

July 6, 2016

Ms. Kirsten Walli
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Dear Ms. Walli:

Re: EB-2015-0363 – Consultation to Develop a Regulatory Framework for Natural Gas Distributors’ Cap and Trade Compliance Plans – Follow Up to Union Gas Limited Submission on Discussion Paper

On June 22, 2016 Union Gas Limited (“Union”) filed its submission on the Ontario Energy Board (“Board”) Staff Discussion Paper on a Cap-and-Trade Regulatory Framework for Natural Gas Utilities dated May 25, 2016 (“Discussion Paper”).

In its submission Union referred to work undertaken by an independent market research firm to hold ten focus groups sessions in five cities in June, 2016. In order to be helpful parties and to the Board, enclosed is the final report on findings from the focus groups.

If you have any questions concerning this submission please contact me at 519-436-5334.

Yours truly,

[Original Signed by]

Vanessa Innis
Manager, Regulatory Initiatives

c.c.: Crawford Smith, Torys
EB-2015-0363 Participants

**Natural Gas Consumer Reaction
to Ontario Government Reported Cap
and Trade Plan**

campaign
research

June 21, 2016



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1. Executive Summary

Campaign Research Inc. is pleased to present Union Gas with this report on findings from a series of focus groups about issues related to the Government of Ontario's reported plans for a cap and trade program and related proposals. This report was prepared by Campaign Research Inc. and contracted by Union Gas. The focus groups were conducted in Sudbury, Waterloo, London, Windsor and Oakville between June 6 and June 11, 2016. Attendees were randomly recruited from the general public but were only asked to participate if they were Union Gas customers.

Date	Time	Group Location	Number of Participants
June 6	6pm	Sudbury	8
June 6	8pm	Sudbury	9
June 7	6pm	Waterloo	8
June 7	8pm	Waterloo	6
June 8	6pm	London	8
June 8	8pm	London	10
June 9	6pm	Windsor	7
June 9	8pm	Windsor	7
June 11	12pm	Oakville	5
June 11	2pm	Oakville	4

1.1 Background and Objectives

The Government of Ontario's cap and trade program and related proposals have received intensive media coverage in the months of May and June, 2016. The specific issues receiving media coverage at the time the focus groups were held included:

- The government's plan to address climate change;
- The government's desire to introduce a cap and trade system similar to and in partnership with Quebec and California;

- The government's reported desire to reduce the use of natural gas in home heating over the long term;
- The government's desire to increase the use of renewable energy and discourage the use of fossil fuels; and
- The government's desire to make investments in technology, transit and other programs to tackle climate change.

This study will determine the general level of awareness of the government's cap and trade plan and respondents' reaction to it. It will also examine how natural gas customers react to cap and trade pricing and how they would prefer to see it appear on their bills, either included in the overall total or separately itemized.

1.2 Review of the Qualitative Findings

While nearly all respondents acknowledged the basis of the government's plan, that human activity is at least partially responsible for climate change and that something should be done about it, a number of respondents were somewhat skeptical about the Ontario Government's reported plan and their ability to competently implement it. Many respondents pointed out the excessive costs of previous forays into renewable energy by the Ontario Government and the resultant costs that have had to be borne by the taxpayer and energy consumer. While there was considerable support for strong government action, the consensus was that a government climate change proposal should focus on incentivizing environmentally friendly behavior, instead of dis-incentivizing natural gas usage.

Respondents were nearly unanimous that whatever additional cost consumers have to bear as a result of the cap and trade program should be transparent to the consumer and that additional charges for cap and trade should be specifically referenced on natural gas bills.

Respondents were also concerned that the government has already seemed to switch direction, notably when it comes to home heating and natural gas where previously it seemed government encouraged the use of natural gas (i.e. energy efficient gas furnaces) and now seems to want to discourage it. Respondents were concerned that they will have to bear the costs if government switches direction again.

It is clear that the government as well as key industry stakeholders have a lot of work to do to educate taxpayers and energy consumers about this plan. Even with extensive background materials, time to read and reflect on materials and a knowledgeable moderator facilitating their understanding of the topic, respondents were confused about the plan and its impact on them. It is also clear that the government and the industries who pass costs on to consumers would benefit from consumers having a better understanding of the connection between the objectives of cap and trade and its implementation and impact on them.

1.3 Note on Interpreting Research Findings

The views and observations expressed in this document do not reflect those of Union Gas. This report was compiled by Campaign Research Inc. based on the research conducted specifically for this project. Findings from this qualitative research (i.e. focus groups) should be considered directional only, and the results should not be projected as representative of the entire Canadian/Ontarian population. It is intended to provide deeper insight into the underlying reasons for opinions or lack thereof.

2. Introduction

The Government of Ontario has recently rolled out an ambitious plan to combat climate change. They will spend *“more than \$7 billion over four years on a plan that will affect every aspect of life”* from transportation to housing (Globe and Mail, May 16, 2016). The aggressive targets call for carbon emissions to be 15% below 1990 levels by 2020, 37% below 1990 levels by 2030 and 80% below 1990 levels by 2050. Media reports suggested that the plan would include the phasing out of all natural gas, with all new homes and buildings to be heated using alternate energy sources such as electricity or geothermal by 2030. The program includes a cap and trade pricing regime, and the proceeds will be used to fund a myriad of initiatives including subsidies for electric cars, installing more charging stations, infrastructure investment and funding innovation in green technologies.

Much of the cost of the cap and trade regime will be passed onto consumers who will see the price of gasoline for their vehicles and natural gas for homes and businesses increase over time. This has led to the question of transparency in energy billing, specifically whether or not the new carbon allowance costs should be shown on the bills separately or included in the overall total. The purpose of this study is to see what average citizens think of the government’s plan, how they believe the plan should be

implemented and whether or not they want to see the additional charges separated on their natural gas bills.

3. Discussion of Government

Given the scale of the program and the prospect that cap and trade pricing will be passed on to consumers, the issue of trust in the government was at the core of many of the focus groups. The government's plan is not "revenue neutral," that is, taxes will not be cut elsewhere to make up for the increases; instead the proceeds of the plan will be earmarked for green initiatives. Public trust that the money would actually be spent on its intended purpose was an area of considerable skepticism. However, as the sessions went on, a fair number of participants became more trusting of the government, or became resigned to the plan as they felt there was nothing they could do.

This attitude is summed up by one participant:

"I guess what I would say is, "Well, this is our system. We live in a democracy and the government is in charge and so if we want to do something about this issue, then you go to the government because they're in charge in a democracy."

Participants generally agreed with the objectives of the program, and felt that "if we do not take up accountability to the environment, in 50 years could be this place is no longer suitable for humans. I think Canada, our government is taking the lead to do this for that reason." And: "We voted them in to do a job, and they've come up with a theory or a system that they think is going to be practical and work."

Some took a more resigned approach commenting, "they're going to do it regardless - we don't have a choice."

There were questions raised regarding the cost of the new environmental programs, and whether the revenue raised through cap and trade pricing would be sufficient to pay for them. As one participant commented:

"There's a few things I'd like to highlight. Bullsh!. Bullsh*!. Bullsh*!. Never going to happen. Any number quoted here, you might as well multiply it by 10." Or as another*

woman stated, "Yeah, exactly. She says here she's going to raise between \$1 and \$2 billion per year for carbon credits, and she's going to use that to pay for all of this? She's way out of whack. She doesn't have enough money."

There was also a sense of betrayal over the fact that the government had promoted natural gas for years, only to decide to phase it out after a large portion of the population had switched over.

"I'm surprised that they're trying to get people off natural gas, because the move has been for years to get them on natural gas because it saves so much money over heating with electricity or oil. Now most people have switched to gas and very efficient gas furnaces. It seems we just finished. We just put in a new furnace last year, I think it's 97% efficient, we replaced one that was like 60% efficient. To think now that we just finished that and now they're trying to get us off natural gas?"

Another participant connected the issue to the natural gas plant controversy:

"How many years ago has it been since the Wynne government cancelled over a billion dollars of natural gas contracts, plants that were to be built in the Toronto area? All of a sudden, now they're not. Now we come up with this. Oh, now we're shifting away from natural gas. Well, where's the trust? Where'd all that money go, they wanted over a billion dollars for these gas plants and contracts? Nobody ever found out where that money went, and now we're going, "Oh, we're all going electric, all getting rid of natural gas." How can you trust them?"

The shortcomings of the government's current energy policies were frequently mentioned. For example, despite the huge surplus of power, *"we haven't seen a reduction in electrical costs. In my lifetime up, up, up, up, up"*. In other words, people are extremely frustrated by the fact that hydro prices and, by extension hydro bills, continually go up regardless of how energy efficient people are or how much capacity the province installs.

3.1 Global Views

The issue of the environmental policies of the rest of the world was brought up several times and there didn't seem to be a straight answer. While there was a consensus we should lead on the issue and act even if the rest of the world doesn't, there was a hesitancy to sacrifice too much and to damage the economy too heavily unless the rest of the world was onboard. One participant summed up the difficulty and frustration of Ontario pursuing a climate change policy without strong international agreement:

"I don't know that we should wait. Obviously there's merit to it, but sometimes I think the difficulty is that whatever we do here ... I'm not a climatologist or anything. All the other rebuttals to these kinds of programs is that China supersedes all of our programs in one week by throwing up a coal-fired plant and they've been doing that the whole time. I remember reading an article in Time when it came to CFLs, if we converted all the compact fluorescent lights, all of the greenhouse gas emission reduction from that was offset in one month in China."

4. Billing and Public Understanding

4.1 Showing the Cap and Trade Pricing (Carbon Allowance Cost)

During the focus groups, the participants were given mock-ups of Union Gas bills, one showing the current format and another showing what the bill might look like if cap and trade charges become a separate line item. Bills for customers enrolled in the Equal Billing Plan (EBP) are slightly different, so EBP versions of the two mock-ups were provided to customers as needed.

Without prompting, participants were asked if they noticed the difference between the bills, and almost all noticed the addition of the cap and trade line item. This led to a discussion about whether or not the charge should be itemized on the natural gas bill when the cap and trade program is implemented.

In contrast to most other issues discussed in the focus groups, there was virtually no disagreement on whether or not the carbon allowance cost should be shown separately. In several groups, there was unanimous agreement that the amount for cap and trade pricing should be shown on the Union Gas bill.

When asked directly if the amount should be shown, participants responded strongly with more than one stating, *“absolutely it should be shown”* and others saying, *“when I am billed, yes, I want to see the breakdown.”* The opinion was so strongly in favour of showing the new cap and trade pricing on the bills, that at one point the moderator remarked *“That’s everyone. Very good. That’s why I can’t ask who wants to see it not broken down.”* To which a participant replied, *“You could but no one would answer you.”*

The few people who were not in favour of showing it on the bill were more disinterested in the idea out a sense of resignation rather than actually being opposed. As one participant put it *“I don’t have much choice. It comes in. Your tank of gasoline runs dry, you put gas in it. It doesn’t matter what your mileage is, or any ... When it’s empty, you fill it. When you get the bill in, you pay it,”* or more explicitly *“makes no difference, you get shafted anyways.”* One person who was stronger in his opposition to showing the charge remarked that it was a *“political statement”* because *“You’re making the point that, you’re telling consumers you’re paying an extra 10 dollars.”*

4.2 Reasons for Showing the Charge

The most commonly cited reason for wanting to show the change in the billing was for *“simple clarity,”* *“transparency”* or *“full disclosure.”* At a basic level, all political and personal concerns aside, participants believed that *“customers should know what they are paying”* and that not showing the cost would amount to being *“deceived.”* One participant even went further with their wish for transparency remarking that, *“In fact, on our paychecks, we should see for every dollar that we are taxed for, where every cent is going.”*

More specifically, participants stated that they wished to know the *“rationale for the increase in the price.”* A number also admitted that since their gas bills fluctuated from month to month, they probably wouldn’t even notice the additional charge, since it was relatively small compared to the overall bill. Small as it is though, concerns were expressed as to the cumulative effect of all the charges. *“It’s that there’s always these little increases and they’re adding up to be bigger increases and that’s changing the way we live our daily lives as a society.”*

4.3 Summary and Detail Statement

The Union Gas Bill currently has a summary statement on the front page, and a detailed breakdown of all charges on the second page. Participants were asked if they would prefer the cap and trade line item to be shown on the summary statement or the detail page. Generally speaking, the participants weren't really concerned where the new line item showed up on their bills. As one participant remarked *"Doesn't matter. As long as it shows up."*

4.4 HST added onto the Cap and Trade Pricing

The mock Union Gas bills included HST on the cap and trade line item, although it should be noted that the decision to add HST has not yet been determined. However, when participants noticed the additional HST, there was a mixture of disbelief and anger. As one man put it *"This is nonsense. This is just another tax, on another tax, on another tax. This is what's driving a lot of people out of this country."*

4.5 Confusion on the Charge

There was a great deal of confusion on who was actually levying the charge and what it was for. A number of the participants seemed to believe that Union Gas was passing on their own costs to the end user, not understanding that the carbon allowance cost is directly on the individual who is consuming the gas, not on the transporter. They also had difficulty understanding that the purpose of a carbon allowance cost on individual usage is primarily to provide a disincentive, so that people will use less gas. Even after it was explained to them, some still had trouble grasping the concept that the price was being raised deliberately by the government to reduce consumption, not to raise revenue.

Moderator: You're not following me here. The government wants the price of the gas to go up because they want to encourage people not to use gas. Okay. In other words, Union Gas could increase the bill and not show you, or they could increase the bill and show you but they can't not increase the bill. They have to increase the bill.

Speaker 2: "No. That's predicated on the logic that ... The government is saying we have to increase the price of gas."

Moderator: "Right. To discourage people from using it. That's the whole point."

4.6 Household Cap and Trade

Another common misconception was that “*cap and trade*” would apply to individuals, that is, that each household would be assigned a certain number of carbon units a month and if they used less, they could decrease their gas bill by selling the extra credits to people who used more. Frustrated with the ambiguous use of the word “*trade*”, a participant angrily remarked “*If you would just be honest and say this is an emissions tax, I would bitch, but I know what it's for, so I would pay my tax. Don't try to cover it up and call it something else, especially with the word trade. Why say "trade" if I can't trade? I want to trade.*”

This frustration was repeated at another point in the same focus group.

Speaker 1: I want to be able to trade.

Moderator: No, you're not able to trade.

Speaker 1: See, that's not fair. If I don't reach my cap, why can't I trade to my neighbor?

Speaker 2: Oh, yeah.

Moderator: No, you just pay by the usage, right?

Speaker 2: So this should be just cap.

Speaker 1: Basically it's a tax.

Speaker 2: Where's the trade part?

Speaker 1: It's nothing you can do about it. It's a tax laid on you.

The general frustration upon hearing that cap and trade would be charged on all bills regardless of consumption and behaviour can be summed up by a participant’s reflection:

“I still think that if there's going to be people that are going to hit below a certain target, at just really a cap and trade, they should get a reward and those that have the large pool heaters and have an inefficient house and things like that, if their house is above a certain consumption, as for people living in that house, then ... sorry.”

5. Regional Differences

On most issues, including showing the cap and trade line item on the Union Gas bill, the focus groups from the different regions produced similar results. However, there were some slight differences in regional concerns, and the emphasis of what was discussed.

5.1 Sudbury

The Sudbury focus groups expressed concern that the cap and trade program would apply to all regions in the same way, regardless of local climate. In Sudbury, winters are colder and longer than much of the rest of Ontario, meaning that even if the residents are responsible with their use of natural gas, they will consume more than residents of comparatively warmer regions.

"I question that are they going to be using this cap and trade system on a household level. It sounds like they are. I don't know how that would work. I like the idea in theory especially for businesses, but when it comes to the home, I think we're going to be colder."

5.2 Waterloo

The participants in Waterloo focused on the global impact of Ontario's plan, and were skeptical that reducing emissions in Ontario would have much benefit, given the rate at which India and China are increasing their emissions as their economies continue to develop.

