

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 10:36:35 AM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 11:38 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Mike Bahr

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
I understand Halton Hills Hydro want to increase the hydro rates , during a pandemic, like 6 times this is unacceptable.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Mike Bahr,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President & CEO  
Halton Hills Hydro

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 10:32:50 AM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 11:09 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Jessica Bilton

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

I understand Halton Hills Hydro has applied for a price increase. This will cause undue hardship for many in this town. All have been impacted by covid, many out of work. Personally I have only been able to obtain minimum wage part time work. I can not afford hydro now, definitely won't be able to afford it after an increase. It's not like we can shop around for best price. We have 1 electricity provider. There is absolutely no incentive for them to be competitive or to care about their customers. Having the Mayor of Halton Hills on the Halton Hills Hydro board, isn't that a conflict of interest? Or is it just ok that he continues to pad his pockets while the rest of his constituents go bankrupt? During a pandemic no less

Please do what is right & say NO to the proposed price increase

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Jessica Bilton,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Customer input and feedback was an important part of our planning process. We conducted surveys, reached out to customers through e-mail and on bill messaging and created a dedicated website, [haveyoursay.haltonhillshydro.com](https://haveyoursay.haltonhillshydro.com), to provide opportunities for customers to engage customers in a conversation about our plan.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

There are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: [haltonhillshydro.com/self-service](https://haltonhillshydro.com/self-service) or by calling our customer service department at 519-853-3701.

With respect to your question regarding the Mayor of Halton Hills being a member of our Board, Halton Hills Hydro is subsidiary of Halton Hills Community Energy Corporation, which is wholly owned by the Town of Halton Hills.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** [registrar](#)  
**To:** [Shelly-Anne Connell](#)  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 2:51:44 PM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Friday, September 25, 2020 6:31 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-25

-- Case Number --  
EB-2020-0026

-- Name --  
Jennifer Brown

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

Please do not raise rates right now. My family lost jobs during Covid. Our business is so badly effected. This is the worst possible thing is help build the economy. Please no.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Jennifer Brown,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

Please note, there are a number of programs available to assist both residential and commercial customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. Also, the new COVID-19 Business Support Grants cover energy costs for businesses impacted by the red/control or lockdown restrictions. Please visit our website at: [haltonhillshydro.com/self-service](https://haltonhillshydro.com/self-service) and look for the payment assistance section, or call our customer service department at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** [registrar](#)  
**To:** [Shelly-Anne Connell](#)  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Monday, October 19, 2020 4:23:23 PM

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\-----Original Message-----

From: Webmaster <Webmaster@oeb.ca>  
Sent: Wednesday, September 30, 2020 9:10 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-30

-- Case Number --  
EB-2020-0026

-- Name --  
Kerri Chaplin

-- Phone --  
[REDACTED]

-- Company --  
[REDACTED]

-- Address --  
[REDACTED]

-- Comments --

Please don't increase my rates. I live 6 thousand below the national poverty line. I can barely afford my hydro as it is now. Hydro heats my home in the winter. As it is now, I sit in the dark at night in order to limit my hydro usage. In the winter I keep my food in bins outside in my yard so I can unplug my fridge and freezer so I don't use hydro. If the rates go up, I will have no heat in the winter and I will most likely freeze to death. Businesses and citizens always forget about those of us living far below poverty level, but it is those of us living far below poverty level that will be most affected by rate increases.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Kerri Chaplin,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. We make every effort to create a plan that ensures safety and reliability while reducing the impacts to customers. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. Please visit the payment assistance page on our website at [haltonhillshydro.com/payment-assistance](https://haltonhillshydro.com/payment-assistance) or call our customer service department at 519-853-3701 for more information on these programs.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.



**From:** [registrar](#)  
**To:** [Shelly-Anne Connell](#)  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Monday, October 19, 2020 3:35:44 PM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Friday, September 25, 2020 5:43 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-25

-- Case Number --  
EB-2020-0026

-- Name --  
Amol Chokshi

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

I would like to hear first where the funds are going to be used.

I am totally against any rate increase without any proper plan.

My option there should be no rate increase next 3 years, as currently all of us are facing pandemic uncertainty and heavy job loss.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Amol Chokshi,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Capital projects are divided into 4 main categories:

**System Access** – These are customer or third party driven projects we are obligated to complete such as connecting new customers or developments and to move our infrastructure to accommodate municipal road projects such as road widening or roundabout installations.

