From: Jessy Serrao
To: Noel Wilson
Subject: FW: Alectra Utilities Sends Distribution Rate Change Notice of Hearing to Thousands of Ontarians
Date: Monday, November 10, 2025 9:24:05 AM
Attachments: [illegible]

From: Office of the Registrar <Registrar@oeb.ca>
Sent: Friday, November 7, 2025 12:51 PM
To: Jessy Serrao <Jessy.Serrao@oeb.ca>
Subject: FW: Alectra Utilities Sends Distribution Rate Change Notice of Hearing to Thousands of Ontarians

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From: heidi tigchelaar [redacted]
Sent: Thursday, November 6, 2025 10:23 PM
To: Editor@cbc.ca; tips@ctv.com; citycan@thespec.com; news@bellmedia.ca; mediarelations@brampton.ca; media@mississauga.ca
Cc: publicinformation <publicinformation@oeb.ca>; IndustryRelations <industryRelations@oeb.ca>; Office of the Registrar <Registrar@oeb.ca>
Subject: Alectra Utilities Sends Distribution Rate Change Notice of Hearing to Thousands of Ontarians

To news outlets:

You will see from the forwarded email below that Alectra Utilities has applied to change electricity distribution rates for a vast swath of Ontario.

You will also see that the information provided in the email is vague, at best.

Additionally, you will notice that the information is not at all end-user friendly. Actually, the information is confusing AND if recipients seek to understand more, no links are provided, nor is it formatted in such a way as to promote general public participation.

The OEB website is provided but I challenge news outlets to try to gain information on the OEB website for the Alectra Distribution Rate Application "EB-2025-0252" and see for yourselves: you will experience only frustration, as the OEB website is not only non-user friendly, it also thwarts one's ability to search on their search engine. Try it.

How is a regular citizen able to figure out how to engage in the process?

The email received by thousands, if not 100s of thousands of Alectra Utilities came from the address: "noreply@alectrautilitiesmail.com":

The information in this email is not laid out well or at all informative. What does the below image from the email sent out even mean? For me? For my rates? For how much more or less I will be charged for electricity in MY home, living within the [redacted] locale?

I read through this email and couldn't make any sense of it, just that something is happening & I need more info.

Scrolling, I can't even get a link to more info. Yes, there is a website listed for OEB but nothing helpful from Alectra itself. They haven't made it easy to access. At all.

Are they hoping we will all give up?

It is incumbent upon public companies to make web information accessible (see AODA Accessibility for Ontarians with Disabilities Act, Jan 1, 2021).

Is the information in this email understandable to a 5th grader even without disability? I have a Master's Degree and cannot make heads or tails of it.

NEWS OUTLETS:

See below image of the email received by likely 100s of thousands + in Ontario. (Mississauga, Brampton, Allston, Aurora, Barrie, Beeton, Flamborough, Guelph, Hamilton, Markham, Penetanguishine, Richmond Hill, St Catherine's, Thornton, Tottenham, Vaughn….

This is how the email begins and you will notice that my forwarded email (below the image) will not have this content, nor will you likely be able to click the bright green "link" that says "Notice of Hearing".

I challenge you to see what YOU find here.

Alectra Utilities Corporation has applied to change its electricity distribution rates and other charges effective January 1, 2027

If the application is approved as filed, a typical residential customer and a typical general service customer of Alectra Utilities Corporation (Alectra Utilities) would see the following monthly changes effective January 1, 2027:

Rate Zone (RZ)	Brampton RZ	Enersource RZ	Guelph RZ	Horizon RZ	PowerStream RZ
Residential (750 kWh)	$11.55	$3.41	$0.07	($2.71)	$1.99
General Service less than 50kW (2,000 kWh)	$16.02	($16.18)	$22.02	($18.78)	($3.73)

Other customers, including businesses, will also be affected.

Alectra Utilities has also applied for approval:

- Of a custom scorecard and custom rate framework to set distribution rates effective for the period from January 1, 2028 to December 31, 2031. The proposed rate framework is based on a formula that is tied to inflation and other factors intended to promote efficiency.
- To harmonize its electricity distribution rates and other charges, retail transmission rates, low voltage rates, loss factors, and transformer allowance for all legacy rate zones into a single Alectra Utilities-wide rate zone.
- To establish new rate riders to dispose of balances in regulatory deferral and variance accounts.
- To establish new specific service charges [redacted]
- To establish new deferral and variance accounts

And see what you find in the forwarded email below.

It appears that Alectra Utilities is attempting to hoodwink a large swath of Ontario clientele and it appears the OEB is culpable.

Shame.

[redacted]

Begin forwarded message:

On Thursday, November 6, 2025, 2:01 PM, Alectra Utilities <noreply@AlectraUtilitiesMail.com> wrote:

View in browser / Afficher dans le navigateur

Notice of Hearing

Alectra Utilities Corporation has applied to the Ontario Energy Board to change our electricity distribution rates. Please review the Ontario Energy Board's Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board's hearing.

Notice of Hearing

L'avis d'audience

Alectra Utilities Corporation avons déposé une requête auprès de la Commision de l'énergie de l'Ontario de modifier nos tarifs de distribution de l'électricité. Veuillez lire l'avis d'audience ci-joint pour vous mieux renseigné et pour savoir comment participer au processus d'audience du tribunal.

L'avis d'audience

This email was sent by: **Alectra Utilities**
55 John Street North, Hamilton, ON L8R 3M8
www.alectrautilities.com

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