

Ken Coome

Email: [REDACTED]

March 03, 2021

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, 27th Floor
Toronto, Ontario
M4P 1E4

Re: Disagree with the Elimination of Seasonal Rate Class (EB-2020-0246)

It was disturbing to receive the communication highlighting the Ontario Energy Board Hearing to consider the next steps in eliminating Hydro One Network Inc.'s Seasonal Rate Class (EB-2020-0246). This is akin to piling on.

1. No power on during the winter

We have been forced to turn off the power during the winter months due to the **excessive** billing and still receive a monthly statement of \$123.00 (only one breaker on for a "heat line" for a submersible pump). With just one breaker on through the winter powering a "heat line", the electricity charge should be stable month to month however, the fluctuations have been ridiculous. There is absolutely NO confidence in the accuracy of the billing. Outside of late spring, summer and early fall, the seasonal property is not used. Even for the periods indicated, it is utilized primarily on weekends so, moving the rate is extremely punitive. I also want to receive a communication from a senior executive within Hydro One for an explanation on the billing practices.

2. Delivery Charge

When viewing this issue, one needs to review the entire situation. The delivery charges have reached the point of **stupidity**.

Billing Date	Electricity	Delivery	Regulatory	HST	Total Excluding Rebate	Ontario Electricity Rebate	Total Electricity Charges	Budget Billing Plan	Power On/Off
January 06 - February 04, 2021	\$45.50	\$84.74	\$2.56	\$17.26	\$150.06	-\$28.15	\$121.91		Power Off (except water - heat line)
December 03, 2020 - January 06, 2021	\$77.39	\$105.90	\$2.96	\$24.21	\$210.46	-\$59.13	\$151.33	\$123.00	
November 04, 2020 - December 03, 2020	\$58.62	\$85.28	\$2.15	\$18.99	\$165.04	-\$48.49	\$116.55	\$123.00	
October 03, 2020 - November 04, 2020	\$70.70	\$94.57	\$2.62	\$21.83	\$189.72	-\$53.61	\$136.11	\$123.00	
September 03, 2020 - October 03, 2020	\$44.71	\$76.89	\$1.75	\$16.04	\$139.39	-\$39.23	\$100.16	\$123.00	
August 05, 2020 - September 03, 2020	\$55.09	\$83.99	\$2.11	\$18.35	\$159.54	-\$44.90	\$114.64	\$123.00	
July 07, 2020 - August 05, 2020	\$55.58	\$84.32	\$2.12	\$18.46	\$160.48	-\$45.16	\$115.32	\$123.00	
June 04, 2020 - July 07, 2020	\$44.08	\$76.47	\$1.73	\$15.90	\$138.18	-\$38.89	\$99.29	\$123.00	
May 05, 2020 - June 04, 2020	\$44.38	\$83.56	\$2.14	\$16.91	\$146.99	-\$41.37	\$105.62	\$123.00	
April 03, 2020 - May 05, 2020	\$62.39	\$98.63	\$2.91	\$21.31	\$185.24	-\$52.13	\$133.11	\$123.00	
March 05, 2020 - April 03, 2020	\$65.76	\$94.66	\$2.66	\$21.20	\$184.28	-\$51.86	\$132.42	\$123.00	Power Off (except water - heat line)
February 05, 2020 - March 05, 2020	\$71.14	\$95.36	\$2.67	\$21.99	\$191.16	-\$53.80	\$137.36	\$123.00	
	\$695.34 39.5%	\$1,064.37 60.5%							

As a seasonal property, we are getting "drilled" in terms of delivery charges. Observe the high charges no matter the season inclusive of when all breakers but one, are shut off.

3. Lack of Reliability of Electricity Delivery

For a seasonal property the loss of electricity is becoming a regular occurrence. When power is lost, it is not for hours but multiple days. I cannot comment on the other seasons given the lack of usage/shut down of power however, I am assuming that the same (or, perhaps worse) is encountered the rest of the year. Why would one pay higher rates for what I would deem as a substandard service and distribution network.

4. Shutdowns for Hydro One "Servicing"

It is amazing the number of times that hydro is taken offline for servicing purposes. Unfortunately, these shutdowns are never convenient for the customer. This is a further indication that this is not a customer-centric organization and certainly not to the standards worthy of higher billing.

As highlighted earlier, I would like a senior executive within Hydro One to give me a call to discuss. However, for the specific reasons outlined, it doesn't warrant the elimination of the seasonal rate. From my perspective, this organization has A LOT OF WORK AHEAD to bring this hydro network and customer service up to an acceptable level (worthy of any rate increase).

Regards,

Ken J. Coome

cc: Premier D. Ford
T. Arnott, MPP
Hydro One



February 10, 2021

05137

Mr. Ken Coome

Account number

NOTICE

Ontario Energy Board Hearing to consider the next steps in eliminating Hydro One Networks Inc.'s Seasonal Rate Class (EB-2020-0246)

As the account holder of a seasonal property located at: 58 Peters Island Rd, you are receiving this letter because you are a "seasonal" customer of Hydro One Networks Inc. (Hydro One Networks) and your customer classification will be changing. The Ontario Energy Board (OEB) has determined that Hydro One Networks' Seasonal Rate Class will be eliminated. Each existing seasonal customer will be moved to one of Hydro One Networks' other three residential rate classes, as noted below.

