From: Office of the Registrar
To: Zulma DeBonis
Subject: FW: Redacted - Letter of Comment - EB-2026-0056
Date: Thursday, October 8, 2026 9:50:13 AM

-----Original Message-----
From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Thursday, October 8, 2026 8:31 AM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Redacted - Letter of Comment - EB-2026-0056

-- Name --
Jennifer Jones

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

-- Comments --
Re: London Hydro Inc. Rate Application – Comments on Proposed May 1, 2027 Rate Increase

To the Ontario Energy Board:

I am writing to express my concern about London Hydro Inc.'s proposed rate increases, which would take effect May 1, 2027 if the application is approved as filed.

While the proposed increase of approximately $6.01 per month for a typical residential customer using 750 kWh may appear modest, the impact is not modest for low-income households, seniors on fixed incomes, people receiving social assistance, and other customers who are already struggling to afford basic necessities.

For households with very limited income, every additional monthly expense matters. Electricity is an essential service, and customers cannot simply reduce their electricity use to avoid these costs without potentially compromising basic needs such as heating, cooling, refrigeration, lighting, and other necessities. An increase in electricity costs therefore places additional pressure on household budgets that may already be stretched by rising costs for food, housing, transportation, and other essentials.

I am particularly concerned that the impact of the proposed increase will be disproportionately felt by those least able to absorb it. A $6 monthly increase represents $72 per year. For a household living on a very limited or fixed income, that amount can mean having less money available for groceries, medication, rent, or other essential expenses.

I respectfully ask the Ontario Energy Board to carefully consider the affordability impacts of this application, particularly on vulnerable and low-income customers. The fact that the increase may be relatively small for an average customer should not obscure its potentially significant effect on households with little or no financial flexibility.

I also encourage the Board to examine whether all proposed expenditures and rate changes are necessary and appropriately justified before approving any increase. Customers should not be expected to bear additional costs unless there is a clear demonstration that the expenditures are necessary, prudent, and provide sufficient value to customers.

In particular, I support careful consideration of London Hydro's proposal to eliminate the Advanced Capital Module and provide customers with the associated rate rider credit. Where customers have already paid amounts through their rates for a particular purpose, any unused or unnecessary amounts should be returned to customers promptly and transparently.

I urge the Ontario Energy Board to give significant weight to the affordability and equity implications of this application and to consider measures that would minimize the burden on low-income and vulnerable customers.

Electricity is an essential service, and maintaining access to it at an affordable cost should be a central consideration in determining whether and to what extent the proposed rate increases should be approved.

Thank you for considering my comments.

Sincerely,

Jennifer Jones
London Resident

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