"To me, climate change is not just Canada. It's global, right?... I'm not saying that they necessarily shouldn't do it, but is it maybe going too fast, too far, without having other people on board?... Because China's not going to get on board with this. India's not going to get on board with this."

5.3 London

The London focus groups raised the concern that all the new infrastructure spending would go to Toronto and the rest of the province would receive less, despite sharing in the costs.

“In my opinion, most of the billions of dollars of large infrastructures projects, I don't see a \$2 billion infrastructure project going in Southwest Ontario. Quite frankly, they've left us to rot out here. A lot of our industry is gone now and if you look, the power base is in Toronto. They're the ones who are going to get more of what is beneficial for this cap and trade in terms of investment.”

5.4 Windsor

The Windsor group, while supportive of environmentally friendly policies, was skeptical of how much it would realistically help Windsor itself given their proximity to major industrial centers in the United States.

Speaker 2: Yeah, but we live across from Ohio.

Speaker 1: Yeah, I know. Isn't it like an endless battle?

Speaker 2: That's like blowing against the wind all the time.

Speaker 1: Yeah, I hear that too.

Moderator: Okay, (Speaker 1), what do you think about that?

Speaker 1: There's nothing you can do. You live next to Detroit, Zug Island, people in LaSalle who've got stuff all covering their homes, their cars.

Speaker 2: Oh, yeah, Zug Island.

Speaker 3: You can't put laundry out. It comes back in covered with grit, black ... ash, dust. It's just terrible.

Moderator: Okay, so you tend to agree?

Speaker 1: I agree we need better air quality, but you're not going to get it where we live.

5.5 Oakville

Participants from Oakville commented on all the industries that have moved out of their area in recent years, and were concerned that the government's environmental program will increase energy costs on private industry and drive out even more companies.

Speaker 1: Guys, we should circle less and less manufactures.

Moderator: We should what, less and less?

Speaker 1: This program really forces some manufactures to move out from Canada.

Moderator: Right.

Speaker 1: We need ...

Speaker 2: This program hasn't done that. It's been happening for years.

Moderator: Which program?

Speaker 2: The cost of electricity.

Moderator: Oh, I see, right.

Speaker 2: MAC Truck, Massey Ferguson, Firestone, all mainstays in this area for the last 50 years, they're gone.

Speaker 3: This is going to drive up the cost of electricity.

Speaker 2: Absolutely. [crosstalk 00:59:14] I guarantee you Ford's out the door.

6. Conclusion

Overall, while there was a wide range of opinions expressed in the focus groups, the participants tended to be quite skeptical about the cap and trade plan, at least in its current form. That is to say those who understood it were skeptical. Many participants found the entire concept confusing as they believed the cap and trade aspect of the program applied to them personally and was something other than a charge on their individual carbon use. There was also a great deal of confusion around the concept of the government deliberately raising the price of carbon to discourage people from using it. There was near unanimous agreement that if the cap and trade plan was to be implemented, any charges associated with it should be clearly shown on all relevant bills.

There was a great deal of concern regarding the capacity and competency of the provincial government in carrying out their program. Even so, a number of participants still felt that since something needs to be done, government is the only real choice to lead society-wide change.

Although there was strong support for action to address the major environmental issues of our time, many people felt that they were already doing their part both in reducing emissions and paying their taxes, and that the government's plan was one burden too many on an already strained middle class. Participants tended to feel that a flat out tax increase that hit everyone the same wasn't the answer. Instead they advocated incentives, slow and more measured changes and a more efficient and better planned program.

7. Moderator's Guide

Welcome (2 mins)

Thank you for taking time out of your hectic lives to come and talk to us tonight.

I'll start with a few things by way of explanation and then I'll tell you about the ground rules for tonight.

Camera – is only there to document the discussion so that we can analyse it later – no part or parts of it will ever be released to the public and its circulation will be limited to a couple of researchers in our company.

Colleagues – they are in the other room so that they don't distract us from our discussion and they are there to help me run tonight's session by taking notes, and giving me feedback on things that I might miss because I am moderating the discussion.

There are also a couple of representatives of our client. They are there to observe and learn from what you have to say. They don't know your identities – only your first names.

Just like your identities are kept confidential their identity is kept confidential as well, and that is so we can have a frank discussion and you won't be worried that you might be offending anyone.

Ground Rules (2 min)

Please turn off all cellphones / no recording devices are allowed

Although tonight is meant to be a free flowing but civil discussion there are some things I need to set out.

You've each been paid an honorarium to participate tonight so it's very important that each and every one of you participate and that we hear from you at some point or points.

You are free to agree or disagree with anything that someone says but please do so respectfully. There are no right or wrong answers, we are asking for your opinions. So please don't feel like you should keep quiet if you hear something you disagree with – again just do so respectfully and without interrupting.

I do need to keep the discussion rolling so if I say we are going to move on from a certain point please don't be offended it just means we need cover some other ground.

Introductions (5 min)

- Tell us your name and little bit about yourself – live, work, hobbies?

Open (10 min)

- What's happening in the province of Ontario & specifically with government of Ontario
- Speaking about the government:
 - What are the top issues?
 - What is the government focused on?
 - What are the signature government policies?

***Segue from "Climate Change" or "Cap & Trade/ Carbon Tax" into Cap & Trade Plans

Cap and Trade Plan Awareness - No Education (10 min)

- Determine the level of awareness of the government's Cap and Trade Plan
- Understand what the general opinions are of the Cap and Trade Plan

***Does anyone mention increased utility bills?

Explain Cap and Trade Plan – General (15 min)

- Explain the Cap and Trade Plan in General – Issue "One Pager" overview (3 min to read)
- Issue article from Globe and Mail with outline of the plan (5 min to read)
- Costs: Government says 1st year (2017) \$60, does not offer cost estimates for future years
- Refer to ICF International's report to the OEA (2nd page of One Pager overview)
- Ask about the permit costs being passed down by the businesses to the customers?
- 5 minutes of open discussion

*** Key is to mention pricing for the 1st year and pricing for years 2, 3 or beyond

BREAK (5 min) - *After the break, we are going to comeback and discuss this in more detail**

Understanding the Gas Bill (20 min)

- How many here are on an Equal Billing Plan (budget billing) and how many are not?
- Understand how the customers feel about the ability to currently understand their gas bill
 - Show current bill (for both budget billing and non-budget billing)
 - Explain that the summary is page 1 of the bill, designed for those who don't care about a whole lot of detail, and
 - detailed charges are provided on page 2 for those that do care
- Explain this was a result of previous research that indicated half of customers wanted the detail and half did not
- Understand to what degree it is important that the bill should be as open and as transparent as reasonably possible
- If there were to be a new charge (Cap and Trade pricing or "carbon allowance cost") implemented how important would it be for you to be able to see it on the bill?
- Understand how the customer would like their future bills to be laid out with respect to Cap and Trade pricing
 - included within the gas delivery rate, vs.
 - separated out on its own
 - Show mock up bills
- If not a clear consensus on need for a separate line item, at what price level would having a separate line item become important to you (cost per year: \$100? \$500? \$1,000?).
- Would having a separate line item that reflects your costs for carbon allowances help you to make decisions that would help reduce your natural gas use and the related carbon allowance cost?
- Who do you think is responsible to make the decision on whether the "carbon allowance cost" should be included in the "gas delivery rate" or "separated out on its own"
 - Open discussion

Price Increases vs Fighting Climate Change (5 min)

- Understand general elasticity when trading off between "increased gas bills" vs "paying increasing amounts for Cap and Trade to fight climate change"
- What actions will the attendees take if the cost impact of cap and trade is 10%? 30%? 50% of the total bill?

Consumer Reactions if their energy bills increase (10 minutes)

- Would they call Union Gas if they noticed an increase in the total energy bill (If it totalled \$50? \$200? \$500 per year)?
- If the increase was fully quantified by a separate line item on the bill, would they still call Union Gas?

Final Comments (5 min)

- Is there anything you think we missed in tonight's discussion?

8.1 Mock-up Union Gas Bills
8.2 Equal Billing Plan Current



A Spectra Energy Company

Your Union Gas bill

November 17, 2015 to December 15, 2015

A. CUSTOMER

Summary of what you owe

Amount owing on your last bill	\$102.00
Payments received before December 22	-\$102.00
Your balance forward	\$0.00

New Union Gas Charges - details on page 2 **\$102.00**

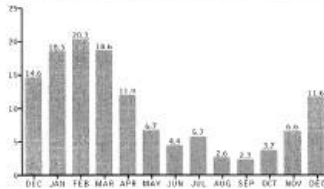
Total payment now due (withdrawal date Jan 11, 2016) **\$102.00**

15 The monthly late payment charge equal to 1.5% per month or 18% per annum (for an approximate
16 effective rate of 19.56% per annum) multiplied by the total of all unpaid charges will be added to the
17 bill if full payment is not received by the late payment effective date of January 11, 2016.

Comparing your monthly gas use

You used 323.741 cubic metres in this billing period.

	This month last year month	This month	Last month
Number of billing days	28	28	29
Average outdoor temperature	1°C	5°C	11°C
Your average daily gas use in cubic metres	14.6	11.6	6.6



Tear off here - keep top part for your records

100
001C
1602
EACT
228



See page 2 for payment options. **If paying by mail, return this slip** with your payment to the address below. Make your cheque payable to Union Gas and write your account number on the front.

A CUSTOMER
38 ANY STREET
CHATHAM ON
D0D D0D

M
A#6

UNION GAS
PO Box 4001 STN A
Toronto ON M5W 0G2

Page 1 of 2
Bill date: **December 22, 2015**
Account number: **111-1111 222-2222**

For service at:
**38 ANY STREET
CHATHAM**
Meter number: **111-2222**

Customer Contact Centre
Call **1-888-774-3111**
Gas emergencies only
Call **1-877-969-0999**

Visit us at: **uniongas.com**

Tax number: **R119465367**

Your Equal Billing Plan update

New charges added to your EBP this month: \$100.90
EBP Instalment: \$102.00

Adjustments this month: \$0.00
Total charges to date: \$249.52
Total EBP instalments billed: \$408.00

EBP Balance:
After paying this bill you have paid **\$158.48** more than you have used.

Be sure to clear a path to your natural gas meter and keep it free of ice and snow. Visit uniongas.com/safety to learn why.

It's easy to submit your natural gas meter readings through MyAccount or by telephone during bad weather. Find out how at uniongas.com/meterread.

V0050

Your account number:
111-1111 222-2222

Amount due \$102.00

Amount paid \$

The amount due will be withdrawn from your financial institution on Jan 11, 2016.

⑆0 140 200 9001⑆

96



Your Union Gas bill
November 17, 2015 to December 15, 2015

Page 2 of 2
Account number:
111-1111 222-2222

A CUSTOMER

New charges added to your Equal Billing Plan

For questions about the charges below, call Union Gas at 1-888-774-3111.

Charges for the period November 17, 2015 to December 15, 2015

Gas used	323.741 cubic metres @	12.5325¢	40.57
Gas price adjustment	323.741 cubic metres @	-1.4583¢	-4.72
Transportation to Union Gas	323.741 cubic metres @	3.5158¢	11.38
Storage	323.741 cubic metres @	0.7416¢	2.40
Delivery	323.741 cubic metres @	3.6448¢	11.80
Delivery price adjustment	323.741 cubic metres @	0.3597¢	1.16
Monthly charge			21.00
HST			10.87

Total new charges added to your Equal Billing Plan **\$100.90**

Charges this billing period

Your Equal Billing Plan instalment (includes tax) 102.00

Total new charges **\$102.00**

Get a \$25 bill rebate when you buy a programmable thermostat. Go to uniongas.com/savemoney to find out how!

Gas you used this period

Actual meter reading on Nov 17, 2015:	82939.0
Actual meter reading on Dec 15, 2015:	83263.0
Difference between the readings in M3:	324.000
Factor(s):	
Barometric pressure:	0.99920
Gas you used in M3:	323.741

Monthly charge

The monthly charge is a set amount charged to each customer regardless of the amount of gas used. It helps cover the cost of maintaining a safe gas distribution system 24 hours a day, every day.

Price adjustments

Price adjustments, approved by the Ontario Energy Board, are required to bring forecast costs into line with actual costs. In the past, the adjustment was included in the rates. Each adjustment now appears as a separate line on the bill, but it is not an extra charge.

Call before you dig

Remember to call before you dig. Contact Ontario One Call at www.OneCall.com or 1-800-400-2255 for free underground utility locates.

Meter reading

We plan to read the gas meter at your address every month. If we are unable to do so, we may leave a card asking you to provide us the meter read. If you cannot provide a meter read we will estimate your read. You can submit your read to us at uniongas.com/meterread or by telephone.

How to read the meter

To read your meter, record the numbers from left to right just as you would a car odometer. You can submit your meter read to us at uniongas.com/meterread or by telephone.

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Payment options

Total payment is now due. Non-payment may result in the disconnection of your gas service.

Here are your payment options:

- direct withdrawal from your chequing account
- online or telephone banking
- cheque, by mail (tear off and include this bottom portion of your bill)
- most financial institutions in Canada (please take your entire bill with you).

Visit us at: uniongas.com

Teller's receipt stamp

8.3 Equal Billing Plan Projected



Your Union Gas bill

November 17, 2015 to December 15, 2015

Page 1 of 2
Bill date: **December 22, 2015**
Account number: **111-1111 222-2222**

A. CUSTOMER

For service at:
38 ANY STREET
CHATHAM
Meter number: **111-2222**

Customer Contact Centre
Call 1-888-774-3111
Gas emergencies only
Call 1-877-969-0999

Visit us at: uniongas.com

Tax number: **R119465367**

Summary of what you owe

1	Amount owing on your last bill	\$102.00
	Payments received before December 22	-\$102.00
	Your balance forward	\$0.00
	New Union Gas Charges - details on page 2	\$102.00
8	Cap and Trade Program - details on page 2	\$9.51
13	Total payment now due (withdrawal date Jan 11, 2016)	\$102.00

15 The monthly late payment charge equal to 1.5% per month or 18% per annum (for an approximate
16 effective rate of 19.56% per annum) multiplied by the total of all unpaid charges will be added to the
17 bill if full payment is not received by the late payment effective date of **January 11, 2016**.

Your Equal Billing Plan update

New charges added to your EBP this month:	\$110.41
EBP instalment:	\$102.00
Adjustments this month:	\$0.00
Total charges to date:	\$249.52
Total EBP instalments billed:	\$408.00

EBP Balance:
After paying this bill you have paid **\$158.48** more than you have used.

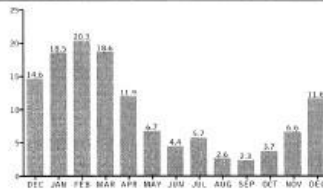
Be sure to clear a path to your natural gas meter and keep it free of ice and snow. Visit uniongas.com/safety to learn why.

It's easy to submit your natural gas meter readings through MyAccount or by telephone during bad weather. Find out how at uniongas.com/meterread.

Comparing your monthly gas use

You used 323.741 cubic metres in this billing period.

	This month last year	This month	Last month
Number of billing days	28	28	29
Average outdoor temperature	1°C	5°C	11°C
Your average daily gas use in cubic metres	14.6	11.6	6.6



Tear off here - keep top part for your records

100
001C
1602
EACT
228



See page 2 for payment options. **If paying by mail, return this slip** with your payment to the address below. Make your cheque payable to Union Gas and write your account number on the front.

Your account number:
111-1111 222-2222

Amount due \$102.00

100000010000101111

A CUSTOMER
38 ANY STREET
CHATHAM ON
D0D D0D

M
AH6

UNION GAS
PO Box 4001 STN A
Toronto ON M5W 0G2

Amount paid \$

The amount due will be withdrawn from your financial institution on Jan 11, 2016.

