

**From:** Ontario Energy Board <[webmaster@oeb.ca](mailto:webmaster@oeb.ca)>

**Sent:** Friday, November 7, 2025 8:27 PM

**To:** Office of the Registrar <[Registrar@oeb.ca](mailto:Registrar@oeb.ca)>

**Subject:** Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --

2025-11-07

-- Case Number --

EB-2025-0252

-- Name --

Mark Boucher

-- Phone --

[REDACTED]

-- Company --

-- Address --

[REDACTED]

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

Yes

-- Comments --

Dear Registrar and Board Members, I write as a residential customer served by Alectra Utilities Corporation (“Alectra”), and as a member of the community, to express my opposition to the proposed rate increases and restructuring contained in Application EB-2025-0252. While I appreciate the need for infrastructure investments and fair utility compensation, the proposal as filed does not adequately balance the interests of ratepayers and appears to impose undue burden on many households and small businesses. My concerns are as follows: Significant monthly increases for residential customers According to the application notice, a typical residential customer using 750 kWh would see an increase of approximately \$11.55 per month in the Brampton rate zone. Ontario Energy Board That is substantial in an era of inflation, rising costs of living, and uncertain economic conditions. Many families are already under financial stress; adding another fixed cost on utility bills may be unjustified unless robust evidence demonstrates a commensurate benefit to customers. Lack of clarity around cost efficiencies and justifications The application also proposes to “harmonize” rates across legacy zones, establish new service charges, and open deferral and variance accounts. Ontario Energy

Board While harmonization and updating are understandable, there is insufficient transparency in the filing as to how much of the increase is driven by genuine cost-saving efficiencies versus simply shifting costs onto ratepayers. I believe the burden should not fall disproportionately on residential customers unless the utility can clearly demonstrate improved service, reliability, or economic benefit. Impacts on lower-income and vulnerable customers Increasing fixed monthly charges or raising distribution rates reduces flexibility for customers to manage their bills through energy conservation or choice. Especially for low-income households, seniors on fixed incomes, or small business operators working with tight margins, this rate change might push bills beyond safe affordability. The Board's mandate includes protecting consumers and ensuring justness and reasonableness of utility rates; from that standpoint, I believe the application fails to give adequate weight to affordability concerns. Timing and economic context With ongoing inflationary pressures, supply-chain disruptions and general economic uncertainty, now may not be the right time to impose a sizeable jump in monthly charges. While infrastructure investment is necessary, the rate increase should be phased, conditional on demonstrated performance improvements, or accompanied by targeted offsets for vulnerable customers. Need for stronger consumer protections and monitoring If the Board proceeds with approval of any portion of this application, I request that conditions be imposed: A requirement for Alectra to publish clear performance metrics (e.g., reliability improvements, customer service benchmarks) tied to the rate increase. A deficiency-triggered review mechanism to ensure that if performance does not improve, rate increases are moderated. Additional assistance or bill mitigation programs for low-income customers, seniors and small businesses affected by the rate increase. Given these concerns, I respectfully ask the Board not to approve the application as filed. At minimum, I urge the Board to require Alectra to revise the proposal: reduce the size of the increase, better justify cost drivers, correspond the rate increase to measurable benefits, and include safeguards for vulnerable customers. Thank you for your attention to this matter and for giving customers the opportunity to be heard. Yours sincerely, Mark Boucher

-- Receive a copy of the decision? --

Yes

-- Attachment --