

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

From: Webmaster <Webmaster@oeb.ca>

Sent: Saturday, December 21, 2019 8:30 AM

To: registrar <registrar@oeb.ca>

Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --

2019-12-21

-- Case Number --

EB-2019-0037

-- Name --

Whitney Muzyka

-- Phone --

[REDACTED]

-- Company --

[REDACTED]

-- Address --

[REDACTED]

-- Comments --

I would like to comment, although not elderly, but responsible for an elderly family member who lives independently on a very limited budget, that I feel the elderly in the Sudbury area will suffer with increases to their utility bills. I realize it is impossible to break this down elderly vs non, and I realize the costs of our hydro utilities are also going up, but I am concerned with the ability for the elderly to both pay their bills as well as stay in their homes with increasing costs of taxes, utilities and food. I do not know the percentage who would be affected by this increase in our community, I just wanted the human aspect considered in the application.

Thank you, Whitney Muzyka

-- Attachment --



500 Regent Street t 705.675.7536
P.O. Box 250/CP 250 f 705.671.1413
Sudbury ON P3E 4P1 w www.sudburyhydro.com

February 12, 2020

VIA RESS

Dear Ms. Muzyka:

Thank you very much for expressing your concerns to the Ontario Energy Board regarding our 2020 rate application. Your participation in this rate-setting process is truly appreciated.

Every action taken and decision made at Greater Sudbury Hydro is viewed through the lens of our corporate values. Central to these values is our commitment to always *doing the right thing* to serve our customers' best interests while also ensuring the integrity and longevity of our distribution system infrastructure. It's a balancing act that requires reflection and a careful weighing of customer needs and priorities alongside the recommendations of our expert staff. It's not always easy to do.

The portion of your bill we control and that is impacted by the rate increase we are requesting is called the distribution charge (it represents about 17% of the total charges seen on customer bills). This is the money we collect to maintain and upgrade our infrastructure to make sure we can provide a consistent supply of electricity to our customers.

If we do not increase our distribution rates, then the total amount of revenue we'll collect from our customers to operate the distribution system will not have increased in over a decade. We've always worked hard to deliver consistent value to our customers while minimizing the financial impact on their bills; however, given the current need to upgrade our equipment to ensure public safety and reliability of service while also keeping pace with evolving industry standards, maintaining status quo with our distribution rates just isn't sustainable. Deferring our plans to help keep costs neutral would be irresponsible. It would not be the right thing to do.

We know that the rate increase we are proposing is needed, but we also know that more money required for service means less in our customers' pockets. We hear your concerns and acknowledge the challenges accepting these new rates may pose for you and for others, particularly those in more precarious financial circumstances. There are a number of provincial resources available that should be explored by those who qualify for assistance in reducing their monthly bills, and we would gladly provide you with guidance on how to access them. If you'd like



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to learn more please reach out to our Director of Communications, Wendy Watson, by calling our office at 705-675-7536.

Thank you again for your letter. We want to assure you that we have always considered impact on customers—what you rightly call the *human aspect*—when making our decisions. I promise you that we will continue to do so.

Respectfully,

Original Signed By

Frank Kallonen
CEO, Greater Sudbury Hydro Inc.