

From: [registrar](#)
To: [REDACTED]
Subject: FW: Letter of Comment - EB-2020-0246
Date: Wednesday, February 24, 2021 10:09:10 AM

From: Webmaster <Webmaster@oeb.ca>
Sent: Tuesday, February 23, 2021 8:17 PM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2021-02-23

-- Case Number --
EB-2020-0246

-- Name --
Shayn Ballagh

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

The recent OEB decision to remove the Seasonal Rate class is unacceptable.

I currently own a seasonal property in the town of Gooderham Ontario The following is an excerpt from my most recent bill through Hydro One

Networks:

Electricity used \$0.00

This is the cost of generating the electricity you used this period. Usage is measured in kilowatt-hours (kWh) and depends on the wattage of devices you use and how long you use them. The Ontario Energy Board (OEB) sets the cost per kWh and the money collected goes directly to the electricity generators.

Delivery \$142.58

This is the cost of ensuring you have reliable power when you need it. Hydro One collects this money to build, maintain and operate the electricity infrastructure, which includes power lines, steel towers and wood poles covering 960,000 sq. km. A portion of this cost is fixed and a portion varies depending on the amount of electricity used. Effectively during the winter season, I am burdened with paying for delivery charges for 0 product.

My average consumption is 81.81 kWh per month (close to the threshold of the 50 kWh shown as an estimated chart provided by Hydro one in a recent mailing pertaining to EB-2020-0246) Per Hydro Ones breakdown, for a Seasonal Resident being moved to Low density Residential class R2 (which I have been told I am anticipated to be re-classified as with no explanation):

A consumer using 50 kWh per the seasonal rate would see their distribution cost go from \$54.06 per month to \$114.13 per month representing a 100% increase.

The OEB's mandate

The Ontario Energy Board is an independent regulatory body that makes decisions and provides advice to the government in order to contribute to a sustainable, reliable energy sector and to help consumers get value from their natural gas and electricity services. We do this by:

- Establishing rates and prices that are reasonable to consumers and that

allow utilities to invest in the system

- Encouraging higher performance from natural gas and electricity utilities and measuring progress
- Making the consumer's own usage, and the broader energy issues, easier to understand
- Looking out for consumer interests, investigating complaints and applying penalties, where appropriate
- Thinking about the long-term needs of the energy sector and developing regulatory policy to meet emerging challenges.

Given the case presented above how is the OEB maintaining its mandate by establishing rates and prices that are reasonable to the consumer in this case?

The area being serviced is home to more than 700 full time residents, hundreds of seasonal residents and more than 30 locally owned and operated businesses. There is no explanation given to the rate class determined solely on the part of Hydro One Networks. How as a consumer is the OEB protecting my interests in this matter? The decision of the OEB to remove the rate classification of seasonal user is a move in the wrong direction and has resulted in significant increases to what would be considered gouging of the consumer by the utility.

Another important role of the OEB's is the consumer protection mandate which includes monitoring the electricity utility performance, monitoring the wholesale electricity market and making sure that the energy companies understand the rules and our expectations. The OEB monitors the performance of electricity utilities in a number of areas, including reliability, customer service and costs. A 100% increase in cost is not reasonable and would be a failing of the OEB to protect the consumer.

The OEB needs to consider this move by the utility and the implicated costs to the consumer

-- Attachment --