

From: [Office of the Registrar](#)
To: [REDACTED]
Subject: FW: Letter of Comment -EB-2022-0200
Date: Tuesday, November 22, 2022 2:55:02 PM

-----Original Message-----

From: webmaster@oeb.ca <webmaster@oeb.ca>
Sent: Tuesday, November 22, 2022 12:29 PM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2022-11-22

-- Case Number --
EB-2022-0200

-- Name --
C. T.

-- Phone --
[REDACTED]

-- Company --
N/A

-- Address --
[REDACTED]

-- Comments --

I do not believe "we" the citizens, are in a position to amend and process financial increases, on the users of this service, as we are nearly in a recession; And, many residents are already struggling for the daily necessities - food. Many are having to make a decision between keeping the heat on vs. eating. This is not the time to make amendments to financials.

In a quick "google" search Enbridge Inc. is 112 billion; Revenue in 2019 appears to be 50.07 Billion, and herein reports I'm seeing "million" referenced. Is there something wrong with this picture, a multi-billion company is seeking an increase in rates, for us the citizens!! I think so!
there are many "other" ways as of this time, to offset costs, especially during these times of citizen struggles.

In skimming through the 100's of documents, it doesn't appear that the utility company is any poorer. In the underlying documents there are many ways that costs can be eliminated to offset "some" of the concerns brought forth by the utility company. E.g. with the pandemic bringing to light that many have the ability to work from a home office, is it really necessary to either have or hold buildings(asset) for such? It appears that in and of itself would help fund the projects. Many businesses are foregoing office buildings - whereas one of the reports discusses that in the states - appears to be a fear of losing due to buildings do the same or switching heating sources. Regardless, this is huge asset/burden not really required any longer. Next, employee benefits i.e. "Incentives" aka STIP for non-management, and LTIP for Management, most companies including government employees DO NOT get incentives for doing their job! This is another way to offset costs. The one thing I have not seen and I could be wrong is ---- where is there a report stating what will be done to offset the costs, other than shuffle fancy GL Accounts around. e.g. the customer deferral program pays for x, the fixed, pays for this, and so on and so forth. I do not see any offsets i.e.

cuts or a willingness to make cuts. I'm inserting a line from the public notice than I have received, for which is the first I'm ever in receipt of, to serve as a reminder as to the position the OEB should be taking ---- "The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost." I would request, that the utility company run a report on how they can offset their costs usually done by a third party. Look at redundancies in the operations, as I'm confident like most places are many.

What departments can be amalgamated, now, now that the merger of the two utility companies has been inset for a few years now. I do see some minimal discussion however, I don't recall in the way of operational needs vs. wants. Look at ways to effect and implement offsetting the increases that the business require. Maybe you don't order those fancy pens!! Of course, it is more than just admin supplies but again, one of these could be to evaluate the need for office space and maybe office optimization!

And further in quoting the line above, and reviewing the application, and the PPP, Customers were first to express the concern of that of monetary, then carbon emissions whereas the reports and evidence submitted once again talks about delivery and "some" of the ways "they" want to curb carbon footprint. I did participate in the survey, and I was one of those citizens, who said - affordable gas prices. Again, and although I haven't read the lot of the documents provided as there were many, where is the company offsetting costs/cuts. Including that of stocks. Not being accountable in decreasing in other ways, as aforementioned; only in one report stating, and slyly, I may add, that they are seeking increase for employee benefits/pay. Sure, let's just slip this in here!! uh uhmm...

Next concern that I have is, I live in Elmira Ontario - part of their Union South with a potential annual increase of \$91 in the first year, so it appears. While I'm in a rural area, not urban, the Union North - a rural area sees a dramatic decrease in their rates. I would further suggest, that the utility company taking a deeper look at rural vs. urban segregation, opposed to the current evaluation - that of "the typical" government structures of well, south, north, east, west etc... Yes, our taxes here in the little town of Elmira, are lower and do fund the projects of that of this business, however our taxes are lower due to that of the reduced services to us, the rural area. To reiterate, OEB and the utility company should review their structure, to that of urban vs. rural! Their suggestion, to me is antiquated.

Overall, the utility company is profitable, and is still seeking an increase!

The math is really that simple input vs. output! What is the utility company doing to offset its cost from an Administration/operation changes? Maybe even stocks! Is business/ admin/ operational "structures" in today's "new world"

really needed??? All I'm seeing is a request for increases in a world where we need to re-evaluate how one operates Administratively to see what and where costs can be cut to continue to operate without affecting customers pockets. Do employees really need to be incentivized to do a career path that they have chosen!! I think not! 2019 Rev - 50 billion; Reports - speaking of millions. Something isn't adding up. I have never felt more compelled than now, to speak on such a matter, for when I hear billion dollar businesses seeking more blood from a stone!

Thank you,
Concerned citizen of the small town of Elmira, Ontario

-- Receive a copy of the decision? --
Yes

-- Attachment --