⑆0 440 200 900⑆

96



Your Union Gas bill
November 17, 2015 to December 15, 2015

A CUSTOMER

New charges added to your Equal Billing Plan

For questions about the charges below, call Union Gas at 1-888-774-3111.

Charges for the period November 17, 2015 to December 15, 2015

Gas used	323.741 cubic metres @ 12.5325¢	40.57
Gas price adjustment	323.741 cubic metres @ -1.4583¢	-4.72
Transportation to Union Gas	323.741 cubic metres @ 3.5158¢	11.38
Storage	323.741 cubic metres @ 0.7416¢	2.40
Delivery	323.741 cubic metres @ 3.6448¢	11.80
Delivery price adjustment	323.741 cubic metres @ 0.3597¢	1.16
Monthly charge		21.00
HST		10.87
New charges this billing period		\$100.90
Cap and Trade Program	323.741 cubic metres @ 2.6000¢	8.42
HST		1.09

Total new charges added to your Equal Billing Plan \$110.41

Charges this billing period

Your Equal Billing Plan instalment (includes tax)	102.00
Total new charges	\$102.00

Get a \$25 bill rebate when you buy a programmable thermostat. Go to uniongas.com/savemoney to find out how!

Payment options

Total payment is now due. Non-payment may result in the disconnection of your gas service.

Here are your payment options:

- direct withdrawal from your chequing account
- online or telephone banking
- cheque, by mail (tear off and include this bottom portion of your bill)
- most financial institutions in Canada (please take your entire bill with you).

Page 2 of 2
Account number:
111-1111 222-2222

Gas you used this period

Actual meter reading on Nov 17, 2015:	82939.0
Actual meter reading on Dec 15, 2015:	83263.0
Difference between the readings in M3:	324.000
Factor(s):	
Barometric pressure:	0.99920
Gas you used in M3:	323.741

Monthly charge

The monthly charge is a set amount charged to each customer regardless of the amount of gas used. It helps cover the cost of maintaining a safe gas distribution system 24 hours a day, every day.

Price adjustments

Price adjustments, approved by the Ontario Energy Board, are required to bring forecast costs into line with actual costs. In the past, the adjustment was included in the rates. Each adjustment now appears as a separate line on the bill, but it is not an extra charge.

Call before you dig

Remember to call before you dig. Contact Ontario One Call at www.Dn1.Call.com or 1-800-400-2255 for free underground utility locates.

Meter reading

We plan to read the gas meter at your address every month. If we are unable to do so, we may leave a card asking you to provide us the meter read. If you cannot provide a meter read we will estimate your read. You can submit your read to us at uniongas.com/meterread or by telephone.

How to read the meter

To read your meter, record the numbers from left to right just as you would a car odometer. You can submit your meter read to us at uniongas.com/meterread or by telephone.

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Visit us at: uniongas.com

Teller's receipt stamp

8.4 Monthly Billing Plan Current



A Spectra Energy Company

Your Union Gas bill

December 11, 2015 to January 13, 2016

A. CUSTOMER

Summary of what you owe

1	Amount owing on your last bill		\$190.22
	Payments received before January 22		\$190.22
<hr/>			
	Your balance forward		\$0.00
7			
8	New charges - details on page 2		
	Union Gas charges		\$139.03
	HST	\$18.09	
	Total tax		\$18.09
<hr/>			
	Total payment now due		\$157.12

¹⁶The monthly late payment charge equal to 1.5% per month or 18% per annum (for an approximate
¹⁷effective rate of 19.56% per annum) multiplied by the total of all unpaid charges will be added to the
¹⁸bill if full payment is not received by the late payment effective date of **February 11, 2016**.

Page 1 of 2
 Bill date: **January 22, 2016**
 Account number: **111-1111 222-2222**

For service at:
1 ANYWHERE ST
CITY
 Meter number: **333-3333**

Customer Contact Centre
Call 1-888-774-3111
 Gas emergencies only
Call 1-877-969-0999

Visit us at: uniongas.com

Tax number: **R119465367**

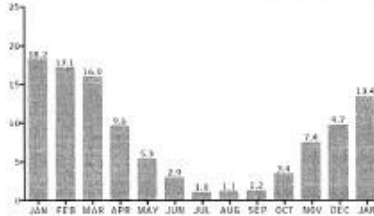
A new year means new natural gas rates. Get details at uniongas.com/residentialrates or in the notice included with your bill.

It's easy to submit your natural gas meter readings through MyAccount or by telephone during bad weather. Find out how at uniongas.com/meterread.

Comparing your monthly gas use

You used 442.560 cubic metres in this billing period.

	This month last year	This month	Last month
Number of billing days	34	33	25
Average outdoor temperature	-12°C	-8°C	-1°C
Your average daily gas use in cubic metres	18.2	13.4	9.7



Tear off here - keep top part for your records

101C
 1402
 228



A Spectra Energy Company

See page 2 for payment options. **If paying by mail, return this slip** with your payment to the address below. Make your cheque payable to Union Gas and write your account number on the front.

Your account number:
111-1111 222-2222

Total payment due \$157.12

A. CUSTOMER G
 1 ANYWHERE ST A107
 CITY ON
 D0D 0D0

UNION GAS
 PO Box 4001 STN A
 Toronto ON M5W 0G2

Amount paid \$

A late payment charge will apply after February 11, 2016.

1000001100000011111





Your Union Gas bill
December 11, 2015 to January 13, 2016

Page 2 of 2
Account number:
111-1111 222-2222

A. CUSTOMER

New Union Gas charges

For questions about the charges below, call Union Gas at 1-888-774-3111.

Charges for the period December 11, 2015 to January 13, 2016

Gas used			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	12.2975¢	30.46
Jan 1 to Jan 13, 2016	194.837 cubic metres @	10.6017¢	20.66
Gas price adjustment			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	-2.0989¢	-5.20
Jan 1 to Jan 13, 2016	194.837 cubic metres @	-1.4337¢	-2.79
Transportation to Union Gas			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	4.9541¢	12.27
Jan 1 to Jan 13, 2016	194.837 cubic metres @	4.9572¢	9.66
Transportation price adjustment			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	0.7006¢	1.74
Jan 1 to Jan 13, 2016	194.837 cubic metres @	0.0408¢	0.08
Storage			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	3.2920¢	8.16
Jan 1 to Jan 13, 2016	194.837 cubic metres @	3.3346¢	6.50
Delivery			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	8.7396¢	21.65
Jan 1 to Jan 13, 2016	194.837 cubic metres @	8.2017¢	15.98
Delivery price adjustment			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	-0.2792¢	-0.69
Jan 1 to Jan 13, 2016	194.837 cubic metres @	-0.2304¢	-0.45
Monthly charge			21.00
Total new charges this billing period			\$139.03

Gas you used this period

Actual meter reading on Dec 11, 2015:	34715.0
Actual meter reading on Jan 13, 2016:	35161.0
Difference between the readings in M3:	447.030
Factor(s):	
Barometric pressure:	0.99000
Gas you used in M3:	442.560

Monthly charge

The monthly charge is a set amount charged to each customer regardless of the amount of gas used. It helps cover the cost of maintaining a safe gas distribution system 24 hours a day, every day.

Price adjustments

Price adjustments, approved by the Ontario Energy Board, are required to bring forecast costs into line with actual costs. In the past, the adjustment was included in the rates. Each adjustment now appears as a separate line on the bill, but it is not an extra charge.

Call before you dig

Remember to call before you dig. Contact Ontario One Call at www.OneCall.com or 1-800-400-2255 for free underground utility locates.

Meter reading

We plan to read the gas meter at your address every month. If we are unable to do so, we may leave a card asking you to provide us the meter read. If you cannot provide a meter read we will estimate your read. You can submit your read to us at uniongas.com/meterread or by telephone.

How to read the meter

To read your meter, record the numbers from left to right just as you would a car odometer. You can submit your meter read to us at uniongas.com/meterread or by telephone.

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Payment options

Total payment is now due. Non-payment may result in the disconnection of your gas service.

Here are your payment options:

- direct withdrawal from your chequing account
- online or telephone banking
- cheque, by mail (tear off and include this bottom portion of your bill)
- most financial institutions in Canada (please take your entire bill with you).

Visit us at: uniongas.com

Teller's receipt stamp

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8.5 Monthly Billing Plan Projected



Your Union Gas bill

December 11, 2015 to January 13, 2016

A. CUSTOMER

Summary of what you owe	
1	Amount owing on your last bill \$190.22
	Payments received before January 22 \$190.22
<hr/>	
	Your balance forward \$0.00
7	New charges - details on page 2
	Union Gas charges \$139.03
	HST \$18.09
	Cap and Trade Program \$11.51
	HST \$1.49
	Total tax \$19.58
<hr/>	
	Total payment now due \$170.12

¹⁵ The monthly late payment charge equal to 1.5% per month or 18% per annum (for an approximate effective rate of 19.56% per annum) multiplied by the total of all unpaid charges will be added to the bill if full payment is not received by the late payment effective date of **February 11, 2016**.

Page 1 of 2
Bill date: **January 22, 2016**
Account number: **111-1111 222-2222**

For service at:
1 ANYWHERE ST
CITY
Meter number: **333-3333**

Customer Contact Centre
Call 1-888-774-3111
Gas emergencies only
Call 1-877-969-0999

Visit us at: uniongas.com

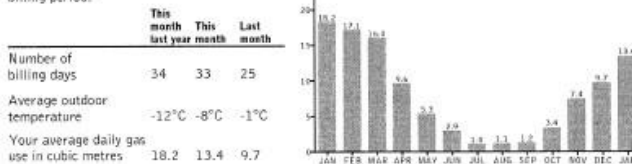
Tax number: **R119465367**

A new year means new natural gas rates. Get details at uniongas.com/residentialrates or in the notice included with your bill.

It's easy to submit your natural gas meter readings through MyAccount or by telephone during bad weather. Find out how at uniongas.com/meterread.

Comparing your monthly gas use

You used 442.560 cubic metres in this billing period.



Tear off here - keep top part for your records

V0050

101C
1402
228



See page 2 for payment options. **If paying by mail, return this slip** with your payment to the address below. Make your cheque payable to Union Gas and write your account number on the front.

Your account number:
111-1111 222-2222

Total payment due **\$170.12**

A. CUSTOMER
1 ANYWHERE ST
CITY ON
D0D 0D0

G
A107

UNION GAS
PO Box 4001 STN A
Toronto ON M5W 0G2

Amount paid	\$
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A late payment charge will apply after February 11, 2016.

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96



Your Union Gas bill

December 11, 2015 to January 13, 2016

Page 2 of 2

Account number:
111-1111 222-2222

A. CUSTOMER

New Union Gas charges

For questions about the charges below, call Union Gas at 1-888-774-3111.

Charges for the period December 11, 2015 to January 13, 2016

Gas used			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	12.2975¢	30.46
Jan 1 to Jan 13, 2016	194.837 cubic metres @	10.6017¢	20.66
Gas price adjustment			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	-2.0989¢	-5.20
Jan 1 to Jan 13, 2016	194.837 cubic metres @	-1.4337¢	-2.79
Transportation to Union Gas			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	4.9541¢	12.27
Jan 1 to Jan 13, 2016	194.837 cubic metres @	4.9572¢	9.66
Transportation price adjustment			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	0.7006¢	1.74
Jan 1 to Jan 13, 2016	194.837 cubic metres @	0.0408¢	0.08
Storage			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	3.2420¢	8.16
Jan 1 to Jan 13, 2016	194.837 cubic metres @	3.3346¢	6.50
Delivery			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	8.7396¢	21.65
Jan 1 to Jan 13, 2016	194.837 cubic metres @	8.2017¢	15.98
Delivery price adjustment			
Dec 11 to Dec 31, 2015	247.723 cubic metres @	-0.2792¢	-0.69
Jan 1 to Jan 13, 2016	194.837 cubic metres @	-0.2304¢	-0.45
Monthly charge			21.00

New charges this billing period **\$139.03**

Cap and Trade Program **442.56 cubic metres @ 2.6000¢** **11.51**

Total new charges this billing period **\$150.54**

Gas you used this period

Actual meter reading on Dec 11, 2015:	34715.0
Actual meter reading on Jan 13, 2016:	35161.0
Difference between the readings in M3:	447.030
Factor(s):	
Barometric pressure:	0.99000
Gas you used in M3:	442.560

Monthly charge

The monthly charge is a set amount charged to each customer regardless of the amount of gas used. It helps cover the cost of maintaining a safe gas distribution system 24 hours a day, every day.

Price adjustments

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Meter reading

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How to read the meter

To read your meter, record the numbers from left to right just as you would a car odometer. You can submit your meter read to us at uniongas.com/meterread or by telephone.

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Payment options

Total payment is now due. Non-payment may result in the disconnection of your gas service.

Here are your payment options:

- direct withdrawal from your chequing account
- online or telephone banking
- cheque, by mail (tear off and include this bottom portion of your bill)
- most financial institutions in Canada (please take your entire bill with you).

Visit us at: **uniongas.com**

Teller's receipt stamp

9. Focus Group Transcripts

Sudbury Group 1 - June 6, 2016

Jenny: We all approve of your chairs.

Moderator: There you go. Thanks, everyone, first of all for coming and for being on time. I apologize. I think all of you maybe were told the wrong address originally. I apologize for the snafu. I guess the company here still has their old address on their website. The company doing the recruiting use that to do the recruiting, and somehow today, they realized there was a mistake and tried to call you all to fix it. You made it here, you made it on time in plenty of time. I really do appreciate, and really do apologize; trying not to have those kind of problems here. Thank you for that.

A few things I'll take you through - I know some of you may have done something like this before, some of you may not. I'll take you through some things I really have to, okay? Number one, you'll see there's a camera there that's recording. We do record both the audio and video. I just want to reassure you, it's not used. You'll never see yourself on an add or on YouTube, anything like that. It's really only used for the purpose of making a transcript; for research purposes. It's a very narrow distribution of people that will ever see the video, if anyone quite frankly, or even hear the audio. There might be four or five people that ever read ... Maybe I'm exaggerating a bit. I'd be surprised if there were ten that ever read the transcript. It's really for research purposes for myself and my colleagues.

You see a mirror here, which is one-way glass. There is, in fact, no one back there. I'm alone tonight. For some mysterious reason, nobody else wanted to come up [inaudible 00:01:37] today, from Toronto, which is where I'm from. What I'll make clear is you should all have name tags, and they all identify you by your first name. I'd like you to try and make sure that I can see them. To begin with, I'm not that great with names. My name is Richard, as I said. You'll notice we only put your first name on those tags. That's because we, the research company, we called you up at random using the telephone book to recruit you for this session tonight. We don't share any of that information with anybody else, including and in particular our client.

Similarly, we don't tell you specifically who are client is. It happens to be that it will be fairly apparent in this particular case. We don't tell you that information. It's so everybody can speak freely, openly, and with anonymity on the topic. We don't share any of your personal information with the client or anyone else, to be totally clear. You'll never be walking down the street and somebody will say, "I know what you said about us in that focus group." It'll never happen, I want to

reassure you of that. If you do have a cellphone or any other kind of recording device, if you could please turn it off. I will give you a very brief break at the midpoint. You can check any messages, anything like that that you like. It does interfere with the recording stuff, and it is distracting as well.

The purpose of tonight is to have a free flowing discussion, but naturally civil discussion as well. Before you laugh, you'd be surprised; people sometimes get heated at these things, depending on the topic. Please feel free to disagree with anything that you hear, but do so in a civil and respectful manner. Our client is putting up an honorarium for you to participate tonight: it'll be \$80 for the 90 minutes. That really is because they want to get your opinion on the topic that we're discussing tonight. They don't expect you to be an expert on the topic. In fact, we don't want experts on the topic. We want regular people reacting to the things that we're talking about. My point is just that you need to hear, out of respect to the client that is paying the honorarium, we need to hear from each and every one of you tonight on the issue; even if you don't feel like you have a strong opinion. Please make a point of having some feedback. If I see you're being quiet, I'm going to have to pick on you.