**System Renewal** – These are important projects to replace obsolete or end of life equipment to ensure the safety and reliability of our system. The largest projects in this category are our annual pole replacement programs, replacing end of life substation equipment and phasing out obsolete PoleTrans transformer poles.

**System Service** – These projects focus on capacity upgrades and reliability improvements. They include automation of switches and other devices to improve reliability and projects that accommodate growth.

**General Plant** – These projects include maintaining and replacing equipment, tools, software and systems, including ensuring the safety of our customer data and complying with the Ontario Cyber Security Framework.

Customer input and feedback was an important part of our planning process. We conducted surveys, reached out to customers through e-mail and on bill messaging and created a dedicated website, [haveyoursay.haltonhillshydro.com](http://haveyoursay.haltonhillshydro.com), to provide opportunities for customers to engage customers in a conversation about our plan.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase. If you would like more detail on our plan, we would be happy to provide you with a summary of our application.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.



*Providing electricity distribution excellence in a safe and reliable manner*

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** [registrar](#)  
**To:** [Shelly-Anne Connell](#)  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 1:55:47 PM

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Original Message-----

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 2:18 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Kari Cooper

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

In the midst of a pandemic where your customers are out of work, down to one income, working from home, or struggling to make ends meet, how can you consider raising your prices? You are striking at the most vulnerable members of society at a time when people have the fewest choices available to them. It is irresponsible, unnecessary and cruel to consider raising your prices at this time - forcing more of our society to choose between electricity and food.

I realize this is due to take effect in May of 2021, but people are still going to be recovering from the pandemic at the very least, if not still in the midst.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Kari Cooper,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Monday, October 19, 2020 3:31:39 PM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Friday, September 25, 2020 9:40 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-25

-- Case Number --  
EB-2020-0026

-- Name --  
Maggie Edwards

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

Halton Hills Hydro has applied to increase rates for its customers and this is not the time to do it. The rate increase will see an extra \$6.83 per month, or \$81.96 per year for my household...

While this doesn't appear to be much for some, we are in the midst of a COVID-19 pandemic and economic uncertainty, more than one million Ontario residents have lost their jobs.

I fully understand that Halton Hills Hydro is a business as well and it may be routine to ask for an increase in rates every 5 years but with the applied increases (even capped) hydro is currently unaffordable as it is.

We are also currently looking at a 2nd wave of this virus- possible further shutdowns and damage to the economy.

A second wave would once again force businesses to shut down, and would keep people at home, thus crippling their income.

I am already finding hydro rates crippling as my July hydro bill went up over \$300 from last year and my consumption was actually down compared to the prior year. It is an inappropriate time to request a rate increase, as the pandemic has left many in bad financial situations and they are already dealing with increased rates.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Maggie Edwards,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

Please note, there are a number of programs available to assist both residential and commercial customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. Also, the new COVID-19 Business Support Grants cover energy costs for businesses impacted by the red/control or lockdown restrictions. Please visit our website at: [haltonhillshydro.com/self-service](http://haltonhillshydro.com/self-service) and look for the payment assistance section, or call our customer service department at 519-853-3701.

You indicated receiving an exceptionally high bill in July. Please keep in mind that we bill for both electricity and for water and wastewater charges on behalf of Halton Region. I would recommend that you call our customer service department at 519-853-3701. They would be able to review your electricity and water consumption and charges with you for that time period.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Monday, October 19, 2020 3:44:19 PM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Sunday, September 27, 2020 1:13 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-27

-- Case Number --  
EB-2020-0026

-- Name --  
Floyd Foster

-- Phone --  
[REDACTED]

-- Company --  
[REDACTED]

-- Address --  
[REDACTED]

-- Comments --

How can a company even consider to ask for a raise when they are already over priced and they don't need the extra money if they would stop over paying there management who if they did their jobs efficiently wouldn't need to ask for more . The only reason they are asking now is because of greed

-- Attachment --





*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Floyd Foster,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Wednesday, October 14, 2020 10:36:36 AM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 8:09 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Elio Giangrande

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
Now is really not the Time to be Increasing Rate

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Elio Giangrande,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

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Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 10:40:47 AM

---

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 2:01 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Gabrielle Gosselin

