



Seasonal Rates



To our valued seasonal customers:

We have an important responsibility to stand up for our customers.

This includes engaging you on things that are important to you such as safety, reliability and affordable rates.

You may be aware that several years ago the Ontario Energy Board (OEB) directed Hydro One to develop a report on the elimination of the seasonal rate class.

Since 2015, we've been highlighting our concern with this approach and communicating the impact this would have on our seasonal customers.

On July 19, 2019, we submitted an updated report to the OEB, which demonstrates that eliminating this rate class would have a negative effect on more than half of our seasonal customers, which could result in a significant increase to their bills. Some seasonal customers could see their bills increase by about 129 per cent over the next several years – which could mean paying almost \$1,000 more a year.

We have presented an alternative solution that would protect the majority of seasonal customers that do not qualify for the subsidies available for year-round residents.

We owe it to our customers to present the OEB with a better solution, and to work to ensure that our regulator reconsiders this decision. Regardless of the outcome of the OEB's decision, Hydro One will not receive any financial benefit.

We anticipate that the OEB will request us to send a notification on their behalf regarding this matter shortly. As part of the OEB process, we believe all seasonal customers will have the opportunity to participate in the review of the updated report. We encourage you to understand how you may be affected if this rate class is eliminated and provide them with your feedback.

To find more information and to understand how you may be affected, visit:

[HydroOne.com/SeasonalRates](https://www.HydroOne.com/SeasonalRates)

We intend to continue advocating on your behalf and keeping you informed throughout this process.

A handwritten signature in black ink, appearing to read "Imran Merali".

Imran Merali
Vice President, Customer Care
Hydro One



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