

-- Name --

Andrew Marshall

-- Do you reside in the impacted service area? -- No

-- Comments --

Dear Ontario Energy Board,

I'm writing as a Hydro Ottawa customer to share a few concerns about the proposed rate increase. I read through the notice, but I found it hard to understand what's actually causing this increase or how it's being justified.

There's mention of new charges, special accounts, and a custom rate plan starting in a few years, but not a lot of detail. Most people are fine with paying for upgrades or necessary improvements if there's a clear reason. But in this case, it's not obvious where the money is going or what customers are getting in return.

In our home, we're careful about how much electricity we use and have made a real effort to cut down over time. It's frustrating to see proposals like this that apply the same increases across the board, without considering who's already doing their part to use less. When rate increases don't reflect usage or conservation, it sends the message that those efforts don't matter; and that's discouraging.

I think it would make a difference if customers were brought into the conversation earlier; before proposals are finalized or submitted. Even a short explanation or outreach effort could help people feel more informed and less caught off guard. It's not about having a say in every decision, but being part of the process in a way that feels respectful and transparent.

Thanks for the chance to give feedback.