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From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Monday, September 28, 2026 9:59 PM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Redacted - Letter of Comment - EB-2026-0052

-- Name --

Chelsea Hayward

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

-- Comments --

To: Ontario Energy Board (OEB)
Re: InnPower 2027 Rate Application – File EB-2026-0052

I am writing as a long-time resident of Innisfil to formally oppose InnPower's 2027 rate application and to request that the Ontario Energy Board reject this proposal in full. The proposed increase may appear small on paper, but for real households in Innisfil, the cumulative impact is severe, unsustainable, and pushing families to the breaking point.

InnPower already has one of the highest electricity distribution rates in Ontario, according to publicly available OEB data. Ontario itself has some of the highest electricity delivery charges in Canada, and InnPower sits at the very top of that list. Residents here are not imagining the burden — it is documented, measurable, and worsening.

In our household — a standard 4-bedroom, 3-bath home — our monthly hydro bills range from \$300 in the summer to over \$600 in the winter. These numbers are not luxury consumption; they reflect normal family living. The cost of simply keeping the lights on and the home heated has become unaffordable. We are now at the point where we are genuinely considering selling our home and leaving Innisfil because the electricity costs alone are making it impossible to remain here.

This is not an isolated experience. Many families in our community are struggling under the same burden. Canadians are already facing unprecedented affordability challenges — housing, groceries, fuel, and utilities have all risen sharply. Electricity is not optional. It is a basic necessity, and the current rates are already beyond what ordinary families can manage.

InnPower's application attempts to justify increases while simultaneously planning future capital projects and seeking approval for new deferral and variance accounts. Yet residents have seen no meaningful improvement in service quality, reliability, or transparency. Instead, we are continually asked to absorb higher and higher costs with no relief in sight.

I urge the Ontario Energy Board to:

- Reject InnPower's proposed 2027 rate increase.
- Require InnPower to present a plan for rate reductions, not increases.
- Conduct a review of InnPower's cost structure, executive compensation, and capital planning to determine why this distributor consistently ranks among the most expensive in Ontario.
- Prioritize affordability for residents who are already stretched to their limits.

Families in Innisfil cannot absorb another increase. We are already paying some of the highest electricity delivery charges in the province and effectively, in the country. This situation is untenable, and approving further increases would be deeply harmful to the community.

I respectfully request that the OEB protect residents and deny this application.

Sincerely,
A Concerned Resident of Innisfil

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