



Wellington North Power Inc.

290 Queen Street West, PO Box 359, Mount Forest, ON N0G 2L0

Phone: 519.323.1710 Fax: 519.323.2425

E-mail: wnp@wellingtonnorthpower.com

www.wellingtonnorthpower.com

ESA # 7012854

December 10, 2020

By E-mail

Dear Ms. Lange Wells:

Thank you for your e-mail to Wellington North Power Inc. and for your "Letter of Comment" e-mailed to the Ontario Energy Board, both received on December 5, 2020. Both items of correspondence contain very similar comments with respect to Wellington North Power Inc.'s (WNP) proposed Cost of Service Application for rates effect May 1, 2021. We appreciate your feedback and thank you for taking time to share your comments.

As an electricity distributor, WNP is regulated by the Ontario Energy Board (the "OEB"), the energy regulator. The Ontario Energy Board is an independent regulatory body that, among other activities, establishes rates and prices that are reasonable to consumers and that allow utilities to invest in the system as well as looking out for consumer interests. Like all electricity distribution companies in Ontario, the OEB oversees the activities of distributors, ranging from customer service performance metrics (such as call-answer rate and connection of new services) through to approval of operating budgets and capital investment plans.

In your comments, you mention that *"Wellington North Power services are unreliable"* and *"providing below mediocre service to customers."* WNP takes its' responsibilities for delivering customer service very seriously. We have consistently met all of the customer-focused performance targets established by the OEB every year, as reported on our annual Scorecard and as published on our website at <https://www.wellingtonnorthpower.com/score-card.cfm> . If there are aspects of our service that you feel are inadequate, please do let us know.

The OEB will only approve an increase in distribution rates if WNP can provide adequate evidence to support its' underlying costs. The OEB's rate hearing process allows anyone to participate including customers and businesses. Various intervenor groups, acting on behalf of consumers, will review the details and may challenge the specifics of WNP's application.

In its' Cost of Service Application filed with the OEB, WNP has included its' 2021 operating budget comprising of labour expenses, insurance and third-party vendor costs. I can confirm that WNP does not pay bonuses to any of its' employees, including management. As noted previously, intervenor groups and the OEB will review the expense details of WNP and may challenge the specifics of utility's application. A final decision on the application is expected by March or April 2021.

There is help available for customers struggling to pay their electricity bills such as the Ontario Electricity Support Program (OESP) and the Low-Income Energy Assistance Program (LEAP).

These programs are advertised on our website and our social media pages as well as being promoted by our Customer Service Representatives to customers who e-mail or telephone our office. I encourage you to call our office and speak to one of our Customer Service Representatives should you require such assistance.

In addition, the provincial government is making funds available through WNP for the COVID-19 Energy Assistance Program (CEAP) to help residential customers and small business (CEAP-SB) pay their energy bills. CEAP provides a one-time credit to eligible residential or small business electricity customers to help them catch up on their energy bills and resume regular payments. To learn more, please call our office and speak to one of our Customer Service Representatives or visit our website <https://www.wellingtonnorthpower.com/ceap-application-form-518.cfm>.

You can also review all the Province's electricity support programs on the government's website - please visit <https://www.ontario.ca/page/your-electricity-bill> .

Thank you again for your comments and please contact us again should you have questions or require further information.

Yours truly,

Original signed by Richard Bucknall

Richard Bucknall
Manager of Customer Service & Regulatory Affairs

Wellington North Power Inc.
Tel: 519-323-1710
E-mail: wnp@wellingtonnorthpower.com