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From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Wednesday, September 30, 2026 4:22 PM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Redacted - Letter of Comment - EB-2026-0052

-- Name --

Ara Arzoumani

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

-- Comments --

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

I am writing to express a strong opposition to InnPower Corporation's proposed rate increase. I am a resident of Innisfil, ON for nearly 10 years. I am frustrated that InnPower is asking its customers to pay even more when many of us are already paying substantial electricity bills and have serious concerns about the value and level of service we receive in return.

There are several issues that I believe the OEB must seriously examine before approving this increase of proposal from Innpower.

1. Our bills remain high even when our electricity usage drops dramatically. This is my personal experience.

Earlier this year, our household was away for several months. Appliances were unplugged, normal household electricity consumption was virtually eliminated (we weren't home during the coldest months in early 2026) and we did not add any new or major appliances. The thermostat was turned down to same as it was (even lower) than we were usually at home. YET our electricity bills remained surprisingly similar to what we had been paying when we were living in the home. This is extremely difficult for a customer to comprehend or accept. If our actual electricity consumption was substantially reduced, why did our bills remain so similar?

I am not suggesting that every dollar of an electricity bill is based on consumption. I am asking the OEB to require InnPower to clearly explain and substantiate why customers see so little reduction in their bills when their electricity usage drops dramatically.

2. InnPower's existing rates are already too high for the level of service customers receive.

Customers should not be asked to continually pay more without first receiving demonstrable value for what they are already paying.

The March 2025 ice storm was a particularly frustrating example. Customers experienced prolonged outages and, in many cases, significant difficulty obtaining timely information. Emails went

unanswered, phone calls were difficult to get answered or resolved, and communications and updates to customers were inadequate.

When people are without electricity, they need accurate information and responsive customer service. Silence and unanswered communications are not acceptable customer service from an essential utility provider.

3. Customers have no practical alternative in Innisfil.

InnPower is the local electricity distributor for its service territory. Customers cannot simply choose another distributor if they believe the rates or service are unacceptable.

That lack of choice makes the OEB's responsibility even more important. A utility that customers cannot realistically switch away from should be subject to particularly rigorous scrutiny before being permitted to charge those customers more.

I therefore urge the OEB to reject InnPower's proposed increase unless InnPower can provide clear, transparent and compelling evidence that the additional revenue is genuinely necessary and that the utility is operating efficiently and providing an appropriate level of service.

At a minimum, InnPower's costs, expenditure, operating efficiency, customer-service record, outage communications and rates should be carefully compared with those of comparable Ontario electricity distributors.

Customers should not be treated as an unlimited source of additional revenue simply because they have no practical choice of distributor.

I strongly urge the OEB to stand up for InnPower's customers and not approve another increase without demanding meaningful accountability, transparency and justification from InnPower.

We are already paying enough.

Sincerely,

Ara A.

Innisfil, Ontario

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