

From: [seasonalrateclass](#)
To: [REDACTED]
Subject: CM: Letter of Comment - EB-2020-0246
Date: Thursday, March 18, 2021 7:47:18 PM

From: Webmaster <Webmaster@oeb.ca>
Sent: Thursday, March 11, 2021 8:21 AM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2021-03-11

-- Case Number --
EB-2020-0246

-- Name --
Lloyd Switzer

-- Phone --

-- Company --

-- Address --

-- Comments --
March 11, 2021
To Whom It May Concern regarding OEB File EB-2020-0246:

As the OEB proceeds with this planned rate change questions should be addressed as a rate change independent of a discussion on quality of service or efficiency programs is incomplete. Namely:

-How does system quality including Mean Time To Restore power in the event of an outage change for seasonal customers moving to a residential rate class? Paying a higher rate should see quality improvements commensurate with the higher rate class.

-What specific efficiency levers have been used to contain costs. As a monopoly provider of a service there must be additional burden on the monopoly to not just calculate but actually demonstrate efficiency gains that help reduce both short and long term costs. Every competitive business has the risk of competitive threat and pressure to improve quality of service while driving efficiency gains. Since there is no market choice available in this regulated market, the onus must be on the monopoly provider to control costs.

I look forward to a reply to these specific questions.