Other than that, I think that's covered all the ground rules. If I seem to want to brush past something that you're saying tonight, please don't take that personally. It's not that I don't find it interesting or that it's valuable, it's just there are certain things I need to cover in the 90 minutes. If we're getting too outside of the scope of what we're talking about there, I'll have to move it along. Any questions for me?

Janet: I can't turn my cell off.

Moderator: Okay, that's fine. Will you just keep any interaction with it to a minimum? If you do have to take any kind of call or anything like that, if you could just exit.

Janet: I have a child at home a heart condition.

Moderator: I understand. That's no problem.

Janet: It's on vibrate, though.

Moderator: Perfect. That's fair, and as I said, if you need to do anything you can leave the room and we'll carry on, okay? Thank you for that. I understand. Okay, if you could just start by telling me a little bit. Just introduce yourself very briefly, maybe tell me what you did or did do. Please feel free to do so in a way that preserves your anonymity. If you want to say, "I work at a bank," that's fine. If you say, "I work at the Royal Bank at Larch and Elm," you're choosing not to be anonymous in the process. I mention it in that way. If you want to tell us maybe

a hobby or something interesting about yourself, whatever you want to start us off. We'll start over here with Dianne.

Dianne: I'm Dianne. I worked at the college, helping students. I am a golfer, and that's me.

Moderator: Very good.

Roger: Roger, and I worked for [INCO 00:05:32]. That's about it.

Verne: [inaudible 00:05:37] Verne first name. I worked for INCO; started in 1959. Been retired about 19 years now. Who am I? Through my course at INCO moved into with the steel worker's union, and was the manager there for about 35 years. Now, I'm retired, happy and golf.

Moderator: Very good. As expected. I figured we'll find a few folks who work for INCO at some point. That's Verne, for the audio.

Jenny: Hi, I'm Jenny. I'm a clerk at the hospital. There's only one hospital, so you can guess where I work. [crosstalk 00:06:21].

Moderator: Again, that's fair. You could have said health care, mind you, but okay.

Jenny: I like to spin. I don't mean exercise, I don't like that. I like to spin fiber into yarn.

Moderator: [crosstalk 00:06:37]. Sorry, into what?

Jenny: Into yarn.

Moderator: Wow, okay. That's what you meant by spin. Okay, very good. Thank you.

Jenny: It's Rumpelstiltskin, except it's not gold, unfortunately.

Moderator: Fair enough.

Kim: I'm Kim. I'm originally from Elliot Lake. I came here to work. I work as a clerk.

Moderator: Okay, good.

Dianne: Who do you work for?

Jenny: She didn't say, just a clerk.

Dianne: As a clerk. Sorry.

Brian: My name's Brian. I work in health care. Looking forward for the winter to come. I like to ski.

Moderator: Okay. Don't hear that too often. Maybe out here you do a little more.

Janet: I'm Janet. I'm a retired nanny. Now, I'm a volunteer extraordinaire.

- Moderator: Okay, very good.
- Joseph: I'm Richard. My first job was right across the street. It was the President hotel. I worked in the kitchen. All my life, I worked in restaurants. I go to a place and ... Then, I worked at the activity department for five years in Hamilton, with the senior people at [Beacon Hill 00:07:49] Lodge. They hired me for two years as a housekeeper. Then, I came to [Sudbury 00:07:57] back '88. I did volunteering at Pine Manor, [inaudible 00:08:05]. I did a lot of volunteering with the elderly. I took the course and I graduated, came here to college as a health care aid. I worked at this place called Just Like Home. I worked for [Filandia 00:08:34], again. I went in there and I was in the housekeeping department. They let me go. What else?
- Moderator: Sorry, you prefer to go by Richard rather than Joseph?
- Joseph: What happened there is: for 50 years, my parents called me Richard. When I got my OM card, it says Joseph. The last 8-10 years, it's supposed to be Joseph. Now what do I do? It's on my passports. [inaudible 00:09:13].
- Moderator: We'll call you Richard. I guess that's your preference?
- Joseph: No.
- Moderator: Joseph. Very good, no problem.
- Jenny: Makes it simpler since your tag says Joseph.
- Moderator: No problems there. I thought we got a wire crossed there. No problem. Why don't you start off? Why don't you tell me something that's going on in Ontario right now? I'm making eye contact with you, you're starting to move your lips. Tell me what's going on in Ontario right now.
- Verne: I think the big topic is assisted dying.
- Joseph: C14, wasn't it?
- Moderator: Okay. Yeah, the assisted dying bill? That's something that's big that's going on. That's more national, right, rather than Ontario.
- Verne: It's more national, yeah.
- Moderator: Okay. How about ...
- Verne: Some other provinces already have it.
- Moderator: Right, okay.
- Dianne: Letting refugees in?

Moderator: Okay. Again, it's more of a national thing than an Ontario thing, isn't it?

Dianne: Yeah.

Moderator: That's everywhere across the country. Anything else going on with Ontario right now? Yeah?

Brian: [inaudible 00:10:18] hydro rates going up again.

Moderator: Tell me about that.

Brian: Taking a jab ... It's a very touchy topic to be paying more. I don't want to pay more for hydro.

Moderator: Why's that? [crosstalk 00:10:33] One at a time. I promise that I'll go to Jenny and Diane after. Go ahead.

Brian: [crosstalk 00:10:37] nuclear power plants need to be upgraded. They need to get some cash flow for that, if I'm not mistaken.

Moderator: Gotcha. Okay, Jenny?

Jenny: I'm not sure exactly why, but I heard that we under spent and so they're jacking up the price to try to fix their budget or something. I don't know, picking up on some kind of deficit that we need to cover. That's why they're jacking up the prices.

Moderator: Very good. Diane?

Jenny: I was going to talk about that, too.

Dianne: Is it privatized already?

Moderator: I don't know.

Jenny: You can't answer, can you?

Moderator: I have no information; I only have questions.

Brian: It's in the works.

Dianne: That's what I'm saying, yeah.

Moderator: Yeah. They're privatizing, that's the issue that you identify, or they have, whatever is in process. Anybody else?

Joseph: I find that union gas, for us, something is happening. They come and try to sell us cheaper rates.

Moderator: Okay.

Joseph: I find that pisses me off, too, is that we pay for our hot water tank. It's been 20 years I've been paying for that tank. It's going up every time. I think it's not right, having to pay all this. [inaudible 00:12:05] of an apartment, so it's ... Everything costs everything. Maybe that's my beef.

Jenny: I got another thing. The crisis in [Atawaskat 00:12:20].

Moderator: Okay, what about it? Tell me about that.

Jenny: There's a mental health crisis. There's lots of people, young people and old people, everybody, they're suffering with depression and stuff. There's a lot of suicides going on; suicide attempts. A big mental health crisis there.

Dianne: The Minister of Health, was it ... Which Minister was there this week, anyway? Didn't go well, and now Justin is on his way next week.

Jenny: Is he?

Dianne: He's going, apparently. It didn't go ... I don't remember which Minister or portfolio. Might have been the Minister of Health. The meeting did not go well, the band leader did not ...

Moderator: Was this Ontario, or somewhere else?

Dianne: It's Ontario.

Jenny: This is Northern Ontario.

Moderator: I know where [Atawaskat 00:13:05] is. I just thought I saw a story [crosstalk 00:13:04]. Very good. Roger, you haven't chimed in yet. What's going on in Ontario?

Roger: I don't like when putting the tax on the gas.

Moderator: They were putting tax on?

Roger: The natural gas.

Moderator: The natural gas, okay.

Roger: It's going to be ...

Moderator: Why are they doing that?

Roger: Nobody knows.

Moderator: Nobody knows? Anybody have any idea?

Verne: Yeah, because of the big blunder they made down in Hamilton.

Moderator: Okay. What was the big blunder in Hamilton?

Verne: They had to move that power plant. It cost billions of dollars. We've got to pay for their mistake.

Moderator: Okay. Janet, you haven't really reacted. I think maybe you reacted to when Brian mentioned something. What's on your mind, what's going on in Ontario?

Janet: I don't watch the news. I never turn my TV on.

Moderator: Okay.

Janet: I'm a Sudbury girl. Ask me what's happening in Sudbury and I'll tell you. Can't tell you what's happening in Ontario. Born and raised here. Spent 45 years here.

Moderator: No problem.

Janet: 45.

Moderator: I understand.

Janet: Yes, 45 years here. Ask me what's happening in Sudbury and I can tell you.

Moderator: We're going to stick with Ontario there. Why don't you tell me something that's going on in Sudbury then, just so I can make sure you get your own thoughts on it?

Janet: Blues for Food.

Moderator: I'm sorry?

Janet: Blues for Food.

Moderator: What's that?

Janet: It's a big festival downtown where they close out the streets.

Moderator: Right.

Janet: They have Sudbury's own Blues Brothers, they're going to be performing downtown. All the money raised goes to the food bank.

Moderator: Very good.

Janet: We're also having Graphic-Con. Graphic-Con. My daughter has a booth there. We're very excited about Graphic-Con.

Jenny: Will you be in costume?

Janet: I don't have one, I'll just be me. [crosstalk 00:14:43] Graphic-Con, and our farmer's market opened up this weekend. Yay, for local.

- Moderator: Very good. I know to go to Sudbury right now. Very good.
- Joseph: Sudbury also has, in wintertime, Sudbury [inaudible 00:14:57], people can go in and have a free meal. It's very good and I go to it. It's been going on for quite a few years. It's donation from all the churches. That's nice. They're having, in front of [Epiry Church 00:15:17], I think it is, on the 8th, free hot dogs and hamburger maybe, too, Popsicle, Cold drink. It's Christ King church and all the churches, they donate. I think that's very nice for Sudbury
- Moderator: Sure. Kim, did you react yet, what's going on in Ontario?
- Kim: I don't know if this is Ontario or all over.
- Moderator: Sure.
- Kim: I notice we're paying a lot more for food, especially produce.
- Moderator: Interesting. I feel like maybe I noticed the same thing. Some folks touched on this hydro thing, power. Can you tell me any other reason maybe why? Someone mentioned privatization.
- Brian: That's two different, because privatization is with hydro and nuclear power. [crosstalk 00:16:08] It's in places like on the island. The other one they were raising, that kicked in. When you said that about that them saying, "Yeah, we didn't use enough hydro last year," so the problem is that they didn't get the money; they didn't get the revenue from the lack of use. Even though we did the right thing, we did the wrong thing.
- Moderator: Right, okay.
- Jenny: I was hoping I just misunderstood [crosstalk 00:16:30].
- Moderator: Any other reason why it might be hydro in particular, or energy might be in the news?
- Jenny: There's something going on. Is it Premiere Wynne? She's trying to do away with gas furnaces and heat? It's just electrical. I don't know the details about that. That's about all I know.
- Moderator: Do you know why she's trying to do that?
- Jenny: I think she's ... It has something to do with the green energy bill or something. I don't know the terminology, but it has to do something with that. [crosstalk 00:17:02].
- Moderator: Sorry. Roger, one second. Let's go to Diane and then we'll go right to you. Okay? Sorry, I saw Dianne first. Go ahead.

Dianne: Just because I do know, it's somebody that works for the Ministry of the Environment. Climate change is that renewable energy is huge for the provincial governments. Maybe that's what it's about.

Moderator: Okay. We'll talk more about that. Go ahead, Roger.

Roger: Wynne there, she made an apology. She doesn't want to get rid of it.

Jenny: She backed away from it?

Roger: Yeah.

Jenny: Okay.

Roger: It was on the news.

Moderator: You're saying about what?

Roger: The furnace.

Moderator: About the furnace, the gas thing.

Roger: No more.

Moderator: Verne, you're nodding your head as well.

Verne: I just heard that that part of it, too. She did come on and say ... Not her. I never heard her say it. Other people talk about doing away with the furnace heating, all heating with gas, and going to the electric company.

Moderator: Okay. What do you think about that?

Verne: I think it would be horrible.

Moderator: Why?

Verne: Electrical costs are climbing here in the wintertime. Our housing is not really meant to be for electrical. It's meant to be for what it is now. You would have to revamp all your homes, and there's no sign of them giving you money to do that.

Moderator: Why do you think they want to do it? They're not just doing it to be mean, right?

Verne: Doubtful. I know they're doing it to make money. They had to cover up some of the mistakes they've made. Wynne seems to be hot on the trail of that. I think she's going to sink on it. Hopefully she does.

Moderator: Anybody else on this topic of ...

Janet: We're the nice country. Would we really complain? We're Canada. We pretty much sit back and [crosstalk 00:19:00].

- Moderator: Verne doesn't sound so pleased.
- Brian: I don't know about natural gas, what the situation is. We know about the other gas, the fossil fuels are starting to run low. We've got to find other sources. I'm not big on natural gas topic, but maybe there's something going on ... It's not going to last forever.
- Moderator: You think it might be supply?
- Brian: Just to look at the future.
- Moderator: Does anybody ... [inaudible 00:19:24] climate change. I think you mentioned the green plan or the climate change; maybe it was Jenny, too. Can you tell me a little bit about that? Is that something you're worried about?
- Dianne: Absolutely. [crosstalk 00:19:34]
- Moderator: One at a time. I heard from, I think, Dianne and then Kim, and then Joseph. Shoot.
- Dianne: We don't do something about it, maybe not the next generation but the generation after that, I feel it's just going to be a big change.
- Moderator: All right. Kim?
- Kim: You hear so much about ... What really scared me was the fires in Alberta. They're saying possibly that climate change played a part in that. It could be anywhere. I wouldn't live in the North. There's lots of trees around.
- Moderator: Yeah, okay. Joseph?
- Joseph: I was just going to mention that somebody wanted to change the plastic bottles, not to ... It's being hard to get rid of them. There's lots of plastic; it's plastic that's the problem that we have. Even the birds, they get stuck with the ... You know what I mean. I think there is a big problem with the plastic.
- Moderator: All right. Again, does anyone know what cap and trade is, or what that means?
- Dianne: What was that?
- Moderator: Cap and trade, anybody heard of that?
- Verne: I've heard the expression.
- Kim: It's if one company doesn't use all their limits or something, they can sell them to someone else?
- Moderator: That's pretty good. Verne, do you have an understanding of [crosstalk 00:21:08].

- Verne: ... Tell me what she's saying is what it is. To get off a little bit, I just feel that every time we hear something like the hydro issue, or any other issue, Northern Ontario seems to get hit the hardest. Our gas prices, in Sudbury, is the highest of any place in the province. Then, you go North up into Kapuskasing, up North that way, they've got a high gas price.
- Moderator: Right.
- Verne: We are taking the brunt of the load for the people in Southern Ontario. I've asked the question: Why is that happening? They're saying because the population. They have a lot more population in Southern Ontario so they're using more. The more you use, the better the price. I don't think that's fair that we should be wiped that way.
- Moderator: Okay, I understand. Going back to cap and trade then, and this idea like you said there. Basically, the idea is you tell companies, "This is how much your carbon allowance is, basically. If you use less, you can sell that to other companies. If you use more, you're going to have to buy that in trade." You're setting a fixed level of carbon emissions. Then, everybody has to get to a certain amount. If they go over, they've got to buy it from somebody who's less. If they're under, they can sell their carbon allotment to somebody who needs more. The idea is that you lower the amount of carbon that they put out into the atmosphere after that. You start with a fixed level and then slowly tighten it, so that it's less carbon into the environment. What do we think about that, generally? Dianne?
- Dianne: It's a starting point. We have to do something.
- Moderator: What do you think, Kim?
- Kim: I think it's a good idea.
- Moderator: Why is that?
- Kim: Like she said, we have to do something. It's so hard to make it acceptable to businesses.
- Moderator: Right.
- Kim: If this helps sell it and start the process ...
- Moderator: Verne, I think maybe you're not so sold on this?
- Verne: Yes, I think it is a good start. I think it's great. We got to start somewhere. We see too many things happening like you mentioned the fires out west. I think that is causing [crosstalk 00:23:39].

