

**From:** [seasonalrateclass](#)  
**To:** [REDACTED]  
**Subject:** CM: Letter of Comment - EB-2020-0246  
**Date:** Thursday, March 18, 2021 8:30:11 PM

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From: Webmaster <Webmaster@oeb.ca>  
Sent: Saturday, March 13, 2021 10:55 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2021-03-13

-- Case Number --  
EB-2020-0246, EB-2019-0234, EB-2016-0315

-- Name --  
Connie Mills

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --  
Comments on OEB File #EB-2020-0246 - Elimination of Hydro One Networks Inc.'s Seasonal Rate Class

-- Attachment --  
<https://www.oeb.ca/sites/default/files/uploads/comment-form/OEB%20Letter%20Mar%202010-2021.docx>

March 10, 2021

**RE: OEB File #ED-220-0246**

I would like to start by reminding the OEB about their Purpose, Values, Mandates and Visions.

As Ontario's independent energy regulator, your purpose is to align the interests of energy utilities with consumers' interests. You are to ensure that the pricing and services that Consumers receive from their energy utilities are fair and reasonable and that Energy utilities are able to operate as viable businesses that can sustain the investment needed to deliver reliable service over the long term.

**You are to be Engaged:** You are to learn from your dialogue with consumers, utilities and other industry participants.

**Your Mandates include the following:**

- Establishing rates and prices that are reasonable to consumers and that allow utilities to invest in the system
- Making the consumer's own usage, and the broader energy issues, easier to understand
- Looking out for consumer interests, investigating complaints and applying penalties, where appropriate

**Your Mission Statement Includes the following:**

- The OEB supports and guides the continuing evolution of the Ontario energy sector by promoting outcomes and innovation that deliver value for all Ontario energy consumers.
- Strengthening the focus on demonstrable consumer value during a period of sector evolution

- Incenting and enabling innovation in a way that enhances consumer choice, control and value
- Strengthening and sustaining the confidence of consumers during a period of accelerating change

None of these things were considered when you made the decision to Eliminate the Seasonal Class for 147,700 Hydro One customers.

The Hydro One Report on the Elimination of the Seasonal Class demonstrates that the elimination of the Seasonal Class results in only a small benefit for some seasonal customers at the expense of large negative impacts for other seasonal customers. The elimination of the Seasonal Class, once the move to all-fixed distribution rates is completed, results in a reduction of about \$5/month for the roughly 70,000 seasonal customers moving to the R1 residential class and an increase of about \$54/month for the roughly 78,000 seasonal customers that would move to the R2 residential class. The combined impact on low volume seasonal customers of moving to the R2 residential class at all-fixed distribution rates, and without the rate subsidies available to year-round R2 customers, is a 111% (or \$60/month) increase in their total electricity bill. From a customer perspective, the elimination of the Seasonal Class results in a small benefit to the ~70,000 seasonal-R1 customers (i.e. a reduction of about \$5 in their bill) and large negative impacts to all of the ~78,000 seasonal-R2 customers (i.e. an increase of about \$54 in their bill). While there are notable benefits to seasonal customers that move to the UR class, this benefits only about 245 of the ~147,700 seasonal customers. It was also shown that many of these customers are left with no rate protection as they will not be eligible for either the RRRP or the DRP.

As a Seasonal Cottage owner who is now being forced to move into a R2 residential class I demand to know who at OEB considered their Purpose, Values, Mandates and Visions when they considered the elimination of the Seasonal Class Rate for Hydro One?

I strongly disagree with your assessment that the distribution rates currently charged to seasonal customers do not appropriately reflect the cost to serve them. I have reviewed my hydro bills for the past 7 years and on average I am paying over \$900 per year for Hydro Delivery Charges. How can you say that we are not paying our fair share? Because of your decision I am now going to be expected to pay another \$648 in increased costs for Hydro? In a year I will be paying \$1,548 and that doesn't include

any charges for the actual hydro that I'm using? How is this ensuring that rates and prices are reasonable to consumers?

According to the Hydro One Compensation Disclosure for 2019 they have reported over 40 VP's earning a total of \$29,662,923 = avg salary of \$741,573.07 per year. I don't know many "viable businesses" that can sustain those salaries without there being a cost to the consumer. Your decision penalizes small Consumers and rewards the gross mismanagement of Hydro One. You are reducing the disposable income that these Customers have to spend on goods and services in small communities and putting it directly into the pockets of Hydro One Executives. Last time I checked, it is Individuals and Small Businesses that have been hurt the most by the pandemic. I think Hydro is still doing okay.

I am asking you to be "Engaged" and "learn from your dialogue with consumers". Consumers are tired of being overcharged and betrayed by the people that are supposed to protect them.

I am asking you to follow your own "Mandates" and look out for consumer interests and establish prices that are reasonable to consumers.

I am asking you to do the right thing and ensure that 78,000 seasonal customers are not being taken advantage of once again because the OEB made a decision that they thought looked good on paper but, resulted in everyday people being short-changed and forced to pay for Hydro One's inefficiencies.