

Sent via email March 28, 2017 to Corporate Relations, Hydro One Networks Inc.

Dear Carrie-Lynn Ognibene,

Our members continue to feel a great deal of confusion and apprehension about the household budget impacts from their utility bills in the year(s) ahead.

FOCA does our best to keep our members informed based on information from H1, from the OEB decisions as they come out, and also the occasional political announcement.

Currently, our members:

- are getting bill insert notices from Hydro One (attached – e.g. “rates are decreasing across the board”);
- are hearing about impending savings from the Province <https://www.ontario.ca/page/ontarios-fair-hydro-plan> , <http://action.ontarioliberal.ca/fair-hydro-plan/>), and;
- are aware that OEB-dictated changes to their rate class (with related bill impacts) are also looming.

They (and we here at FOCA) are confused.

[FOCA have asked the Premier for clarity](#) in the face of what we (and H1) have projected will be dramatic increases in many household electrical bills – specifically for low-use Seasonal customers who are reclassified as R2 and who are not eligible for the RRRP.

In the absence of specifics from the Province, we are hoping it may be possible to get some realistic estimates for customers about their future bills from Hydro One?

In addition to getting estimates of known or likely changes to the WHOLE BILL (not just kWh rates) for a range of different customer types and consumption levels, the following are outstanding questions we'd love your help to answer:

- What will my total bill be, once the proposed changes (fixed delivery charges + reclassification) are in place?
- When does the government (“25% discount, on average”) plan take effect (when will I see a change on my bill)?
- Where can customers go to find out whether they're being converted from R1 or R2?

The generic, average impacts are unhelpful, when what customers want to know is their specific situation. We appreciate your help with this most pressing and distressing topic which is top of mind for our members – your customers.

I have copied our local MPP, and the opposition energy critic on this note so they are aware of our on-going concerns and the information gaps we face.

Regards,

Terry Rees, Executive Director, FOCA

cc: Hon. Jeff Leal, MPP (Peterborough), Minister, Agriculture, Food and Rural Affairs
Todd Smith, MPP (Prince Edward—Hastings) Critic for Energy