- Moderator: That sounded to me you're concerned about the price difference here, but not necessarily this. We're going to talk about what this might mean, though, in a minute. What do you think, Jenny?
- Jenny: I didn't know what cap and trade was before.
- Moderator: Did you like my explanation?
- Jenny: I think that it's fair. I don't think you can just say ...
- Moderator: I'm going to give you some more information on it, too. That's the best I could summarize it, I guess.
- Jenny: If you just said, "Okay, no more emissions. You're done," either businesses or going to collapse or they're going to pay their fines and keep going. I know that sounds kind of [crosstalk 00:24:11].
- Dianne: ... Industry that is so profitable that they can afford to pay and buy from the industries that aren't. Obviously there's some downsides you're going to tell us about. That maybe not be so fair.
- Kim: It might give incentive to the cleaner businesses because then it can also make extra money selling [crosstalk 00:24:37].
- Moderator: Roger, what do you think? I just want to hear everyone's reaction all the way across about that.
- Roger: I think that that's the [inaudible 00:24:45] what they're saying.
- Moderator: Do you think that makes sense?
- Roger: Yeah.
- Moderator: Very good. Brian?
- Brian: They've tried other methods in the past where they write legislation, "Here, you've got to stop polluting." The next government takes over. Guess what? "Hey, guys, you don't have to worry about your pollution anymore." Maybe this can be something that will stay no matter what government's in power. I'm sure there's companies up there that are going to say, "Hey, I don't want to pay extra." People are going to start to think. No one wants to pay extra, no matter how much money they have. They have boards of directors, they have people investing. They're not going to say, "Hey, spend how much you want on the carpet."
- Moderator: Very good. I'm going to handout a couple of things for you to read. Does anyone have any trouble reading? No? Everyone is pretty good with reading? Very good. Most people are okay with one thing and not so okay with the other. I'm going to

give you some time to read this. The first thing is: I'm going to give you a bit better explanation of cap and trade and what it's about; that I can maybe summarize it in a second. Then we're going to talk about this. I'm going to give you an article from the Globe and Mail, too. Can you please take one and pass it down? [inaudible 00:25:59]. I'm going to do the same on this side. There you go. Oops, I'll give you one more. Everyone's got now one, I think. Very good.

If you could please not write on this. No one is taking notes. I didn't mention: If you take notes or want to take notes, that's fine; I'll find you some note paper. I will collect your notes at the end. Please don't write on this because I only have so many copies. I'm going to give you a Globe and Mail article on the topic, too. If you could read it, I'll give you some time to read it, discuss it. There's five. Take one and pass it down, please. Take one and pass it down, please.

Verne: Can I ask one question?

Moderator: Yes, sir.

Verne: How do they monitor the carbon emissions?

Moderator: I really have no idea.

Verne: Take, for instance, Leila. They have a lot of trucks in the city.

Moderator: All the school buses.

Verne: School buses. They have a lot of garbage trucks. I'll see a lot of them go by. [inaudible 00:27:18] black smoke coming out.

Moderator: I assume they have ways of estimating this on an industry basis or whatever. I honestly don't know the answer. What I expect it is, is just by the amount of fuel they use. I would expect.

Verne: If you have a motor running properly with the fuel, you're not going to get the same emission.

Moderator: You're right. My impression is they're probably just doing it based on the utilization of fuel. I don't know the answer for sure. I'm going to give you maybe five minutes to work through that material, and then we'll talk about it, okay? ... Okay, folks. How are we doing?

Jenny: Not done yet.

Moderator: Not done yet?

Jenny: Almost.

Moderator: Almost? Okay, I'll give you another minute ... Okay. What do we think?

- Jenny: I've got stuff to say.
- Moderator: Then you can lead off.
- Jenny: I'm a little ... I question that are they going to be using this cap and trade system on a household level. It sounds like they are. I don't know how that would work. I like the idea in theory especially for businesses, but when it comes to the home, I think we're going to be colder. [crosstalk 00:34:49] buying from Toronto or something.
- Moderator: I don't think that they're going to try to apply it at the household. The households can sell carbon credits to each other?
- Jenny: [crosstalk 00:34:59] with your neighbor, that type of thing.
- Moderator: They're going to do it with businesses. Naturally some businesses are more carbon-intensive than others. In all likelihood, the business is going to pass that cost off to their customers. Right?
- Jenny: That makes more sense to me, that if cap and trade is going to be on a family to family level, that sounds like chaos and weird stuff going on.
- Moderator: No, you're not going to be able to trade with the guy down the street for carbon credit. No.
- Jenny: He closes off his vent so he can sell to somebody with more kids in the house or something. I love the idea of trying to improve the electric vehicle. The only thing is they're so expensive. I've got my eye on a Tesla. I dream about it, but there's no way I can achieve that.
- Moderator: A cool \$80,000-\$90,000 or whatever?
- Jenny: Something like that, at least. It would be really nice to be able to have more of those electric vehicles around, but I don't know how people are going to be able to afford it. That price has to really come down.
- Dianne: Right now they don't have to. Nobody has to do anything.
- Jenny: That's right. It sounds like they're going to be try to push that more. I support it, I think it's great. I just don't know how I can participate in it.
- Moderator: Verne, what do you think?
- Verne: I don't know how it's ever going to be possible.
- Moderator: Why?
- Verne: The facts you get here that's saying gas for vehicles 217, 218, \$80 a year. Then you go to the year 230 to 405 and down to this ... These prices are there for ...

We're going into something for a greener Ontario. At the same time, how can we afford such a move? Where are we going to get the breaks to be able to afford such a move? You take Sudbury right now, has a large percentage of senior people like myself.

Moderator: Right.

Verne: We are on kind of a fixed ... I'm more likely maybe than some of the people that don't have a good pension. There are people who've had businesses [inaudible 00:37:19], retired from the business, they put aside so much money to keep them going. They'd never be able to afford that. That is a big jump than what they had planned in their lifetime. Now this is being put onto them now. How are they ever going to get through that?

Moderator: They mention that they're going to subsidize some parts of this. They're going to help people pay for them. What do you think about that?

Verne: I've read where they're going to help people pay.

Moderator: Retrofit, so on.

Verne: Retrofit, but they're only going to do that after a certain period of time. I forget what year.

Moderator: More renewable content in the fuel. Your concern, basically, bottom line, is about cost. It's going to hit the average consumer. They're going to have to pay. If you're okay with your pension but it's somebody a little closer to the line, it's going to put them in trouble.

Verne: I have a next-door neighbor. He had a [inaudible 00:38:22]. He worked at that for many years, put aside what he felt he was going to live off of. If five years from now they come up with these large increases, that upsets his whole outlook.

Moderator: Anybody else, what they think about what they read, reacting to what anyone said?

Brian: It all sounds good for the environment. I'm assuming that's ... They say you're going to be paying, so by the year 2030, you're going to be paying an extra \$405 a year on [inaudible 00:39:00]. Break that down, it's really not a lot over 12 months. The thing is, I don't know, they're subsidizing a lot of it. \$14,000 for an electric car pretty much brings you back down towards ... The manufacturers, if they start manufacturing more electric cars, they're going to be cheaper because it's going to be ...

Jenny: The demand.

- Brian: ... Electric cars sitting on the lot. It's going to be a big difference. Right now, most people don't buy them because of the price. I don't buy it because of the price. I'd love to buy an electric car. Not bad stuff, but it's going to cost us some money, too.
- Moderator: what do you think about that?
- Brian: My problem is: When it comes to big corporations, and plans with big corporations to control these guys, you said it yourself: We're going to pay for it. We may not pay for it directly; the government is going to help us do this, do that, but the problem is, is those companies are going to say, "Hey, we've still got to make the same amount of money." We're going to be paying for consumer goods a lot more, probably.
- Joseph: What about the poor? The disabled? Civilian pensions? I can't even afford a car now. To me it's scary because I don't even know what's going to happen when my ... I'm 62 now. When I hit 65, old-age pension, that's all I've got. A little bit of a [inaudible 00:40:29] pension since I didn't work very much. What's going to happen? My family, they've all got jobs, cottages, cars, trucks. I can't ask them to help me out. It scares me because I'm on my own. My rent is geared to income. How can I ...
- Moderator: Kim, what do you think?
- Kim: I like a lot of the stuff about the businesses, because it's not just good for the environment, I think it'd be good for us. It's more innovation. We'll get ahead, maybe even create things that we could sell. I'm wondering: The electric cars and that, it's not just the price of the car; it's the structure of the charging stations. I don't know how that works. If you put more here, are we going to be paying more for electricity like we pay for gas?
- Moderator: Who hasn't reacted yet? Dianne, you kind of did. Roger, what do you think of all of this?
- Roger: I don't know, but I think we'll be paying more than gas with the electric; a lot more.
- Moderator: What do you think about that?
- Roger: I don't know if I agree with it.
- Moderator: You were worried about climate change before. You wanted them to tackle that.
- Roger: There must be something they can do with the gas now for the pollution instead of having this. This is going to cost a great deal of money.
- Moderator: Yep?

- Jenny: Something that Joseph said made me think also. There's an education issue as well. We're talking about homes being retrofitted with geothermal energy and other things. That sounds ideal; to me that would be my ideal. Myself at 40 years old, I'm an intelligent, educated human being, but I don't know how to choose a company. What am I looking for to figure out ... What company is the best company to choose to put geothermal in my house, for example? That's a whole new technology that we didn't grow up with, right? I can't be the only one. With people who are disabled, elderly, anything like that, it's got to make it harder and harder. There's going to have to be some kind of an education process. I don't want the government to spending billions of dollars in television advertisement either. We'll need to have some kind of education or else people are going to be lost even more than we are now.
- Moderator: Right.
- Brian: Where are they going to get all of this electricity?
- Jenny: That's interesting.
- Brian: First of all, we're having blackouts because we're over-taxing the system. We don't want nuclear energy. Wind is not going to do it. Wind is not going to cut it. It's not enough. Where's this energy that we're going to be using going to come from?
- Moderator: What do you think of all of this?
- Janet: A lot of what Jenny said, I agree with. People don't like change. We're very set in our ways the ways we do stuff. Case in point: When I went to my in-laws, I was showing my mother-in-law my phone, how I can get internet and do research for her. She was like, "I don't need a laptop?" I was like, "No, you can use your phone." "Oh no, I couldn't." She didn't even want to learn because she's so used to her computer. To learn everything like Jenny was saying, the different companies, which one do you choose, which one do you not choose, my in-laws would go, "Oh no," and not want to have anything to do with it at all. It's new stuff to learn. Again, where are we all going to learn this stuff? More advertising?
- Moderator: You like Jenny's point then?
- Janet: Yep.
- Moderator: Very good. Verne?
- Verne: Like Jenny was saying, we should get some education on it. Years back when they brought [GXT 00:44:35] in, it was supposed to be a temporary method. Temporary means raising income, raising money.

- Moderator: Was it? Okay.
- Verne: It would be cut down as the years went by. We haven't seen very much of that.
- Moderator: Right.
- Verne: Now to begin with again: When they brought the GXT in, I was in the business so I was brought in to give some education on it. So were all the other people. This here is being slipped in with nothing. We're not getting any education out of it; making people very suspicious. We're not going to see some of this. Our bills, we're not going to be able to pick that up. Our bills are going to be higher. It's going to get you. I think a lot of people are against it for that reason.
- Moderator: We'll talk about that.
- Kim: I agree with him. Our bills are going up, but we don't know why. I don't even know what geothermal really means. How does it heat your windows?
- Dianne: We don't have a choice.
- Kim: No, I agree.
- Dianne: In my opinion, it doesn't matter. The costs are going to be, perhaps, there. If we don't do something as a society, whether it be Ontario, Canada, North America or the world, we are not going to sustain as a human race. Period. The end. That's my opinion.
- Joseph: I agree with Dianne. As you get older and older, C14, killing the elderly, [inaudible 00:46:26] people, it's too much. You mentioned about not wanting to learn. I'm in that situation. I don't know how to use a phone. I don't know how to use computers. I have to ask people to let me in, let me out. I'm only 62. I don't see a way out.
- Moderator: We're at the break, the midpoint. We're going to take a brief break. We call it exactly five minutes. I have, according to my watch, that it's 6:49. Please be back in our seats at 6:55 at the latest and we'll finish off the last 35 minutes. There is a [inaudible 00:47:18]. See the lady at the desk, she'll give you a key there for that.
- Roger: [crosstalk 00:47:28].
- Verne: You must remember me then. I was in the lower [inaudible 00:47:50]. I worked in the plate shop.
- Roger: Me, too.
- Verne: I left the plate shop, went to the union.
- Roger: [inaudible 00:47:59].

Verne: Pardon?

Roger: You stayed.

Verne: I stayed with the union.

Janet: Which mine did you work in?

Roger: [inaudible 00:48:05].

Janet: Did you work at [inaudible 00:48:08]?

Verne: [inaudible 00:48:10]. I was in maintenance all the time. I was never a miner. I took an apprenticeship. [inaudible 00:48:26]. Then when I got over there the union was still attached to [inaudible 00:48:36]. Something happened to me at the union and I had to go back [inaudible 00:48:49].

Janet: My best friend [inaudible 00:48:57] put in the [Clarabell 00:48:57].

Verne: Clarabell?

Janet: Yeah. Wayne [Stonehaus 00:49:01]. If you knew him, you'd remember him

Verne: I knew a lot of guys up there.

Janet: Trust me: If you knew him, you'd be like, "Oh, I know him." You either like him or you don't.

Verne: Wayne?

Janet: Wayne Stonehaus.

Verne: Wayne Stonehaus.

Janet: Yeah.

Verne: I've heard that name.

Janet: Everybody's heard that name.

Verne: Bill Paul worked there.

Janet: I'm only friends with Wayne. I can only handle one man at a time. Trust me.

Verne: I knew a lot of guys there. I knew a lot of guys in the mine, too. One time the [inaudible 00:49:40].

Janet: Oh, there you go.

Verne: Chief Stewart [inaudible 00:49:45].

Janet: You probably would know them.

Verne: I knew all of them.

Janet: I need to go walk around. If I don't I get stiff and sore. [crosstalk 00:50:30].

Kim: How do you produce that much electricity, though?

Brian: I think anyone who starts building new homes would start using geothermal. I know people with geothermal. It works just as simple.

Kim: What is it?

Brian: It keeps you warm. They use the air from the ground. If you go deep enough in the ground in the winter, it's the same type [crosstalk 00:51:49]. In the summer it keeps you cool. I never really looked into much. I know it works, because I know people with it. They use a furnace just enough for the gas bill.

Janet: Wouldn't no bills be nice?

Brian: Yeah.

Janet: [inaudible 00:52:07].

Brian: Just imagine without bills where we'd be. We'd be living in some homemade wooden something.

Janet: I'm okay with that.

Brian: All of our services cost a lot of money.

Dianne: Even what we eat. I was watching a documentary; I'm not a vegetarian, but all the carbon that animals produce.

Brian: Pig farms, cattle.

Dianne: The cattle and the pigs, it's astronomical, the carbon that they're producing. All the trees ...

Kim: The trees you have to cut down to make farmland to raise them.

Dianne: Exactly! I was watching this, I'm really fascinated by this subject. To me, this discussion, this is the best \$80 I can make. This is so interesting!

Kim: It is.

Dianne: I was fascinated by this. I was like, "Holy cow." I went to work the next day, one of my colleagues is a vegetarian, I said, "I didn't understand all of that." There's other benefits besides what she perceives as the health benefit of not eating red meat. She said, "That's not why I became a vegetarian." She said, "Yeah, I get all of that." I was like holy crap. It's so scary, what the next generation, the generation after that is going to go through if we don't. It's immediate. We have

to start ... No longer can it be - again, this is just my opinion. We can't wait anymore. All these fires, these storms, I believe that is so much because of climate change.

