

From: [registrar](#)
To: [REDACTED]
Subject: CM: FW: Letter of Comment - EB-2020-0246
Date: Tuesday, February 16, 2021 4:04:10 PM

From: Webmaster <Webmaster@oeb.ca>
Sent: Tuesday, February 16, 2021 12:14 PM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2021-02-16

-- Case Number --
EB-2020-0246

-- Name --
Keith Jones

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

Re: the elimination of Hydro One Network Inc.'s Seasonal Rate Class and my re-classification as low density R2:
Here is my greatest concern. We have owned and used our recreational property for 35 years . In that time, we have noticed a marked decline in the RELIABILITY of our service. Wherein, years back, outages were rare, now they are predictable. As we now say, when a storm, be it thunder, wind, rain is approaching, hydro will go down. And weather events which are not occurring in our immediate area are still bringing outages. And these weather events are not catastrophic events or anomalies. And within our community of seasonal property owners, the predominant thinking is that Hydro One approach to the frequent outage problem is REACTIVE rather than PROACTIVE. With an outage, the emergency

number is phoned and crews are dispatched. And that routine occurs time and time again. What are the reasons? Aging service? Absence of regular maintenance such as line clearing? Poorly designed networks? Our strategy to deal with the more frequent outages has been investment in a generator and a small solar unit which can provide only simple LED lighting.

So here is what I anticipate: I anticipate that while we will see an increase in our monthly bill, we will NOT see an improvement in our service reliability.

I recognize that some seasonal property areas my enjoy reliable service without frequent interruptions. One such area might be the Muskokas. We, in Tudor-Cashel Twp., Grant Lane and Renata Lane do not have that . I would suggest that the OEB ask Hydro One to provide call records over time, for some of their district offices in the lower density areas. Investigate the reliability. Demand of those areas , that they create an action plan to provide more reliable service so that the property owners in those areas can see that that extra cost they are paying is being invested into a better quality of service

Keith Jones
Oshawa
[REDACTED]