[redacted]

-----Original Message-----
From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Sunday, September 27, 2026 11:55 PM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Redacted - Letter of Comment - EB-2026-0052

-- Name --
NICOLE WELANC

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

-- Comments --
Re: InnPower Corporation 2027 Rate Application — EB-2026-0052

I am writing as an InnPower residential customer and an ordinary member of the Innisfil community to express my serious concerns about the proposed 2027 rate application.

I am not an accountant, lawyer, engineer or utility-industry expert. I am simply a customer who took the time to read through this application because the decisions being made here directly affect my household.

I understand that electricity infrastructure costs money. I understand that equipment needs to be maintained, replaced and upgraded, and that InnPower has a responsibility to provide safe and reliable service. I am not asking for those things to be neglected.

What I am asking is that the Ontario Energy Board take a very hard look at whether every cost being requested is necessary, reasonable and appropriately timed before approving additional costs for residential customers.

I am particularly concerned that InnPower is asking to rebase its rates for 2027 rather than 2029 as previously planned. I would like to understand why moving that process forward by two years is necessary and what benefit doing so provides to residential customers.

I also found the application extremely difficult for an ordinary customer to understand. There is a tremendous amount of regulatory, accounting and technical language involved. Customers should not need specialized knowledge to understand why their utility is asking for additional revenue or how those requested costs will ultimately affect them.

My household already makes a conscious effort to conserve electricity. We turn things off, avoid unnecessary consumption and do what we reasonably can to keep our utility costs down. There comes a point, however, where telling families to simply "use less electricity" is no longer a

meaningful solution. We cannot turn off our refrigerators, stop heating our homes or eliminate the electricity required for basic daily life.

Electricity is an essential service.

At the same time, ordinary households are facing rising costs across virtually every other area of life. Food, housing, insurance, transportation and other basic necessities continue to put pressure on household budgets. Many families simply do not have another pool of money available to absorb additional increases.

That is why I believe affordability must be treated as an important consideration alongside the legitimate need to maintain a safe and reliable electrical distribution system.

I respectfully ask the OEB to closely examine InnPower's proposed revenue requirement, operating expenses, capital expenditures, deferral and variance accounts, assumptions and the reasons provided for moving the rebasing process forward to 2027.

I also ask that the OEB consider whether any proposed expenditures can reasonably be reduced, deferred or otherwise managed without compromising safety or reliability, rather than automatically passing those costs on to customers.

I recognize that the OEB—not InnPower's customers—is responsible for determining whether the application should be approved. That is why I am participating in this process.

I am asking the OEB to look at this application not only through the lens of what InnPower says it needs, but also through the lens of the people who ultimately have to pay for it.

We are not an unlimited source of revenue.

We are families, seniors, individuals and small businesses trying to keep up with the cost of living. We are already doing what we reasonably can to conserve and manage our household expenses.

Please scrutinize this application carefully, require InnPower to demonstrate that the requested costs are necessary and reasonable, and give meaningful consideration to the affordability of electricity for the customers who depend on this essential service.

Thank you for considering the perspective of an ordinary InnPower customer.

-- Was AI used for the letter of comment? -- Yes