Janet: My question is: Does the next generation care? It's all about me.

Kim: They're too busy right now with their screens.

Dianne: They're going to inherit it.

Janet: Do they care?

Dianne: It doesn't matter. Some of them do.

Janet: None of the ones I've met.

Brian: We're consumers. This whole western civilization is all about consume. Where does China ship all that stuff they make? They're not shipping around China to stores; they're shipping it here. We consume it, we through all the stuff in the garbage, then [crosstalk 00:54:35].

Dianne: I saw somewhere recently ...

Brian: Computers.

Dianne: ... That the average North American goes through 80 pounds of material for clothing every year. I was shocked! 80 pounds?

Brian: Look at computers: big polluter when you throw them away and they're going to hear it.

Kim: There's so much [crosstalk 00:54:56].

Brian: "Oh, your computer is dated. You've got to get a new one." They're not really [crosstalk 00:55:00].

Dianne: You're right: It's buy, buy, buy. Throw it out, buy more.

Jenny: Does your recorder keep going on break?

Moderator: Yes.

Jenny: Oh!

Janet: I have a question.

Moderator: I told you, we were recording.

Janet: You stopped eating red meat?

Dianne: No.

Moderator: That's always the most interesting part.

Jenny: I was just thinking that.

Moderator: No one thinks we're listening.

Jenny: Then we really talk.

Moderator: [inaudible 00:55:23]. How many people here pay their own gas bill?

Jenny: My husband pays it. Does that make [crosstalk 00:55:31]?

Joseph: I just paid mine.

Moderator: What's that?

Joseph: I just paid it.

Moderator: Very good. Who here is on an equal billing plan? If you could raise your hands. I'm going to give you ... You're not sure, right?

Kim: Yeah.

Moderator: I don't know what I'll do in the event people don't answer. Again, same with these things. These are the only copies I have and I've got to recycle them. Sorry. Let's start with the equal billing. Who's on the equal billing?

Janet: I think it was just Verne and I.

Moderator: Here's an equal billing. Verne, here's an equal billing. Again, if you can keep them-

Janet: This is not mine.

Moderator: If I can get you to pass them ...

Janet: Mine was the previous one.

Moderator: ... Back to me in order. Who's on monthly [inaudible 00:56:24]? Everyone else, basically. I'm going to give you the same thing. Try to mix them up. I can barely tell the difference, honestly. One, two, three, four. Take one, pass it over to Brian. I'm sorry, you're equal? You guys are monthly. Monthly, monthly, monthly?

Roger: [inaudible 00:56:53].

Janet: Kim said the same thing. "This isn't my bill."

Moderator: Very good. Let's have a look at the bill there. There's a summary there. I'm told that some people that page one is more of a summary, page two is more detail on the actual bill. I'm told that some people, when they do research on this,

about 50% say, "I just want a summary. I want to know what I have to pay. The big items." Some people say, "No, I want to know detail. I want to know exactly what, why, how," and so on. That's why the bill is done like that. The first page is summary; the second page is more detail. Does this all look familiar?

Joseph: Yeah, it's the same one.

Moderator: Same one. Very good. You'll see there's two bills there, basically. Do you see any difference in the first bill-

Speaker 1: Time to go?

Jenny: There's this, bottom line.

Speaker 1: Okay, the bottom line.

Jenny: Yeah.

Speaker 1: Jenny, you saw the bottom line which is a typo, right?

Jenny: On the second line.

Speaker 1: On the second line, and then other people said the cap and trade thing.

Jenny: I said also the cap and trade thing.

Speaker 1: Okay.

Jenny: There again.

Speaker 1: Go to the summary on the second page two. Sorry, I guess it would be your third page. You'll see it's actually in the summary too. You see there's a new charge there. Cap and trade and carbon [inaudible 00:00:41].

Jenny: Cap and trade program.

Speaker 1: Right. So what do you think about that?

Diane: I think it's fine.

Speaker 1: You think it's fine?

Diane: I do. I know that we have to pay for it. That's just my opinion. You guys all know how I feel.

Vern: We're looking at this bill today, this year. What is this bill going to look like in five years from now?

Speaker 1: That's a concern for you?

Vern: Yeah.

- Speaker 1: I can't possibly predict that. You're not asking me to predict that. But that's what your concern is.
- Vern: No, just a blanket question on the costs going up. Looking at the cap and trade part of it, is that going to remain at a low price like that? Are we going to see, in the next three years, it could triple and quadruple and it goes up.
- Joseph: I think it keeps going up and up. My bill's only thirty-five dollars. Thirty-five dollars is not bad.
- Kim: Is this bill like the 11.51 there for the cap and trade, is that like everybody's paying that, or is it just this person has to pay that fine because ...
- Speaker 1: No, that's everybody. That's all their customers have to pay that. If the bill's that much, that's how much will be the cap and trade component.
- Jenny: That's everybody, no matter how much ...?
- Speaker 1: Oh no, it will depend how much you use.
- Jenny: It will depend on how much I actually use.
- Speaker 1: Absolutely.
- Diane: Union gas is getting hit, right? If you choose to use gas, you pay. If you retrofit, there's homes that have both gas and electric.
- Joseph: Yeah, that's what I have.
- Diane: Many homes and factories do.
- Kim: Actually, you know there's a fine for this.
- Speaker 1: Not a fine, they're charging.
- Diane: Maybe put in a rebate. If you use electric.
- Speaker 1: Roger, what do you think?
- Roger: I don't know. I've got three houses. I don't know what to make of it anymore. It's very expensive.
- Speaker 1: It's very expensive. Do you want to see the cap and trade part actually called out like that? Or should it just be included in the price? Okay, Jenny, you're nodding your head.
- Jenny: Yeah, I'd like to see it, because then I know that the program's in effect. I'm more aware of it, and frankly it's only 11.50. That's not terrible, which makes me feel a little bit better, like okay, we can manage that. That's not going to break us.

Kim: It's good to know where the money's going. It's not just extra charge because they felt like it.

Jenny: Yeah, it feels more honest.

Kim: Yeah.

Speaker 1: It does, okay. Sorry, I saw Janet react, and then here after Janet we'll go to Vern. Do you want to see it like that?

Janet: Yes, I do.

Speaker 1: Why?

Janet: Everything Jenny just said. Even before I get a chance to say it, Jenny says it.

Speaker 1: No problem.

Janet: I'll just let Jenny talk for me.

Speaker 1: Vern?

Vern: I'm always maybe too pessimistic and wondering about things, but many years ago we didn't have a very big water bill, and now what are we looking at? That more than quadrupled. Is this going to be the same thing happening here?

Speaker 1: You want to see the carbon, the cap and trade component.

Vern: Yes, I want to see the breakdown.

Speaker 1: You want to see the breakdown.

Vern: When I'm billed, yes, I want to see the breakdown.

Speaker 1: Okay, raise your hand if you want to see it broken out, the cap and trade amount? That's everyone. Very good. That's why I can't ask who wants to see it not broken out.

Janet: You could but no one would answer you.

Speaker 1: What's that?

Janet: You could, but no one would answer you.

Speaker 1: All right. Would you want to see it broken out ... Sorry, Diane, go ahead.

Diane: No, I mean, I'm a proponent for you have to do something, but having said that, it's interesting that your idea is that it's not a lot of money. In my opinion, it is a lot of money. \$11 out of \$139? That's a lot of money. That's like, more than 5%.

Speaker 1: Bryan.

Bryan: I think the sad thing is, they've tried everything else. How do you hit people? You hit their pocketbook and people start to think. People start to pay attention. I'm okay with stuff like that, because if I want to spend that extra money for luxury, because I want to heat this or I want to heat that, and it's an extra few bucks. I mean, these are luxuries we're talking about.

Electricity, we take it for granted that we should be able to have 50 things going in our house, but really it's a luxury. Electricity is a luxury. You have to remember, people back in the day didn't have electricity. They had a couple of lamps.

Diane: But they had wood stoves.

Bryan: Some people today still live by that.

Joseph: Wood stoves. Coal oil lamps.

Bryan: I think that is very reasonable. I would like a breakdown, if for no other reason than I like to see where the money's going. I don't have a problem with the amount. Even if it goes up over time, I mean, that's life.

Speaker 1: If it were smaller, even if, not trying to be realistic there, but if it were only \$2, let's say, on a monthly bill, would you even want to see it broken down or would you even care? You would?

Jenny: I'd still like to see it.

Speaker 1: You'd still like to see it, no matter what the amount. Anybody disagree with that?

Bryan: It's like we're [inaudible 00:06:33]. We want everything transparent.

Speaker 1: Transparent. Okay, very good. Please, Vern?

Vern: We have a 13% tax. This is another 11% tax in line with this bill. Then something else comes up down the road and another increase worth so our tax is up to about 40%. That can happen, because it's happening here. That's an 11% jump and we got 13% tax already.

Joseph: If you're native, don't you get 8% off the tax?

Bryan: Not on stuff like that.

Speaker 1: Okay, that's good. Bert, you segued over to a very good point there. This is about 11%, is that right? The cost? How much are we willing to pay for to fight climate change?

Jenny: That's a dumb question.

Speaker 1: Who doesn't want to pay 11%? Raise your hand if you're okay with the eleven.

Kim: I'd pay it if I had the money coming. It wouldn't be a savings.

Speaker 1: I'm asking you guys. You guys are right here. 11%, you're okay with that? Raise your hands. I don't know, Jenny?

Jenny: It's not like the one number is okay. It's more like the whole lifestyle. This is where I was stuck. It's a bigger issue than just this, right? Used to be that a family could have a parent take care of their children. I can't afford to do that anymore and I have to always be at work. I would love to go back in time where I could have healthy meals for my kids and create an environment in my home and be that mother, which is so antiquated now that I'm feeling really weird. I spend, too. When you're saying what's the number, what's the number you're comfortable with, I think we're already financially past that.

Speaker 1: Vern gave me the same look I think I was giving you there. We got to stop on that for a second.

Jenny: It's what Vern was trying to say, it's that there's always these little increases and they're adding up to be bigger increases and that's changing the way we live our daily lives as a society. I don't know.

Speaker 1: Right now you're okay with it?

Jenny: I'm looking at the final thing, thinking \$11, I could probably squeeze out \$11.

Speaker 1: What about 20?

Jenny: Twenty dollars I'd probably be upset about.

Speaker 1: Okay.

Jenny: Where is that change, I don't know.

Speaker 1: Okay to upset is somewhere between 11 and 20.

Jenny: Somewhere in there.

Speaker 1: What if we're 50?

Jenny: Fifty dollars a month? I think I would probably move somewhere else.

Speaker 1: So what then?

- Jenny: Solar panels [inaudible 00:09:26].
- Speaker 1: Then the climate, the planet can light on fire and you're okay with it at 50?
- Jenny: No. I think I'd have to find an alternative source of some sort.
- Speaker 1: Oh, I see.
- Jenny: Like move or get a more efficient house. Something different would have to change. I couldn't do that.
- Speaker 1: You couldn't absorb it.
- Jenny: Yeah, I think that would be too much to absorb.
- Speaker 1: I understand perfectly.
- Jenny: A little tangent but it all kind of connects to me.
- Speaker 1: No, that's exactly what I was looking for.
- Bryan: It's on the gas bill, so I'm assuming this is for people who continue to use natural gas.
- Speaker 1: Sure.
- Bryan: Because if they're not saying they're going to limit 100% of natural gas, so if you choose to stay with natural gas ...
- Speaker 1: Yep, that's the price.
- Bryan: I think it's fair.
- Speaker 1: You think it's fair?
- Bryan: Because you know what, there's going to be a lot of people like myself. I would make the change to geothermal or something. I would not hesitate. I don't have a problem with it, they're going to give me a hand with that financially. I think if you choose to want to stay with natural gas when the masses have perhaps made the change to a more ...
- Speaker 1: Have you looked into what the cost for electricity versus natural gas might be for heating?
- Bryan: It's cheaper for natural gas because I put in a pool heater and this guy ran a big, long gas line because it was cheaper to go with the natural gas.

- Speaker 1: Is it really then an alternative? Sorry, I know I'm challenging you a bit but we're a bit ahead of schedule. You say okay, you want to use natural gas you're going to pay the extra ten, but maybe if you move to the electricity, maybe you're going to pay an extra 20 or 30. Are you okay with that?
- Bryan: It's life.
- Speaker 1: It's life?
- Bryan: You know what, the environment, we all talk about it, everyone's talking about hey, I'm going to do this. As soon as it comes to a price tag to it, the ships all start to separate.
- Jenny: That's what I'm feeling, like I'm totally with Diane and then I'm like, oh, the cost.
- Speaker 1: Roger, what do you think? You're a man of few words generally but I need you to elaborate a little bit here.
- Roger: Again, it's working. We're on a pension. There's a big difference there. They get raises, we don't.
- Speaker 1: Right.
- Vern: That's living with your hands to your mouth.
- Speaker 1: What Joseph said too, right? People with disabilities, there's people with some other retired or some other kind of challenge or maybe they're looking after a child.
- Bryan: They'll say they'll subsidize some of that, too, some of the costs for electricity for people who don't have the money.
- Diane: This \$11, based on my understanding of cap and trade, the provincial government gave them their chits and if they were good they wouldn't have to add anything onto our bill because it would be netted out. They're using the exact amount. They're deemed to be having to buy from other companies because they're bad so they have to add that onto the bill. Like you said, you make a choice, turn to something that's greener and do the retrofits or whatever so that it costs less money.
- Speaker 1: That makes sense to you?
- Diane: Yeah.
- Speaker 1: Okay. Very good.

- Bryan: It's like the V8 and the four-cylinder. You drive a four-cylinder you're going to burn a lot less gas.
- Diane: That's right.
- Bryan: Same concept here. You want to use the thing that pollutes the environment more, because the electricity's not going to have the [inaudible 00:13:07]that this stuff does.
- Diane: Remember all those big cars from the '60s,'70s, and even into the '80s? Those great big boats, you know.
- Bryan: Electricity wouldn't push those things.
- Speaker 1: Vern, you've been quiet for a little bit.
- Vern: I'm just thinking, the way things are moving, and in my respect to what Bryan is saying, and he's starting off in place and he's on the right track. I'm at the end of mine and I'm looking at possibly selling my house and moving into some place. I'm 76 years old.
- I look back at things, in 1960 I bought a brand new Volkswagen. It was under \$3,000. Yesterday, I bought a new car again. It was \$45,000. There's just no comparison. Things are creeping up so fast on us. If you haven't prepared yourself a little bit for the life ahead, you're going to be in bad shape.
- Speaker 1: Anything on this topic that I've missed so far?
- Kim: Is the cap and trade geared to how much energy you use? Or is it going to be charged for everybody? If somebody used a lot of it, and the company goes over their limit and has to buy some, are we all going to absorb the charge?
- Speaker 1: That's a concern for you?
- Kim: Yeah.
- Speaker 1: Okay.
- Kim: If it was tied to my bill, I don't use much electricity here or whatever.
- Jenny: You could control it better if it was your bill, right?
- Speaker 1: Right.
- Diane: I guess they have to put it on the bill.

