

**From:** [registrar](#)  
**To:** [Jessy Serrao](#)  
**Subject:** FW: Letter of Comment Submitted: EB-2021-0110  
**Date:** Tuesday, September 14, 2021 12:54:46 PM

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**From:** Ontario Energy Board <webmaster@oeb.ca>  
**Sent:** Tuesday, September 14, 2021 12:41 PM  
**To:** registrar <registrar@oeb.ca>  
**Cc:** Webmaster <Webmaster@oeb.ca>  
**Subject:** Letter of Comment Submitted: EB-2021-0110

## LETTER OF COMMENT

### Comments:

September 14 2021 To: Ontario Energy Board Re: EB 2021-0110 Ice River Sustainable Solutions is a Canadian family owned and operated company. For over 25 years Ice River has produced environmentally responsible bottled water but the companys focus over the past decade has grown to encompass sustainability and recycling innovations. We were the first beverage company in North America to operate a recycling facility in a closed loop from curbside collection to recycled bottle manufacturing to fresh natural spring water products and back again. We are a vertically integrated manufacturer recycler brand owner and innovator with 3 plastics manufacturing and recycling facilities 3 water bottling facilities and our head office all based in Ontario. In addition to these facilities we also have manufacturing operations in BC Alberta Quebec and Florida. We have reviewed Hydro Ones application for rate increases to cover various infrastructure costs planned for 2023 to 2027 EB 2021-0110 and we would like to express our concerns with these changes. We already pay for infrastructure improvements or new installs and projects when we need them. This happens within our businesses and on residential projects. New poles connections upgrades etc. For example in 2020 we opened a new facility in Shelburne ON and paid more than two hundred thousand dollars to Hydro One towards infrastructure. In 2017 we began the process of taking steps to reduce our global adjustment costs by installing an energy battery storage system. This was a very slow and difficult process to get through and once we were ready to start using the battery we were told that our GA rates were frozen for two years in order to control rates. We along with our partner spent 8 million dollars to install this system that would relieve pressure on the grid during peak times and then we were told we couldnt use it for two years. This January we were advised by our local MPP to look for up to 15 percent savings on our Hydro bill to help cover the costs of hydro during COVID. We did not see a reduction of any amount and we actually saw an increase in our hydro costs despite reduced kwh consumption. In fact we saw additional charges to pay back the savings we were supposed to see during April May and June of 2020. Our ability to compete in Canada and the rest of North America is made more difficult by having the majority of our manufacturing based in Ontario. Our power rates in other provinces are much lower than what we pay in Ontario. These numbers below are comparisons of costs by facility. We have presented them as a percentage of our Ontario rates. Chilliwack BC 66.4 percent of Ontario costs Calgary AB 69.9 percent of Ontario costs Lachute QC 52.4 percent of Ontario costs Although we are focused on the business impact of these increases we would also like to draw attention to the increased cost of living for the residential individual. We employ approximately 500 people in Ontario who are already seeing substantial increases in the cost of living. Reduction of these costs has

become part of the platform for several of the political parties during the current election. Yet here we are once again discussing increasing hydro rates. Ultimately businesses in Ontario can not continue to shoulder the costs of operating Hydro One. Like any other business right now Hydro One needs to find ways to cut costs internally so they can operate efficiently and continue to provide services that we already pay too much for. Ontario businesses must be able to compete on a national and global scale. These increases would be detrimental to manufacturing in Ontario. Sincerely Sandy Gott Executive VP Co Owner 485387 30 Sideroad Shelburne ON L9V 3N5 Phone 519-925-2929 extension 239 [sgott@iceriversprings.com](mailto:sgott@iceriversprings.com)

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