



November 23, 2015

John and Mary O'Keefe
1337 Concession 2 Rd
Niagara-on-the-Lake, ON L0S 1J0

Dear Mr. and Mrs. O'Keefe:

I received today a copy of the letter you sent to the Ontario Energy Board with regards to our most recent rates filing.

I completely understand and agree with you that hydro has become much too expensive. We estimate that the cost of hydro has gone up by over 50% over the past ten years. This is way above the rate of inflation and is a growing burden for those on fixed income, pensions or limited means.

Unfortunately, most of your bill is a pass-through of costs from the provincial bodies that manage the generation of electricity. This includes the charge for the electricity commodity which is the biggest item on your bill and which has more than doubled over the past ten years. The rates for the electricity commodity are the same through-out the province.

The local delivery cost, over which we have some control, is the Delivery line on your bill. This rate varies by company. We have the lowest charges in the Niagara region and one of the lowest in Ontario. I can assure you that you do not want these rates to be the same across the province as your rates will go up. Also, because of some offsetting credits, our rates will actually be going down next year. Look for our ad next week in the Advance or the Town Crier.

If your household income is below \$52,000 you should be able to get a reduction on your bill starting January 1, 2016. To get this reduction, the Ontario Electricity Support Program, go to <https://ontarioelectricitysupport.ca/> or call 1-855-831-8151.

Yours truly,

Timothy B. Curtis
President