- Speaker 1: It would probably be on a per usage basis, right?
- Kim: It's my specific usage, rather than the combined usage of everybody and they're charging us because the company had to use so much.
- Joseph: Yeah, but the company could break it down because they have the transportation, gas price, gas use, shortage, delivery, all these prices.
- Speaker 1: Can I ask you to just shift gears for a moment then. This is being pushed by the current premier, right? Why do you think that she's pushing this, this year, topic?
- Vern: I would think that maybe the fact is that part of her platform is that. That's one part of it. The government is trying to get into a better climate.
- Speaker 1: Do you mean a political climate or climate?
- Vern: I meant a political mood, but I do agree we should have a better climate. The whole trouble is that Ontario only controls a very, very small portion of the pollution that is put out. The pollution is put out by the rest of the world, like any of the big fires, any of the big wars.
- Speaker 1: That's interesting. How do you react to that?
- Jenny: That the pollution is being sent out by the rest of the world?
- Speaker 1: Yeah. There'll be some people, I'm not saying this is my view or Union Gas's bill or Campaign Research or anybody's view, but there are some people who will say, you know, in Ontario we're being asked to go way out ahead on this issue and other parts of the world are not pulling their weight. How do we feel, we should still go out on ahead?
- Diane: I think so.
- Speaker 1: You think so? Who doesn't think so? Who thinks we should?
- Vern: I think we should.
- Jenny: You had asked, why we think Wynne is doing this? My feelings about her is that I don't trust her. If she comes out publicly and says, I care about the environment and we need to do our part, I hear her say "blah, blah, blah let's get money," or something. Even if that is a good motivation, I don't feel like that's really what's happening behind it. I don't really know why, but I don't trust that her intent is purely let's look out for the next generation and fix things.
- Speaker 1: Kim and then Bryan.

- Kim: I'd like to see results. If we did this, maybe someone could come on at the end of the year and show how much the carbon emission has gone down, so we actually perceive that it's helping.
- Speaker 1: Bryan?
- Bryan: Have we not for as long as we can remember been asking our leaders to do this? Now they've come up with something and we're saying, couldn't you make it cheaper? We had to have known it was going to cost some money. If it was free, we would have did it a long time ago. We knew it was going to cost and we've been asking our leaders to do this for a long time. Somebody finally made a move and is doing it. The conservatives weren't going to do it. They were getting ready to give the big industry more tax breaks. Bravo that somebody's actually coming forth with something.
- Diane: I mean, how long did lots of conservatives just deny that there was even an energy crunch.
- Kim: A lot of people still do.
- Diane: You're right, some of them still do.
- Speaker 1: I think we've covered it all. Here's the thing, you're going to go and you're going to see, I'm afraid I didn't catch her name, the lady at the desk there. She's going to pay your incentive and you're going to sign out. I'd just ask that, we do have another group coming in and I'd like to start out with a fresh set of ears on it, so if you could not talk about the topic in such a way that people coming in will hear you and so on until you've completely exited the building.
- Could you hand me back, let's start with this. I don't want to get these bills confused and have to spend a bunch of time. If you're on the equal billing plan can you hand these back.
- Jenny: Is it supposed to be in an order of some sort?
- Speaker 1: Just the equal billing plan, just hand me the equal billing plan? Those were the only two? Okay, so let me just put these away. Is this a set? A full set. Very good. If you could hand me just the monthly charge bills here, that would be really appreciated. Thank you very much. Thank you. Any more over here?
- Bryan: This says the \$80 will cover the first seven months.
- Speaker 1: That's funny. I've never really thought of this as having much of an impact on my industry, but you know, [inaudible 00:24:23]. Can I get the articles? Thank you. The Globe and Mail article, thanks very much for this. Usually I make more copies but I've

had to mind my time a little bit late today. That's the articles. Okay, super. Thank you very, very much everyone. Thank you and safe travels home.

Sudbury Group 2 – June 6, 2016

Moderator: How is everyone doing tonight? Thanks for coming, for being on time. Sorry if there was a snafu with the location here tonight. I guess they had an old address up on their website. The folks that did the recruitment there looked at that and then somehow it looks like they caught it. Did some of you go to the other location or? No, you all came here, they go a hold of you. Okay, good. Well, that's good news then. I'll be excited when this is solved then.

A few things, I'll start up by pointing out and ... Can I get you to wear that name tag? I'm sorry, just because otherwise I'll be constantly searching for where you are. If you are wearing them make sure it's visible. Few things I have to point out, to start of with and then I'll take any questions you might have. You'll see that we're recording, we have a camera up there so we do audio and video of the session tonight. That's really just so we can make a transcript. We don't, don't worry about seeing yourself in an ad, a TV ad or on Youtube or anything like that. It's really just for the purpose of making transcript. It's easier if they actually see who's speaking rather than just trying to do it by audio there, okay? That's why it's done that way.

Also, notice there is a mirror here on my glass there is in fact no one back there, nothing is disclosed there. You will note that we do give you name tags with just your first name only. We do that because we... the recruiting... the marketing research company that recruited you we know who you are, we looked you up in the phone book and we called you up and asked you to participate. We don't share that information with our client, okay? Similarly we don't share with you who our client is either. Okay, it's just so everyone can speak openly about the topic we're discussing, I assure you, you'll never be walking down the street and somebody will come up, I know what you said in that video. How dare you? That would never happened. It's a very narrow distribution of people that will ever hear the audio or see the video or even there will be a few more that will read the transcript which had your first names only and that's about the extent of it, okay? It's really just for research purposes.

If you do have a cell phone, if you could please turn it off. It does interfere with the recording devices there. Just generally cause vibration and everything else and feedback. If you could turn it off, I promise I will give you, at the midpoint, we'll have a break and you can check your messages and all that. If you do have some urgent thing or some family member sick or anything like that, that's fine, just make sure it's on vibrate and that it doesn't distract you during the session. If the unthinkable happens and you need to take a call please do try to leave the room quietly so we can carry on, okay, and non disruptively as quickly as possible.

You're being paid an honorarium tonight to participate, 80 dollars for 90 minutes. Our client is putting that forward because they really do want to get your opinion on the topic that we're discussing. I really do need you to participate through the discussion, you're not expected to be an expert in the topic that we're discussing, in fact the office said if you're an expert I'd probably throw you out. We just expect you to be average people and responding and reacting to what we're talking about here.

Please feel free to disagree or agree or comment on anything that anyone says. But obviously do so in a civil and respectful manner. It is nice to see a free flowing conversation. If I seem to want to brush past something that you're saying please don't take that personally. It's not that I don't find it interesting, it's just certain things I got to cover in this discussion tonight. Okay?

George: Your name? I'm sorry, I didn't catch it.

Moderator: My name's Moderator, I'm sorry. I didn't yet get to introductions, so I was going to do that next. Okay, again, feel free to disagree to say what's on your mind about a topic and again if I see you sort of hanging back I'm afraid I might have to be a little more direct to you.

My name's Richard and I'm a market researcher, this is what I do, professionally. I cross the country pretty regularly, it could be on any kind of number of things that I'll do groups on. It could be public affairs, type of thing, the kind of thing we're discussing tonight, it could be something on, we do a lot of work with companies who are highly regulated industries, some airline, agriculture is a big project of ours, energy is one as well, healthcare, you name it. That's what we do.

If I could get you to briefly introduce yourself, again, we're only putting your first name on the tag, your anonymity is guaranteed but if you choose to say what your full name is and if you say I work for a bank that's one thing. If you say I work at the Royal Bank at the corner of x and y obviously you're choosing not to be anonymous. Please feel free to maintain your anonymity you'll also notice that there in the lobby there is a charter response rates. I don't know if you saw when you were coming in but we are an [inaudible 05:03] company. We do adhere to the code if you want have a look at it at the midpoint, you're free to do so.

Okay, so we'll start over here. Ray.

Ray: Okay. My name is Ray. I own and operate several rental properties here in Sunbury, residential and commercial. Anything else?

Moderator: Is there anything else interesting that you want to tell us about yourself?

Ray: Five years in Sunbury.

Moderator: Okay.

Ray: That's been an experience.

Moderator: Okay, why is that?

Ray: Well, it's a different town.

Moderator: Where were you before then?

Ray: Waterloo. (laughing) [crosstalk 00:05:35]

Moderator: Okay, who's next?

Denny: I'm Denny, I'm a freelance artist and work in education a lot. I'm from North Lehigh. I've been in Sunbury for ten years now. It is a different city, but it has a lot of great things in it. The way it's structured. It's an overgrown mining town. It's not a bad thing, it's just it reminds me of the ... I finally down the it sort of reminds me of, it just kept growing and growing and I was like, "But it wasn't really structured to be efficient as a big city" but it has great qualities and it's an artist town and I appreciate it. It's a fun town.

Moderator: Okay, let's go to, I'm sorry I cannot see your tag.

Erin 1: Oh, sorry.

Denny: It's not like most cities.

Moderator: Okay, Erin.

Erin 1: My name is Erin. Sunbury born and raised. Still here, no reason to leave. Currently I'm on long-term disability.

Moderator: Okay.

Erin 2: I'm also Erin.

Moderator: Double Erin, good, okay.

Erin 2: Yeah, I'm a recent graduate. I'm actually graduating this week.

Moderator: Oh, congratulations.

Erin 2: Thank you. I went to school in Odawa.

Moderator: Okay.

Erin 2: But I'm from Sunbury. I grew up here and now, you know, just looking for a job.

Moderator: Okay, great. What did you study?

Erin 2: Industrial design. It's like product design.

Moderator: Yeah, cool. Really good. Celine.

Celine: Hi, I'm Celine. I was born and raised here. Semi-retired. Pet grooming as a hobby.

Moderator: Sorry, pet grooming? Cool.

Brenda: Brenda, I'm a nurse and born and raised here.

Moderator: Okay, very good.

Marcel: I'm Marcel, a truck driver, was born not too far away from here in a town called Acre.

Moderator: Acre?

Marcel: Yeah, that's about it.

Moderator: Okay.

George: I'm George, I grew up in Sunbury. I moved away a bit to work down south. I hated it there so I returned. I'm retired now.

Moderator: Okay, very good.

Albrecht: I'm Albrecht, I'm a professor at the university.

Moderator: OAD?

Albrecht: College. I moved here twelve, thirteen years ago.

Moderator: Okay, super. Thanks for that everyone. Somebody in extra ops, tell me what's going on in Ontario right now.

Ray: Which part?

Moderator: Sorry?

Ray: Politically?

- Moderator: Whatever. Whatever is going on in Ontario. Do you want to start with politics, go right ahead. (laughing)
- Marcel: Couple of things. One is hydro...
- Moderator: Okay, what about it?
- Marcel: How badly we're getting suckered to pay it.
- Moderator: We're getting suckered to pay it?
- Marcel: Yeah.
- Moderator: Like what?
- Marcel: Smaller prices. They said that we conserve so much energy, but too bad the price is going up.
- Ray: There was something that came on the email last week on all the different provinces and how much lower they were. \$69 for... how did they measure it out. Well, it would be equated across the provinces and we were two to three times more.
- Marcel: Oh wow.
- Ray: And I personally had a few issues with Sunbury hydro. Some comical ones and wrote in to Frank Kallonen, the president. I wrote him a letter suggesting to him that maybe he needs to take another approach, another look at his staff, and so far as use of company vehicles and so on to contribute toward keeping the rates down. He's governed by...
- Albrecht: I bet he appreciated that.
- Ray: Well he sent a letter back, very apologetic. One of his foreman I saw picking up three cases of beer at the beer store with his truck.
- Celine: But it's all the MP's. It's all of them. They're scamming and ripping us off constantly. They're all... it's a free for all. If you're in the government you're "Woooo".
- Ray: Well, it's a [inaudible 00:09:45]
- Celine: They're all abusing it.
- Ray: The senate is abusive. Chudo's trying to curtail that.

- Celine: I don't know if it is, he's just "woooo".
- Moderator: Okay, looks like there's something going on in Ontario. (laughing) Let's get back to that. Albrecht did you have something?
- Albrecht: I just, full disclosure my spouse is a bureaucrat in Ontario and I can tell you that she works her ass off and she is utterly underpaid. So, I understand that people out there have difficulties with the government. And I don't care about the billion dollar, million dollar with the power plants and [inaudible 00:10:25] I can understand that.
- Moderator: Yeah, not all bureaucrats are bad. I don't think that anyone's [crosstalk 00:10:28]
- Celine: But it's just that, Duffy walked...
- Albrecht: But with Duffy there are no rules.
- Celine: All of that is what ... there's really no clear rules, so you can just...[crosstalk 00:10:35]
- Brenda: Take, take, take, take.
- Albrecht: Well, if they're no rules, so you can't have something to break. I'm not trying to sound esoteric. But if you're going to talk about the senate, the issue was that there were no rules.
- Celine: No one is doing anything about it, though. [crosstalk 00:10:52]
- Albrecht: I'm just telling you, the issue is just that there was no rules
- Moderator: Okay, we're off to a testy start, then. (laughing) Again, what's going on in Ontario? Anything of interest?
- Celine: The rich get richer, the poor get poorer and the middle class are getting shuffled out.
- Moderator: That's going on in maybe more than just Ontario, probably.
- Celine: There's going to be a rich and a poor, there isn't going to be a middle class shortly.
- Marcel: Ontario the way the last fifteen years or so, ever since [crosstalk 00:11:23].
- Albrecht: Blame McGinty.
- Marcel: You think McGuinty?
- Albrecht: Blame McGuinty. Let's just blame McGuinty. He is the source of all evil. [crosstalk 00:11:29]

- Moderator: We've got to talk one at a time and we've got to let other people talk, okay?
- George: The whole system... the ideal is taking something from the many and giving to the few. For example, one thing that everybody forgot about was the eight billion with a "b" that McGuinty gave to Samsung to build what I call birth processors. Those propellers that's supposed to produce electricity but only produce little birds. From there everything else that... Who's going to rip off whom and at the end we're totally...
- Moderator: You're next.
- Erin 2: I'm next?
- Moderator: Yeah, you're on.
- Erin 2: Okay, in the context of what's going on in...
- Moderator: Ontario...
- Erin 2: Anything?
- Moderator: Or anything. You could react to anything or just come up with something different. Tell me what's going on in Ontario.
- Erin 2: Well, the 150th of Canada is coming up and a lot of museums are really ramping their museum exhibits. I don't know, that's something that's going on. I know, but that's what I mean...
- Moderator: Ontario
- Erin 2: Okay, Ontario. I don't know yet. Can I keep thinking?
- Moderator: Sure you can. Some of you mentioned electricity. Tell me about that. What's going on in electricity. You mentioned...
- George: Well, okay, nothing. I'm not pointing you to the liberals, but basically because of the supposedly climate crisis, we're being shoved left, right, and center to pay more money for hydro, for electricity, for nitro gas, for gasoline.
- Celine: Bad debt.
- George: Well, and that accumulates. But anyways, all major source of energy, we're supposed to fork up money that goes into an empty hole. But no matter how much we shovel in there, it disappears.

Moderator: Yeah

Denny: I'd like to speak a little bit about the energy thing.

Moderator: Please.

Denny: The rates are going up because of bad debt and because we're slowly transitioning to clean energy. On one hand I think we're getting, the province is getting credit for having a cleaner energy profile, but also extremely expensive. I did see something online that sort of makes sense to me. I didn't look too far into it, but they were talking about how the problem with this big transition to wind energy is... well it's complicated. In part the fact that while the wind energy works best in winter when we release an amount of energy and it's not as efficient in the summer when we need more. We end up having excess energy that we can't actually store, because we don't have the technology to store that form of energy. We end up exporting it at discount rates to Quebec and across to the States just because we're generating energy that we're not using and this is all aggravating that cost problem.

Marcel: Go back to windmill power?

Denny: Yeah.

Marcel: I listen to CBC a lot. They had these specialist on there and they said that there is more wind at night, which I did not realize, than any other time. But nobody's using hydro at night, so we're producing a lot of hydrogen that nobody's using.

Denny: It seems to me solar would be [crosstalk 00:15:24].

Erin 1: I think when you're paying almost sometimes more in carrying charges than you do for you're actually consumption there's a problem with that.

Denny: Every bill.

Erin 1: What was it, not last week, two weeks, we'll say a month ago now, where I think they had one a half billion dollars they could have given back to hydro customers but they in turn ... I'm not sure exactly what they did with it. They did something besides giving it back to the customers. Why not give it back to the customers? Hydro, it's ridiculous. Like I said, it's almost as much in carrying charges than you are the same as your consumption. There's something wrong with that.

Moderator: You had started. Sorry, I wanted Erin. She made a motion that she was going to...

Erin 2: Trying to remember what the story was. I did see it on the news the other day and it did have to do with natural gas, and I guess ...