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
Everything is already so expensive and many families have a hard time already paying for hydro, increasing is not a good idea. Rates are high enough.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Gabrielle Gosselin,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Monday, October 19, 2020 3:40:42 PM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Saturday, September 26, 2020 8:55 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-26

-- Case Number --  
EB-2020-0026

-- Name --  
Deanna Jackson

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

With covid-19 continuing to decrease business and many people still out of work, needing assistance just to make ends meet if at all. This is not the time to raise rates for anything! I have been lucky enough to keep working through this time but even with that, rent and living expenses are so high in this area that I am barely keeping up! Plus I have a wage reduction coming in the near future which I have no choice about.  
This Region needs to take their people into consideration! It's bad enough hydro was raised above cost of living this year as it is!

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Deanna Jackson,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

Please note, there are a number of programs available to assist both residential and commercial customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. Also, the new COVID-19 Business Support Grants cover energy costs for businesses impacted by the red/control or lockdown restrictions. Please visit our website at: [haltonhillshydro.com/self-service](http://haltonhillshydro.com/self-service) and look for the payment assistance section, or call our customer service department at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Tuesday, October 20, 2020 9:36:58 AM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Monday, October 5, 2020 9:43 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-10-05

-- Case Number --  
EB-2020-0026

-- Name --  
Edna Jamieson

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

Further to your file EB-2020-0026 we have a 3-bedroom bungalow heated entirely by electricity. Our monthly charge from Halton Hills Hydro is as follows:

1/14/2020	\$543.28	Delivery	\$119.51
2/13/2020	449.03		98.17
3/12/2020	407.57		90.63
4/15/2020	346.80		90.20
5/13/2020	215.90		66.11
6/11/2020	174.88		58.73
7/14/2020	166.74		59.60
8/14/2020	101.91		46.72
9/14/2020	89.56		45.12

As you can see, the delivery charges are quite excessive. One major auto manufacturer has already announced that they will not make gas-driven vehicles after 2035 so the future of Hydro companies is assured. We do not want to see a further increase in delivery charges. Thank you for the opportunity to express our concern.

-- Attachment --





*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Edna Jamieson,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. As you observed, those rates are part of the delivery line, which also includes other costs such as transmission fees passed on to Hydro One. You can find a complete description of the charges on your bill by visiting our website at: [haltonhillshydro.com/rates/additional-information](http://haltonhillshydro.com/rates/additional-information).

We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

With respect to auto manufacturers phasing out gas-driven vehicles, our plans include ensuring that our distribution system has the capacity to handle the influx of electric vehicle charging infrastructure.

Please note, there are a number of programs available to assist both residential and commercial customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. Also, the new COVID-19 Business Support Grants cover energy costs for businesses impacted by the red/control or lockdown restrictions. Please visit our website at: [haltonhillshydro.com/self-service](http://haltonhillshydro.com/self-service) and look for the payment assistance section, or call our customer service department at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 10:38:43 AM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 1:58 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Susanne Klimsiak

-- Phone --  
[REDACTED]

-- Company --  
Resident

-- Address --  
[REDACTED]

-- Comments --  
No to the increase. Not acceptable.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Susanne Klimsiak,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Wednesday, October 14, 2020 11:57:25 AM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 8:26 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Bruce MacArthur

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

I cannot afford another increase in anything. My pension is \$1100./month and I'm on the edge right now. Hydro rates are ridiculously high as it is. They tell you to conserve and we conserve, then when their revenues drop they raise their prices again, to make up for the lost dollars, I wish I could do that. Seniors should not be paying for utilities at all,period.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Bruce MacArthur,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

We recognize that utility costs can be particularly difficult for seniors. We are regulated to bill all of our customers based on rates determined by the Ontario Energy Board. Perhaps we could suggest that you speak to your Member of Provincial Parliament on this issue. If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 1:52:59 PM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 2:09 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
CLAIRE MACDONALD

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
Is this for real? My last monthly bill was \$700 for hydro and water. During these times we're supposed to be seeing relief - not gouging.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Claire MacDonald,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

Please note, there are a number of programs available to assist both residential and commercial customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. Also, the new COVID-19 Business Support Grants cover energy costs for businesses impacted by the red/control or lockdown restrictions. Please visit our website at: [haltonhillshydro.com/self-service](https://haltonhillshydro.com/self-service) and look for the payment assistance section, or call our customer service department at 519-853-3701.

