



---

-----Original Message-----

From: Ontario Energy Board <webmaster@oeb.ca>  
Sent: Tuesday, May 19, 2026 1:17 PM  
To: Office of the Registrar <Registrar@oeb.ca>  
Subject: Redacted - Letter of Comment - EB-2026-0129

-- Name --

Anne MacLean

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

-- Comments --

I read your application with interest as I hoped it would provide some explanation of my own experience with Toronto Hydro.

I applied early in 2025 to Toronto Hydro to connect electricity to my newly built home. I was told that I could not connect to the original pole because "TH did not know where it came from, it was not on city property, it was an old pole, it was a liability." So, I paid \$8,000+ to locate a new pole on city property. Finally, I received permanent power earlier this year.

My neighbour's connection was on the same pole. When my builders said the span was too long to reach the neighbour's house, it fell on deaf ears. It is too long and now TH is trying to resolve my neighbour's problem but seems to have forgotten about TH's liability on my property. When is someone coming to remove your liability from my property?

I thought maybe you are short staffed but Mr. Google says there have been no layoffs at TH since 2012. If only Union Workers hustled a bit more. Many visits by TH were made to the property over the year with very little happening. The independent contractors that finally came to connect the electricity arrived on rusted out trucks that looked like they had safety issues. Clearly, your independent contractors are not investing in their business to do your business.

I read your convoluted application full of twists and turns and undefined acronyms. I think I understand that you want to incentivize customers (commercial, residential?) to use less power by paying them 25%. In return, you are able to defer capital spending of \$27.8mm and avoid capital spending of \$15mm.deferred capital. The excel spreadsheet extending the cost benefit analysis to 2091 is laughable. Additionally, the set up of the two accounts is very unclear. Is the second account a slush fund?

I am against TH deferring and avoiding capital spending. The grid needs to work. Maybe you have an ulterior motive: you know you have to upgrade but need time to figure out what you are doing in light of population growth and new technology. Perhaps you could tell people that.

My experience with TH is they are a poorly run entity. Management seems weak and the union workers don't seem to want to work. You should consider doing something about both. Toronto residents deserve dependable power.

-- Was AI used for the letter of comment? -- No