This change relates to charges for the distribution services that Hydro One Networks provides. The OEB has found that the distribution rates currently charged to seasonal customers do not appropriately reflect the cost to serve them.

At the request of the OEB, Hydro One Networks has filed a proposed plan for eliminating the Seasonal Rate Class in a report filed on October 15, 2020 called "*Hydro One Report on Elimination of the Seasonal Class*". The plan proposes rate mitigation measures for customers who are expected to see a total bill increase of more than 10% as a result of moving to another rate class. Rate mitigation is a tool used by the OEB to protect consumers from having large bill increases at one time – for example, by phasing in the increase over a number of years.

The potential impact on you

Hydro One Networks anticipates that you will move into the residential medium density (R1) class.

The OEB has yet to decide whether this change will take effect on January 1, 2022 or on a later date.

The table below shows examples of estimated total monthly bill changes for a seasonal customer after the transition into one of the other three Hydro One Networks residential classes is complete. In order to provide affected customers with more accurate bill impacts, Hydro One Networks is also including the bill impacts due to completing the ongoing transition to all-fixed electricity distribution rates.

These estimates are based on rates for 2022 that have not yet been approved by the OEB and are subject to change.

The estimated impacts shown below are prior to any rate mitigation measures that the OEB may require.

The table shows three sample levels of monthly electricity use.* The actual change to your bill will depend on your own monthly electricity consumption. Hydro One Networks' estimate of your average monthly electricity use over the last 12 months is 486.79 kWh.

A	B	C	D	E	F	G	H	I	J
Monthly Consumption (kWh)	2022 Change to Total Bill due to Eliminating the Seasonal Class								
	2022 Seasonal Status Quo Total Bill	2022 Change in Total Bill for Seasonal Class Moving to All-Fixed Rates		Seasonal Customer Moving to Residential Low Density (R2) Class		Seasonal Customer Moving to Residential Medium Density (R1) Class		Seasonal Customer Moving to Urban High Density (UR) Class	
	\$/month	\$	%	\$	%	\$	%	\$	%
50	54.06	6.28	12%	53.79	100%	-5.23	-10%	-24.02	-44%
350	100.20	-1.02	-1%	54.31	54%	-5.48	-5%	-24.62	-25%
1,000	200.17	-16.86	-8%	55.44	28%	-6.03	-3%	-25.91	-13%

*To estimate your new total bill at one of the sample consumption levels in column A, begin with the total bill amount in column B, add (or subtract) the amount related to the transition to all-fixed rates in column C, and add (or subtract) the amount in one of columns E, G or I depending on the residential class into which you will be moved. **For example, a seasonal customer moving to the low density (R2) class and consuming 1000 kWh monthly would see a new total bill of \$238.75 (200.17-16.86+55.44).**

The Ontario Energy Board is holding a public hearing

The OEB will hold a public hearing to consider Hydro One Networks' report and proposed plan referred to above. During this hearing, which could be an oral or written hearing, the OEB will review and question the report and proposed plan. It will also hear questions and arguments from individuals and groups that have registered to participate (called intervenors) in the OEB's hearing. At the end of this hearing, the OEB will decide when and how the remaining steps in eliminating Hydro One Networks' Seasonal Rate Class will be implemented, including whether rate mitigation is required and, if so, what that rate mitigation should be. The OEB has stated that it will not reconsider the decision to eliminate the Seasonal Rate Class in this hearing.

The OEB is an independent and impartial public agency. It makes decisions that serve the public interest. The OEB's goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

Be informed and have your say

- You have the right to information regarding this proceeding and to be involved in the process.
- You can review Hydro One Networks' report on the OEB's website now.
- You can file a letter with the OEB with your comments, which will be considered during the hearing.
- You can become an active participant (called an intervenor). Apply to the OEB by **March 15, 2021** or the hearing will go ahead without you and you will not receive any further notice of the proceeding.
- At the end of the process, you can review the OEB's decision and its reasons on the OEB's website.

Learn more

The OEB's file number for this case is EB-2020-0246. To learn more about this hearing, find instructions on how to file a letter with your comments or become an intervenor, or to access any document related to this case, please select the file number EB-2020-0246 from the list on the OEB website: www.oeb.ca/notice. You can also phone the OEB's Consumer Relations Centre at 1-877-632-2727 with any questions, quoting OEB file number EB-2020-0246.

If you have questions about your electricity bill, please contact Hydro One Networks' Customer Contact Centre at 1-888-664-9376.

Oral vs. written hearings

There are two types of OEB hearings – oral and written. The OEB will determine at a later date whether to proceed by way of a written or oral hearing. If you think an oral hearing is needed, you can write to the OEB to explain why by **March 15, 2021**.

The OEB's rate hearing will be held under section 78 of the Ontario Energy Board Act, 1998, S.O. 1998 c. 15 (Schedule B).

Privacy

If you write a letter of comment, your name and the content of your letter will be put on the public record and the OEB website. However, your personal telephone number, home address and email address will be removed. If you are a business, all your information will remain public. If you apply to become an intervenor, all information will be public.