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From: Ontario Energy Board <webmaster@oeb.ca>  
Sent: Monday, September 28, 2026 8:49 PM  
To: Office of the Registrar <Registrar@oeb.ca>  
Subject: Redacted - Letter of Comment - EB-2026-0052

-- Name --

Jennifer Koutoulas

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

-- Comments --

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

I am writing because I am very concerned about what another increase in electricity costs means for people in Innisfil.

I think it is easy when looking at a rate application to focus on the numbers, the percentages and the justification provided by the utility. But behind those numbers are thousands of households, all with very different financial circumstances, and many are already stretched to their limits.

My own household is one example. We have been carrying an outstanding electricity balance for a long time and have not been able to get fully caught up. I mention that not because our situation is unique, but because I know it isn't. There are families throughout our community who are making difficult decisions about which expenses they can manage from one month to the next.

And there are plenty of households that are doing better financially than mine that are feeling the pressure too.

The cost of simply maintaining a household has changed dramatically. Groceries, insurance, housing, transportation and other necessities have all become more expensive. Electricity is another essential expense that people have very little ability to avoid.

That is what concerns me about continued increases. There is a point where affordability cannot be addressed simply by telling customers to reduce their consumption. Most people already try to be responsible about how much electricity they use. There is only so much that can reasonably be cut from an essential service.

I also question the decision to move the rebasing of InnPower's rates forward to 2027 rather than 2029. If there is a compelling reason that this needs to happen earlier, I believe customers deserve a clear explanation of it.

Before approving additional costs, I hope the OEB will look very closely at the application and challenge the assumptions behind the requested spending. Are all of the proposed capital projects necessary at this particular point in time? Are there projects that can wait? Are operating costs being managed as efficiently as possible? Are there alternatives that would accomplish the same objectives at a lower cost to customers?

I recognize that InnPower has an obligation to maintain its infrastructure and provide reliable service. But customers have an obligation to their own households as well. They have to find a way to pay whatever ends up on their monthly bills.

Those two realities need to be considered together.

A utility's costs do not disappear when they are approved by a regulator. They are transferred to the people who receive their bills. For some customers, that may be an inconvenience. For others, it can mean falling further behind on an account they are already struggling to manage.

I am asking the OEB to consider the affordability of the proposed rates from that perspective.

Please do not look only at whether the costs requested by InnPower can be justified individually. Look at the overall impact of those costs on the people who will ultimately pay them, and consider whether the timing and scale of the requested increases are truly necessary.

I hope the Board will give careful consideration to the many customers who are already telling themselves that they simply cannot afford another increase.

Thank you for considering the perspective of an InnPower customer.

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