

From: [registrar](#)
To: [REDACTED]
Subject: FW: Letter of Comment - EB-2021-0110
Date: Thursday, September 2, 2021 12:25:20 PM

From: webmaster@oeb.ca <webmaster@oeb.ca>
Sent: Thursday, September 2, 2021 11:38 AM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2021-09-02

-- Case Number --
EB-2021-0110

-- Name --
Colin Smillie

-- Phone --
[REDACTED]

-- Company --
N/A

-- Address --
[REDACTED]

-- Comments --

I wanted to express my concern with intent to increase charges to transmit electricity by Hydro One. I live in Highlands East and my property recently be re-classified as light residential in 2020 with HydroOne.

I am concerned with regard to the increase in transmission costs. As the only provider or Hydro service to my property I'm concerned at this increase to fees without a similar commitment to efficiencies on delivery or reliability.

When I upgraded my service last summer to 200amp HydroOne sent 8 different people to inspect trees on my property prior to sending a crew to cut the trees. This level of inefficiency seems typical with HydroOne and makes me reluctant to accept the transmission cost increase.

In addition between May 2020 and May 2021 our property lost power for a total of 13 days. I don't know if this typical in light residential markets but this seems like a lot of time without power. Is there any provisions for rebates when power is off? It doesn't seem that any incentive is being provided to improve reliability with these increases.

Thank you.

-- Attachment --