two large power transformers for KWHI's #5 transformer station and a supply line to power downtown development.

KWHI consulted with its customers in 2018 through on-line and telephone surveys and the majority of the customers surveyed supported KWHI's increase.

KWHI has the lowest distribution rates in the region and will continue to have the lowest rates even if this rate increase is approved.

I would be pleased to address any additional questions or concerns that you may have.

Sincerely,  
Kitchener-Wilmot Hydro Inc.

Margaret Nanninga, MBA, CPA, CGA  
Vice President Finance & CFO



**From:** [registrar](#)  
**To:** [REDACTED]  
**Subject:** FW: Letter of Comment - EB-2019-0049  
**Date:** Monday, May 27, 2019 12:06:27 PM

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-----Original Message-----

From: Webmaster <Webmaster@oeb.ca>  
Sent: Friday, May 24, 2019 5:14 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2019-05-24

-- Case Number --  
EB-2019-0049

-- Name --  
Mark Hughson

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

This increase is far higher than the inflation rate. I just checked my last bill(May 2019) and my delivery was \$24.28. A hike of \$2.24 is close to 10%.

This is very unfair. I do everything I can to conserve hydro and we still get penalized. Ontario is overproducing electricity and our provincial rates are among the highest in Canada. Pls deny this rate hike application.

-- Attachment --



Margaret Nanninga, MBA, CPA, CGA  
Vice President Finance & CFO  
T | 519-749-6177  
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mnanninga@kwhydro.ca

July 31, 2019

Mark Hughson

Dear Mr. Hughson:

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Kitchener-Wilmot Hydro Inc.'s (KWHI) proposed Cost of Service Rate Application for changed rates effective January 1, 2020. We appreciate all customer feedback and the time you took to submit your comments.

You have stated that Ontario is overproducing electricity and that provincial rates are amongst the highest in Canada. This rate application does not address these issues as KWHI is a distributor of and not a generator of electricity. Oversupply of electricity is best addressed through your MPP and electricity commodity rates through the Ontario Energy Board.

KWHI has some significant capital requirements over the next years. Major capital projects planned for the next five years include a comprehensive pole replacement program, a new customer information system, two large power transformers for KWHI's #5 transformer station and a supply line to power downtown development. The rate increase is the result of careful planning to pace and prioritize KWHI's capital investments over the next five years to minimize customer bill impacts

KWHI consulted with its customers in 2018 through on-line and telephone surveys and the majority of the customers surveyed supported KWHI's increase.

KWHI has the lowest distribution rates in the region and will continue to have the lowest rates even if this rate increase is approved.

I would be pleased to address any additional questions or concerns that you may have.

Sincerely,  
Kitchener-Wilmot Hydro Inc.

Margaret Nanninga, MBA, CPA, CGA  
Vice President Finance & CFO

**From:** [registrar](#)  
**To:** [REDACTED]  
**Subject:** FW: Letter of Comment - EB-2019-0049  
**Date:** Friday, May 24, 2019 2:17:43 PM

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-----Original Message-----

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, May 23, 2019 5:52 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2019-05-23

-- Case Number --  
EB-2019-0049

-- Name --  
Tom Mallozzi

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

Having small hydro companies is inefficient and leads to increases such as the one being applied for by Kitchener-Wilmot Hydro. There are many services which are duplicated at other local utilities such as Waterloo Hydro and Cambridge Hydro. These three utilities should be amalgamated and redundancies eliminated in order to reduce costs. Increasing the distribution rates will simply continue the inefficiency of a small hydro utility such as this one. I am recommending against the increase.

-- Attachment --



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Vice President Finance & CFO  
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mnanninga@kwhydro.ca

July 31, 2019

Tom Mallozzi

Dear Mr. Mallozzi:

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Kitchener-Wilmot Hydro Inc.'s (KWHI) proposed Cost of Service Rate Application for changed rates effective January 1, 2020. We appreciate all customer feedback and the time you took to submit your comments.

You have stated that having small utility companies is inefficient and leads to increases such as the one proposed by KWHI. You have suggested that the three regional utilities should be amalgamated to reduce costs. This suggestion would best put to the shareholders of the utilities, such as the City of Kitchener or the Township of Wilmot, as the operator of the utility has no control over amalgamation.

KWHI, as a medium-large utility in Ontario, has the 7<sup>th</sup> lowest distribution rates in the province out of 68 utilities. From an efficiency standpoint, KWHI stands as a model to the industry – from small to large, most recently winning the Electricity Distributors Association's LDC Performance Excellence Award which recognizes outstanding performance excellence in occupational health and safety, operations, finance, conservation and contributions to local community.

Additionally, KWHI is a member of the Gridsmart City Co-operative (GSC). The Co-operative bridges the need for innovation and infrastructure renewal with the benefits of collaboration and cost efficiency. The Co-operative includes Energy + and Waterloo North Hydro as well as 11 other locally owned utilities.

KWHI is proud to be a founding member of the GSC Cooperative. The legal entity has a formalized structure where 14 LDC members have committed to a mandate to:

- Increase efficiency and customer value within the 14 LDC territories, while benefiting the Ontario electricity sector as a whole
- Synergize operations through a cooperative approach to buying and numerous special initiatives
- Leverage joint purchasing strength for goods and services at lower prices based on economies of scale
- Provide access to expertise, resources and scale, to enhance value to customers, manage delivery costs effectively and, as thought leaders, prepare for future business models and technology changes in the energy sector





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Further information about GSC can be found at its website [www.gridsmartcity.com](http://www.gridsmartcity.com)

The requested rate increase is the result of careful planning to pace and prioritize KWHI's capital investments over the next five years designed to minimize customer bill impacts. Major capital projects planned for the next five years include a comprehensive pole replacement program, a new customer information system, two large power transformers for KWHI's #5 transformer station and a supply line to power downtown development.

KWHI consulted with its customers in 2018 through on-line and telephone surveys and the majority of the customers surveyed supported KWHI's increase.

KWHI has the lowest distribution rates in the region and will continue to have the lowest rates even if this rate increase is approved.

I would be pleased to address any additional questions or concerns that you may have.

Sincerely,  
Kitchener-Wilmot Hydro Inc.

Margaret Nanninga, MBA, CPA, CGA  
Vice President Finance & CFO