

[REDACTED]

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From: Webmaster <Webmaster@oeb.ca>  
Sent: Monday, March 15, 2021 1:35 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2021-03-15

-- Case Number --  
EB-2020-0246

-- Name --  
James Sanders

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
We have taken this opportunity to respond to Hydro One's proposal which the OEB is reviewing as follows:

A little background: Our property is located at [REDACTED]. The house is a fully winterized year round house that was constructed in the 1970's using electric baseboard heating. Over the years, money has been put into the house to make it more energy efficient (including wrapping the house in stucco, up-grading windows, etc). In an effort to reduce our carbon footprint and reduce the amount of electricity utilized, several years ago, we converted the house to geothermal heating. We were initially delighted by the reduction in our Hydro One bill.

Shortly there after however, we noticed an abrupt increase in our Hydro Bill.

After inquiries to Hydro One, we were advised that our property had been reclassified as "Seasonal" (even though the property is used year round).

Hydro One's DELIVERY FEE has mysteriously increased to well in excess of the usage charges (NOTE that 60% of my most recent bill is delivery charge); this despite the Hydro One web site suggesting that the "delivery charge represents approximately 36% of your total bill". Clearly, we are being overcharged for delivery. In addition, apparently the fact that our house is used year round is irrelevant as Hydro One set an arbitrary standard that requires a drivers license with this address on it to consider it otherwise.

Notwithstanding complaints to Hydro One and apparently locked into these expensive deliveries, we were overjoyed to hear the OEB is reviewing Hydro One's "Seasonal" rates scam. But to our dismay, we find Hydro One's response to removing this usurious rate scheme is to reclassify the property to Residential Low Density (R2) and unfortunately that will mean our rates must RISE between 28% and 100%! Note that the rate increase is less if we use more power, so any increase in efficiency in this residence threatens the 100% increased rate. Note also that every other rate class (R1 and UR) that are moved from "Seasonal" will see reductions in their bills (up to 44%!

So as amazing as this seems, it also seems that Hydro One:

- 1) expects to be forgiven for the lofty and excessive rates charged for delivery in the past, and
- 2) in fact, proposes a delivery fee INCREASE as they move to fixed delivery rates if consumption is low enough. Contrary to the environmental experts in this country, all efforts by homeowners to make their houses more energy efficient appear to have back-fired and we, as a family who have put considerable effort and expense into making this house extremely energy efficient, are being punished.

As another proposal for the OEB to consider, please consider the following:

- 1) Set a more uniform rate plan, where all rates are lowered albeit by lesser amounts than the peak 44% reduction offered for some.
- 2) Also consider a credit to people forced to pay excessive delivery fees for years under the “Seasonal” rate plan.
- 3) We would also suggest the pricing gap, or at least the increases, between rates for large consumption and rates for low consumption be narrowed. This would be more conducive to the goal of reducing consumption for the betterment of the planet.
- 4) Also, we understand that the OEB has some latitude regarding mitigation of large rate increases and 28% to 100% must surely qualify as large! Please consider intervening to prevent small rural customers from being penalized AGAIN.