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From: Ontario Energy Board <webmaster@oeb.ca>

Sent: Saturday, November 23, 2024 12:44 PM

To: Office of the Registrar <Registrar@oeb.ca>

Subject: Redacted - Letter of Comment - EB-2024-0026

-- Name --

Sarah Carpenter

-- Do you reside in the impacted service area? --

Yes

-- Comments --

With all of the cost of living increases that I have felt this year, an increase in the cost of an essential, service feels blatantly disrespectful. I urge you to decline this proposal and seek funding from existing tax dollars.



Building
Connections
for Life

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January 28, 2025

VIA RESS

Dear Ms. Carpenter,

Thank you for your letter regarding our rate application (EB-2024-0026) to the Ontario Energy Board. Your feedback is important to us, and we appreciate the opportunity to address your concerns.

We understand that rising costs of living are impacting many households, and we empathize with your concern about the financial burden that increases in essential services can impose. Affordability is an important consideration in our decision-making process, and we aim to balance this with the need to ensure a safe, reliable, and sustainable electricity distribution system.

The portion of your bill impacted by this application is the **distribution charge**, which represents approximately 25% of the total bill. This charge funds the maintenance, operation, and necessary upgrades to our infrastructure to continue delivering reliable electricity service. Unfortunately, the regulatory and financial framework under which we operate does not allow us to offset these costs using tax dollars. Our rates are regulated by the Ontario Energy Board, which ensures that any increases are necessary, fair, and in the public interest.

We acknowledge that even small increases can create challenges for customers. For those experiencing financial difficulty, programs such as the **Ontario Electricity Support Program (OESP)** and the **Low-Income Energy Assistance Program (LEAP)** are available to help reduce electricity-related costs. If you would like more information or assistance accessing these programs, please contact us at 705-675-7536.

Your concerns are important to us, and we remain committed to carefully considering the needs of our customers as part of this application process. Thank you once again for your input.

Respectfully,

Original Signed By

Frank Kallonen
CEO, Greater Sudbury Hydro Inc.