



Attachments:

[Hydro One Woes.docx](#)

From: Don Barill <[REDACTED]>

Date: Tuesday, March 9, 2021, 3:32:03 PM

To: <publicinformation@oeb.ca>

Subject: Customer Complaint re : EB2020-0246 Hydro One Increase Request [CSE: 6AgCvk, TKT: LkKEM3]

Ontario Energy Board March 9, 2021.

OEB Regulator Board,.

Recently I was notified by Hydro One that it was seeking another increase for their electrical services to my old family camp on Lake Matinenda. I was advised to contact the OEB by **March 15, 2021** re **EB-2020-0246** Hydro One application

Hydro One intends to do away with seasonal rates and place all summer camps on "Low Density" urban rates.

The reason put forth in this letter for needing to charge us more is "the OEB has found that the distribution rates currently charged to seasonal customers do not appropriately reflect the cost to serve them" I can't see this suggestion as reasonable !

My 55 year old summer camp currently last year paid \$1228.69 (before taxes and rebates are applied) for very little usage by my family (portions of July & August)

What stings is the breakdown of charges :

\$229 total charges for actual electricity.

\$985 for the Delivery ! (80 %)

\$14.69 for Regulatory charges

And Hydro One says the OEB suggests the Delivery charges do not reflect the cost by Hydro One to serve the public !!

The letter from Hydro One suggests that the OEB is an independent and impartial public agency... I don't accept this bit of information as truth either.. In my opinion, this board has not been independent or impartial since the Conservative Government under Ernie

Eaves deregulated the management of Electricity Profits and benefits to the Electrical producers have steadily increased ever since.

The Federation of Cottager Association has determined this increase will amount to a \$54 per month increase when totally phased in !

But you have to know there is a limit to these constant burdens placed on the public by the essential utilities.

I purchased our family camp on Lake Matinenda - north of Blind River, Ontario in 1996. It was meant to be a summer getaway for our five married children and their

families. Like most Northern Ontario families, the camp has been an important part of summer life for

the children. I retired in after 38 year years at Algoma Steel on a fixed pension. I could afford the costs initially, but as the costs continue to increase (Taxes have increased from \$560 to \$1860 when the Town of Blind River amalgamated our unorganized township)

it has become a bit of a financial burden. The cost of electricity has increased with every rate increase given to the electrical producers by the OEB.

I feel this latest increase is totally unjust. When Hydro was offering a proposal to electrical users to purchase Solar Systems and gain by supplying the Hydro grid, Many of the people in the outlying district Blind River, Iron Bridge, Thessalon, etc. cashed in on the

program. My backgraound was an electrical tradesman, so the idea appealed to me and many of my fellow cottage owners. But Ontario Hydro declined to include people who had cottages. The Cottagers were not included in this `reduce your costs' plan. Now the

same Hydro One wants to punish the cottage owners again with a huge monthly increase. It won't be long before only the very rich (the 1% sector) will be able to afford to own a cottage. I feel this increase is very unfair.

Does anyone in our government hear my concerns ?

My experience with Hydro One at my camp has not been a pleasing one. I was coerced to agree with quarterly billing. I am attaching a letter of complaint I sent back in 2018.

Please intercede in this matter and deny another big increase to Hydro One.

Respectfully,

Don Barill – 

I am a customer of Hydro One. I own a very old seasonal camp on Lake Matinenda near Blind River, Ontario. I say seasonal because we begin using electricity in late May when the camp is accessible and stop using it shortly after Thanksgiving, when we close the camp. Ontario Hydro bills me quarterly. This means I get Bills in December and March for estimated electricity that has Never been delivered or used by the me – the customer. Hydro One has installed and charged me for the Smart Meters that have never work accurately, so they simply estimate the electricity usage for each quarter and finally read the individual camp meters late in the year before the Lake is ice covered.

These estimated bills like the last one sent in early March, comprise a cost for Electricity (\$26.87) a cost for Delivery (\$143.03) Regulatory charges (\$2.26) and the HST (\$22.13) So all these charges are for a mythical use of electricity and delivery which has never happened !

I was visiting my son in Vancouver all of March. So when I arrived home, I had two messages from Hyrdo One on my telephone answering machine telling me to contact them immediately.

I also had my normal March Hydro One bill along with another letter from Hydro One to remind me that my account was past due and that I would be penalized with a late fee for not paying on time. This letter also encouraged me to sign up for pre-authorized payments so I could avoid Late Fees. Can you imagine anyone signing up for automatic withdrawal from Hydro One ? This corporation is famous for their overcharges and meter reading gaffs.

So I called the Hydro One number that my telephone message had suggested to call immediately. I learned that my payment was late (again) and that my previous bill had grown from \$181.45 to \$185.76. I was advised to make the needed payment immediately, but if I was to use my credit card, Hydro One would have to charge me 1.7% of the amount to cover the cost of their processing.

I wonder if our current Provincial government has coached this so-called arms-length government corporation to Tick people off ?

Let's Review: I am billed for electricity never used or delivered. I am also taxed the Dalton McGuinty HST on top. Then I am penalized for not paying by the billing date for a product never received. Then I am told that if I want to make it right with Hydro One, I should pay with my credit card - but Hydro One doesn't work like all businesses – they want you to eat the charge the banks charge them for processing a credit card payment.

This corporation seems to be right in step with the Ontario government approach to dealing with their taxpayers.

Dealing with Hydro companies in Ontario is an experience no Canadian outside Ontario can ever hope to experience !

Don Barill