You indicated that your recent bill was \$700. Please keep in mind that we bill for both electricity and for water and wastewater charges on behalf of Halton Region. I would recommend that you call our customer service department at 519-853-3701. They would be able to review your electricity and water consumption and charges with you in detail.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Wednesday, October 14, 2020 12:34:01 PM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 9:41 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Shanna Maltby

-- Phone --  
[REDACTED]

-- Company --  
[REDACTED]

-- Address --  
[REDACTED]

-- Comments --

I do not recommend this action.

First we as a whole country are in a economic uncertainty, due to the pandemic. Raising Hydro rates, to both Businesses & Residential customers is just another example of what is going to be the downfall of our economy. Yet they are not raising there own Town owned usages (street lights) this seems like an unfair burden put on the tax payers of Halton Hills.

-- Attachment --





*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Shanna Maltby,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

In reference to electricity costs for street lights paid by the Town of Halton Hills, our rate application allocates costs across all classifications of electricity customers, including street lights.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** [registrar](#)  
**To:** [Shelly-Anne Connell](#)  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 10:29:06 AM

---

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 10:35 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Priscilla Nesbitt

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
During Covid we are all already struggling financially and an increase would be detrimental to our well being.  
Please re-consider

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Priscilla Nesbitt,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Monday, October 19, 2020 3:38:29 PM

---

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Saturday, September 26, 2020 1:45 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-26

-- Case Number --  
EB-2020-0026

-- Name --  
Monique Porlier

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
I would like to be notified of any public hearing / meeting about this matter Monique Porlier

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Monique Porlier,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

At this time, there are no public hearings or meetings scheduled regarding our application. However, you can view all of the documents, letters of comments and correspondence regarding this application by visiting the OEB website at:

[www.rds.oeb.ca/HPECMWebDrawer/CaseNumber=EB-2020-0026](http://www.rds.oeb.ca/HPECMWebDrawer/CaseNumber=EB-2020-0026)

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Monday, October 19, 2020 3:47:26 PM

---

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Sunday, September 27, 2020 3:56 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-27

-- Case Number --  
EB-2020-0026

-- Name --  
Nick Rotchford

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
Good Afternoon,

We are writing this letter of comment in response to the request from Halton Hills Hydro to increase our electricity distribution rates. This is completely unacceptable given the current fiscal climate. Ontarians already pay the most expensive price almost double that of Quebec and Manitoba. We have already been paying an increase with no increased value to the service.

Hydro rates are unacceptably high and will impact the average family's expense which will need to be addressed and explained to the taxpayer. The OEB should NOT increase the rates as this is completely unacceptable.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Nick Rotchford,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. In reference to the cost of electricity as compared to other provinces, those rates are set provincially by the Ontario Energy Board and not impact Halton Hills Hydro. Our rates make up a portion of the Delivery line on your bill and directly impact the operation and maintenance of the electricity distribution system within the Town of Halton Hills.

We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** [registrar](#)  
**To:** [Shelly-Anne Connell](#)  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 10:30:49 AM

---

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 10:57 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Alex Saftic

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

As COVID already increased the cost of living, raising costs on hydro will only bring those already struggling down further. Our rates are already set at a higher fixed rate at this time. Families that are already struggling will have to further work even harder to keep afloat. Please consider denying this request to allow residents in Halton Hills to continue paying the rates that are already in place. Our hydro rates should not be this much higher than neighbouring towns and cities.

-- Attachment --





*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Alex Saftic,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

While we do not know what rates will be in effect in May 2021 for our neighbouring utilities, our current residential rates are comparable to the other Halton Region utilities given the geographical differences in Halton Hills.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 10:34:51 AM

---

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 11:37 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Karley Stewart

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

Electricity rates in the province of Ontario are already much higher than other provinces. During these difficult times where many families have had to lose a source of income to stay home with their children, why add more stress causing bills that many can't pay. We already pay a ridiculous rate for delivery, often a fee that is higher than the amount of electricity we actually use.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Karley Stewart,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. Our rates make up a portion of the Delivery line on your bill and directly impact the operation and maintenance of the electricity distribution system within the Town of Halton Hills. Due to regulations from the Ontario Energy Board, our portion of the bill for residential customers is set as a fixed monthly fee that does not change based on electricity consumption.

