

ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF Niagara-on-the-Lake Hydro Inc.

Niagara-on-the-Lake Hydro Inc. has applied to lower its electricity distribution rates.

Learn more. Have your say.

Niagara-on-the-Lake Hydro Inc. has applied to the Ontario Energy Board to decrease the amount it charges by \$2.71 each month for the typical residential customer for distribution services beginning on May 1, 2014. Other customers, including businesses, may be affected as well.

THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC HEARING

The Ontario Energy Board (OEB) will hold a public hearing to consider Niagara-on-the-Lake Hydro's request. We will question the company on its case for a rate decrease of this amount. We will also hear arguments from individuals and from groups that represent Niagara-on-the-Lake Hydro customers. At the end of this hearing, the OEB will decide the amount of any decrease that will be made.

Distributors typically apply for a full review of their rates every five years. Any rate changes for the years in between are automatically tied to inflation (and other factors intended to promote efficiency).

These proposed charges relate only to Niagara-on-the-Lake Hydro's distribution services. They make up part of the Delivery line - one of the five line items on your bill. This application does not impact the other four lines on your bill; for example, the "Electricity" line, which is the cost of the electricity itself. These other four line items may rise or fall because of factors that are not considered in this hearing.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

BE INFORMED AND HAVE YOUR SAY

You have the right to information regarding this application and to be involved in the process. You can:

- review Niagara-on-the-Lake Hydro's application on the OEB's website now.
- sign up to observe the proceeding by receiving OEB documents related to the hearing.
- file a letter with your comments, which will be considered during the hearing.
- become an active participant (called an intervenor). Apply by **November 21, 2013** or the hearing will go ahead without you and you will not receive any further notice of the proceeding.
- at the end of the process, review the OEB's decision and its reasons on our website.

LEARN MORE

Our file number for this case is EB-2013-0155. To learn more about this hearing, find instructions on how to file letters or become an intervenor, or to access any document related to this case please select the appropriate application from the list at the OEB website: www.ontarioenergyboard.ca/notice. You can also phone our Consumer Relations Centre at 1-877-632-2727 with any questions.

ORAL VS. WRITTEN HEARINGS

There are two types of OEB hearings – oral and written. Niagara-on-the-Lake Hydro has applied for a written hearing. The OEB is considering this request. If you think an oral hearing is needed, you can write to the OEB to explain why.

PRIVACY

If you write a letter of comment or sign up to observe the hearing, your name and the content of your letter or the documents you file with the OEB will be put on the public record and the OEB website. However, your personal telephone number, home address and email address will be removed. If you are a business, all your information will remain public. If you apply to become an intervenor, all information will be public.

This rate hearing will be held under section 78 of the Ontario Energy Board Act, 1998, S.O. 1998 c.15 (Schedule B).

