



Dear Board Members,

I am writing to formally submit my comments regarding the application by **Entegrus Powerlines Inc.** (EB-2025-0044) to increase electricity distribution rates and other charges, effective May 1, 2026.

As a resident and electricity customer within the Entegrus service area, I strongly oppose this proposed increase for the following reasons:

1. Cost of Living and Affordability Concerns

At a time when inflation and the cost of living are already placing significant strain on Ontario families, the addition of a fixed monthly increase—\$5.09 for residential customers in some zones—adds further financial pressure. While this may seem minimal in isolation, it represents over **\$60 per year per household**, and over **\$100 annually for small businesses**. For many, this increase is unaffordable and unjustified.

2. Lack of Clear Customer Benefit

Entegrus has not adequately demonstrated how these proposed increases will directly benefit customers in terms of improved service quality, reliability, or infrastructure investment. Without specific and measurable benefits, this feels more like a cost pass-through than a value-based investment in the community.

3. Inequity in Rate Harmonization

The proposed “harmonization” between the Main and St. Thomas rate zones unfairly burdens one group of customers (Main zone) with significantly higher increases. This sudden jump lacks fairness and transparency, especially when the justification provided appears to be administrative rather than customer-focused.

4. Inadequate Public Engagement

The choice of a **written hearing** may limit public participation. Many residents are unaware of the process or its implications. I urge the OEB to consider holding **an oral or electronic hearing** to ensure that affected customers can voice their concerns in a more accessible and transparent way.

5. Accountability and Efficiency

Allowing this rate increase without challenging Entegrus on operational efficiency sends the wrong message. Utility providers must prioritize internal cost savings and innovation before shifting financial burdens onto customers. Without a clear demonstration of cost efficiency on Entegrus' part, this increase is premature.

Conclusion

I respectfully request that the Ontario Energy Board **deny or significantly revise** this rate increase application. If any increase is approved, it must be tied to demonstrable customer benefits, fairness across service zones, and improved accountability from the utility.

Thank you for the opportunity to provide input on this important matter.

Sincerely,
Holly Wood

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