We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Wednesday, October 14, 2020 12:13:07 PM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 9:03 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
BARRY WALSH

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
ONTARIO IS A COMPLETE RIPOFF TO LIVE HERE AND IT,S GETTING WORSE NOT BETTER THE  
ELECTRICTY RATES HERE SUCK I,AM NOT IN FAVER OF THIS RATE INCREASE IT IS BULL SHIT

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Barry Walsh,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Tuesday, October 20, 2020 9:31:14 AM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Friday, October 2, 2020 8:28 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-10-02

-- Case Number --  
EB-2020-0026

-- Name --  
Suzanna Wood

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

I strongly object to a rate increase at this time. Considering the current Pandemic that we are in, this would greatly have a negative impact on the finances of the citizens of Halton Hills.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Suzanna Wood,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer care representatives at 519-853-3701.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Friday, October 16, 2020 1:57:54 PM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Thursday, September 24, 2020 4:00 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-24

-- Case Number --  
EB-2020-0026

-- Name --  
Rachel Wooldridge

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

I'm a mother of four ages 11 to 5 years old. I struggling to keep a float and cover all the bill's as the cost of living has hiked to the extreams.

Groceries alone are breaking the piggy bank to just feed my kids the basics and now a hike in Hydro. I am very luck as I do still have my job but there are many others that were not so lucky as I and this will effect them. As the cost of living rises for those of us that are working unfortunatly our paycheck are not as company's are struggling to stay open. I worry for my children. The decision to me is clear. I hope it is clear to you too. Say NO to increase the rates.

-- Attachment --





*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Rachel Wooldridge,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We understand that there is never an ideal time for a rate increase, and that it is particularly difficult in light of the COVID-19 pandemic. Halton Hills Hydro applies for a Cost of Service rate application every five years; this application began in the Spring of 2019. This is an important process to establish our major capital projects and other expenditures planned for the next 5 years. A final decision from the Ontario Energy Board on our rates is expected by April 2021.

Halton Hills Hydro's proposed 2021 rates represent approximately 22% of the total electricity bill. We have consistently ranked as one of the top 6 most efficient electricity distribution companies in the province for the last 7 years and intend to maintain our excellent efficiency record even with the proposed rate increase.

If you are having difficulty with meeting your electricity bill payments, there are a number of programs available to assist customers with paying their bills, including a number of new programs specifically focused on the impacts COVID-19 has had. You can learn more about these programs by visiting our website at: <https://haltonhillshydro.com/self-service/> or by talking to one of our customer service representatives at 519-853-3701. Our customer service representatives can also help establish a payment plan if you are behind on your bills.

We believe we have created a solid plan to replace aging assets, improve system reliability, and accommodate growth while minimizing customer bill impacts.

We appreciate receiving your feedback. Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.

**From:** registrar  
**To:** Shelly-Anne Connell  
**Subject:** FW: Letter of Comment - EB-2020-0026  
**Date:** Tuesday, October 6, 2020 10:06:28 AM

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John Pickernell, Manager, Applications Administration  
2300 Yonge Street, 27th Floor, Toronto ON M4P 1E4 | O 416-440-7605 | registrar@oeb.ca | OEB.ca |

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Monday, September 21, 2020 1:52 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-09-21

-- Case Number --  
EB-2020-0026

-- Name --  
Kristine Gyldenbjerg

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

This company is predatory with their pricing and enforcement. They are bleeding the rural homeowners dry with their rates. They DO NOT INVEST in infrastructure development.

PLEASE prohibit this increase.

-- Attachment --



*Providing electricity distribution excellence in a safe and reliable manner*

November 30, 2020

Dear Kristine Gyldenbjerg,

Thank you for your Letter of Comment submitted to the Ontario Energy Board with respect to Halton Hills Hydro Inc.'s (HHHI) proposed Cost of Service Rate Application for rates effective May 1, 2021.

We believe, based on the address you provided, that your comments were actually intended for another distribution company. If your comments were indeed intended for Halton Hills Hydro, we would be happy to discuss our application with you.

Should you wish to discuss our application in more detail, please call 519-853-3701 or e-mail [regulatoryaffairs@haltonhillshydro.com](mailto:regulatoryaffairs@haltonhillshydro.com).

Sincerely,

Arthur Skidmore  
President and CEO  
Halton Hills Hydro Inc.