



From: Webmaster <Webmaster@oeb.ca>
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To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2021-03-06

-- Case Number --
EB-2020-0246

-- Name --
Ronald Legault

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

- 1) The change to eliminate the seasonal rate class must consider the fact that many of the account holders are retired individuals on pensions that are fixed or at best indexed to the CPI. Increases must be phased in to accommodate these individuals.
- 2) The hydro delivery for the seasonal rate class is subpar to the delivery of medium or high density areas. When there is a storm or high winds the hydro is often interrupted for hours to days. As a result most seasonal rate customers have had to spend hundreds or thousands of dollars on backup generators. High density customers often continue to have water even though their power may be disrupted. This is not the case for seasonal users. There is never any normal type of billing credit provided to the seasonal class customers when this lack of delivery service is severe, extended or costly to the user. If the delivery cost for a seasonal customer is to be moved to one rate for all customers, then the level of service provided must be identical. All breaks in service delivery must be captured and breaks in service must be credited back to the individuals affected. A break in service can be very expensive and disruptive for a seasonal class customer and the billing credit should help to offset these costs (i.e. a disruption of one hour or more in any monthly period for a seasonal customer compared to the high density class should result in a billing credit to eliminate the delivery charges to the old seasonal customer for that month).