- Celine: They could have cancelled the contract, but they chose not to.
- Erin 2: Well, I don't remember if it was that. But it was something that they hide. Now I can't remember exactly what it was. But, I think it was in Quebec, on their meters, they actually show ... Oh man, I can't remember. What it was ... Okay, never mind. There was something. There was a news article and it did have to do with the wind government, and how they were hiking up the prices of natural gas but not showing ... They were showing it in your form.
- Erin 1: Hidden fees.
- Erin 2: Yeah, it was hidden fees that it was. Where as like other provinces actually show those hidden fees.
- Moderator: Albrecht.
- Albrecht: The hydro, it's hugely complicated. There's generators, so that's a different company. Then there's the distributors, which are completely different. Then it's all regionalized [inaudible 00:17:19] hydro, there's OPG. Then you have all these execs making a large amount of money.
- Ray: Hydro one? The exes?
- Albrecht: What's hydro one? I don't even know.
- Ray: Hydro one is trouble. The exes there I have an acquaintance and the guy makes 198,000. He's just the director of operations.
- Albrecht: I've heard that they [crosstalk 00:17:45]. I've heard that as well.
- Ray: The president's 1.2 million. The past president was copping their hands in the till, all right, getting issues done on her house. She was fired. She's a preacher now in Binemen.
- Celine: Fired and [crosstalk 00:17:59].
- Moderator: All right. Why ... It's imperative to talk about hydro and that's fine because we're actually talking about something to do with that. Why do you think the price is going up? Somebody, a few folks mentioned the price is going up, so why is that?
- Ray: Wages are very nice.
- Marcel: Yeah, wages, I would say wages. I mean they ... I'm sure they have a lot of money. They need money for new products and all but I think this is gone real overboard

because I live in a truck area. I work for a roofing company and we deliver to a mine ... not a mine, a power plant in Cobalt and it was quite the dam, but it was only 100 P time just like a social hall. How many dams are like that? Also they built all these solar farms. I don't know if you've seen them at [inaudible 00:18:55]? Probably don't see them from the car, but when you're sitting up in the truck, you should see this, it's just huge. It's not the only one I've seen. There building them...

Erin 1: I've seen them in the [inaudible 00:19:07].

Marcel: They're huge.

Albrecht: There's lots of anecdotes that I've heard and people have heard that people who work for either Ontario Hydro or Eg are doing in these companies. The anecdotes are that they are wildly overpaid and benefits that are extraordinary. I think that makes people feel resentful when people get their electricity bill and it's substantial, especially for me. I have electricity, electrical heating in the house. When I get ... When I look at my bill in the winter, it's substantial.

Moderator: Brenda, what do you think?

Brenda: As renewable, I read the sunshine list, and it's crazy when you see what EG and those Hydro One people make. When you look at against the dollars made by other categories I cannot believe that electrical, that energy is going take that much of our dollar to create or distribute. It's bizarre. When you think that solar is free, wind power is free. Frankly, what's generated off of ... No, but where it comes from is free. It's how you gather it and how you store it is the cost.

Moderator: Okay. Well, we're going to move on. I'm going to give you a couple of articles to read. Has anyone ever heard of the term Cap and Trade?

Celine: I've heard the term.

Moderator: Can anyone explain it to me?

Albrecht: No.

Moderator: Nobody? Nobody can explain to me cap and trade?

Erin 1: I had a briefing by my sister this morning because I...

Moderator: On cap and trade?

Erin 1: I heard the term but I wasn't sure what it was.

Ray: My understanding, I'm not positive, but it's so you cap the amount of carbon that any sort of entity can produce. If you want to produce more carbon you can trade your credits with a company that's producing less and say, "Oh, let me buy some of those off you. I'd like to do a little more." So that sort of thing.

Albrecht: Overall, carbon emissions go down but some can go up and some are [crosstalk 00:21:18].

Ray: Yeah, some companies can keep operating and figuring it out, but overall the province is saying, "We're capping it here. We're capping it there," and keep doing that...

Moderator: Okay, that's not far off. Basically the government comes in and says, "Here's the cap on the amount of carbon and they look at every industry and they assign, basically, a carbon quota, I guess you could call it to every, to all businesses." Naturally, some businesses have higher quotas than other because of the industry they're in and so on. Then they'll put it up for trade. Some businesses that use more, need more will trade with other that need less. They'll trade it that way. If you use less you can sell your carbon credits and if you are in the opposite position, you need more, you got to buy carbon credits. It establishes the price on carbon. That's basically it.

I'm going to give you a few things to read here. I'm going to give you a few minutes to read them. Okay? One is a handout, one is cap and trade, a short summary of that. I'm going to ask you ... There's nine right? ... To take one and hand it back. If I could ask you not to write on any of these materials. Take one and hand it out. I think I got one for everybody.

I'm going to give you an article from the Globe Mail as well on the topic generally. I'm going to ask you to read it and process it and we'll talk about it, okay? I'm going to start them here and pass them down. If I missed somebody, we'll give them one. Like I said we'll come back and talk about this in a minute. Did I get enough?

Celine: I think we may be one short.

Moderator: One short on the handout?

Celine: What is [inaudible 00:23:06]

Moderator: Here you go. Then you got the article? No? I'm always short by one. There you go.

I'm going to give you five minutes, should be good to read all that. We'll go from there, okay? I'll be back. (leaving)

George: You are a biology teacher?

Albrecht: What's that?

- George: You're a biology [inaudible 00:31:11]?
- Albrecht: Graduate.
- George: Oh. How long has it been since you did that?
- Albrecht: [inaudible 00:31:22].
- George: When I was married there was physics, math, astronomy.
- Albrecht: That's it? When was that?
- George: Mid to late 60's.
- Albrecht: Is that still [inaudible 00:31:49]?
- George: No, they just moved up again.
- Albrecht: Yeah, they were science factories much more than they are now. [crosstalk 00:32:10]
- Moderator: Okay. What'd we, what'd we read about?
- Albrecht: The horrors of cap and trade.
- Moderator: The horrors of cap and ... Guys, can I get your attention? Go ahead, the horrors of cap and trade.
- Albrecht: Well, it's fantastic.
- Moderator: Okay so you think, you got a good impression from reading the material.
- Albrecht: Well, I would like to know the objectivity of what I'm reading. Explanation of cap and trade seems pretty straight forward. I have no idea if these numbers, do they take into account inflation? It's fifteen years of inflation to go into these numbers as well. I'm not sure, I have an opinion about what that's all about. This document [inaudible 00:33:26] from Globe Mail seems to be about some internal debate in the cabinet.
- I follow provincial politics a little bit and I know that this guy, Murray, Glen Murray is a bit provocative. I wouldn't necessarily say this is a primal version of what they represent.
- Moderator: Okay, what else?
- Brenda: If both articles are Globe Mail I have a concern about the bias.

Moderator: Okay, why is that?

Brenda: Simply if we are going to have a discussion based on these documents, that is the Globe Mail bias as opposed to other media sources.

Moderator: Okay. You felt it was a heavily biased article.

Brenda: I'm not saying it was biased. I'm saying because they're both from the same source.

Moderator: Okay. Anybody else?

Ray: What's next? To identify our natural gas as natural gas other than it's compressed oil. Isn't it both the same? Really? Well, why do they, Mr. Murray, talks about enhancing natural gas for its use and then cutting back, we have a concern on cutting back on natural gas. I'm trying to figure out the two here. It's confusing when some of the remarks here, that's kind of why I wanted a pencil marker to make some marks, but anyway, just going through it point by point, if there is an opportunity to do that. To ask, well, something's not making any sense here.

Moderator: What's not making any sense?

Ray: If I addressed each point, I'm not sure if you're prepared to do that.

Moderator: Sure.

Ray: Okay. I'm trying to understand what's confusing about it or not. More government vehicles ... They're going to be making more demands on us to be driving electric vehicles. One I laughed at was having more electrical outlets placed at our LCBO outlets.

Erin 1: Yeah, that's the one I chuckled at too.

Moderator: Why is that?

Ray: Well, I run to an LCBO to pick up some wine and then I leave. I'm not there long enough to plug in my car.

Moderator: Oh I see.

Ray: I'm trying to figure out the sense. If it's a government, they're looking at it as a government place, well, if that's the case they're not going to have any parking spaces left for customers who are going to buy booze. Everybody's going to be parking there so they can get a free charge.

- Celine: Somehow I don't think it's going to be free.
- Moderator: Yeah, it's not going to be free, okay.
- Celine: My big issue and this really upsets me actually is I'm semi-retired. I sit at home in the dark with no freaking TV on, can't do no crossword, can't do no nothing because hydro's like a gazillion dollars if you use it in the daytime. I have to live like a freaking vampire and do stuff at night. Now you've sold off hydro, you're doing a pay-per-use time thing, and now you're just going to switch everything to hydro? How are people going to even afford that? I can't afford it right now. I watch my hydro bill like crazy. Shut the lights off. Can't watch TV, it's ridiculous the way we're living the way it is, this pay-per-use the time thing. Why would you, it makes no sense to me. Then to sell off hydro and then now say, "Okay, everybody, we're going to cut you off natural gas and you're going to go on hydro," where people can't afford hydro as it is.
- Erin 1: It just seems like it's going to cost the consumer. Yes, they're offering rebates, they plan to offer rebates, however, you still have to pay up front and then apply for your rebates. Like Celine was saying, it already costs so much to begin with that where are people going to get this money from to retrofit your houses?
- Celine: Are you only going to heat your house at certain hours? You're going to freeze the rest of the time?
- Albrecht: Can I just ask ... So my hydro bill during the summer which is when I stop the heat. My hydro bill is 150 bucks for two months. Is that a lot?
- Celine: Well, I use natural gas for my heating.
- Albrecht: No, I'm talking about the summer.
- Celine: Well, my bill's about 450.
- Albrecht: 450? In the summer?
- Celine: Every three months.
- Albrecht: In the summer?
- Celine: Yes, that's what I'm not understanding.
- Moderator: Yours is 450 every three months. That's about 150 a month. Yours is 150 for two months.
- Albrecht: To be fair my wife is usually the one that does the books.

- Denny: I don't see that it would be 150 [crosstalk 00:38:25].
- Celine: With that goal all the lights are off. I don't do laundry. [inaudible 00:38:31]
- Erin 1: Is that equal billing?
- Moderator: Nope.
- Ray: I wish I would have known about this hydro discussion. I would have brought in our rates for our bills. [crosstalk 00:38:42] I'm negotiating right now a solar panel set up for a larger building we've got downtown. It's a 33 thousand dollar cap [inaudible 00:38:50] which I'm not prepared to spend right now. I'm simply going to sell it back to the solar installer and let him reap the rewards because it would be 22 years for...
- Moderator: Let's go on to the topic at hand in the cap and trade. I think it fleshed out a bit our very straight-forward discussion about what it is. What do we think about it? [crosstalk 00:39:16]
- George: I have a question before we move.
- Moderator: Please.
- George: Now, when I was in school, I was taught that every time the energy changes form you lose some. Now, how can electric cars use less energy than a propane or LPG car use because I assume that electric energy won't cost more in the long run, why is it that the government keeps on plugging in electric and gives you truckloads of money just to get you hooked on and then afterwards you pay?
- Moderator: Why do you think they want to get everyone onto electric?
- Celine: I know. They're already penalizing us for using it.
- George: That's my question.
- Moderator: You're not sure why? You don't understand because the time of day and that? Do we know why they're trying to get us on electric?
- Marcel: They make more money.
- Moderator: They make more money?
- Erin 2: I like to think of this as the environmental sense of it. If you want to do cap and trade you're reducing emissions so you're reducing the amount that you're effecting climate change. At the same time, electric cars, where are you getting that electricity from? You're still getting it from burning gasoline. At the same time, how many years ...

there's only 50 years left of gas that we actually have. We're getting it from sand. You know you don't have that much left when you're taking it out of the sand, fracking and things like that. Eventually, there's not going to a [inaudible 00:40:59] I think to at least transition a bit ahead of time is going to save at least my generation from being like, "Well, we have no gas left. We can't own our cars."

Celine: Wouldn't it make sense, to me, if you want everyone to use electricity, get off gas, you lower the price of electricity, you raise the price of gas? Not the opposite.

Erin 2: Yes.

Celine: Do you know what I'm saying?

Moderator: Brenda, what do you think?

Brenda: I'm listening. I'm giggling at it all because it is the article in Global Mail is the climate change issue, right? Murray is all about climate change and your water's a little weird. Cap and trade looking at the climate change, it's not looking at the consumer, not looking at how the consumer uses, not looking at the dollars. Those things are not in consideration. Cap and trade is really about climate change. How we feel about climate change is going to impact how much we are willing to do or how much we're willing to change about our lives.

Albrecht: I think it's very difficult to overcome cynicism. I think many people are really cynical about how these things are managed by governments. Even though I think we like to be optimistic and that they're doing this because ... I mean clearly we have to do our part in reducing carbon emissions and all this. It's very ... I don't know if I'm that cynical but certainly many people are cynical about the ability of government to manage this kind of transition from a carbon based fuel and energy source for our society and moving to something that more renewable based on solar and wind and so on.

Erin 2: Nuclear.

Denny: [crosstalk 00:42:46] Of what needs to be done. You look at everything that's happened. You look at how the government has managed energy and hydro and all that over the past ten years or longer. I'm younger so I just look at all the big mess with the scandals and the this and the that with energy over the past ten years and ... Oh, now this is going to become, now ... I just don't trust any of their plans because they've made such a big mess of it over the past ten years. I know, this looks like a terrible idea. Now they want to force us all go under the electricity that's costing us an arm and a leg because of the way it's been mismanaged. Now use more and help us fix this problem. I see what you're saying. You might have, you're heart might be in the right place, but it scares me because it's McGinty. It's McGinty again. I don't see it as a new government. I see it as a continuation...

- Albrecht: [crosstalk 00:44:06] to force why it's more expensive in this area? It would be ... I don't know who you're client is, maybe it's the government, but it would be useful if we had a very plain explanation for Joe Blow, like me, why are we paying so much more for electricity than other jurisdictions?
- Moderator: Electric in other jurisdictions?
- Albrecht: Well, you heard some here [crosstalk 00:44:28]. I don't have the data.
- Moderator: I don't typically give answers at these things, but there's an easy answer for that one, topography. They have a lot of really high areas with a lot of water. They built really huge, gigantic dams, Churchill Falls [inaudible 00:44:42] a really good deal with Newfoundland, but then also the one near Radisson. The answer there is geography. End of story.
- Albrecht: If that's the explanation, why is that not being communicated to the public? You're bugged because you live in Ontario where we don't have higher places where water falls from. Right? I think it would be a useful thing for people who are dealing with high electricity prices and they would be able to [crosstalk 00:45:09].
- Moderator: That's not a totally fair comparison, and as George referenced as well, if you like to be balanced about it, Ontario also has gone with ... Together with and I'm not from the government of Ontario to be clear but has gone much farther with renewable energy, windmill, solar, and gone [crosstalk 00:45:25].
- Albrecht: Sure. Usually, it's very expensive.
- Moderator: Okay.
- George: Now my thinking is, Canada is such a tiny player in the world. What do [inaudible 00:45:42] the Chinese and the Indians and the Americans because not far behind their [inaudible 00:45:49].
- Moderator: There are some people that say
- George: They're building, the Chinese, are building a coal plant in...
- Moderator: Twenty days or something. There are some people that say that. Let's break it down into two broad positions. One position, we have to lead on this issue. We have to go way out ahead and lead on it. There's others that say, "No, we should just go at the same pace as the rest of the world on climate change and so on." What do you think? Who agrees with we should lead on it and go ahead?
- Celine: Well, we should.

Moderator: By show of hands, raise your hands if you agree with that position. All but George. George, your position would be that we should go with the rest of the world? The same pace as the rest of the world?

George: My position is that the climate has been changing since the dinosaurs were here. Everyday since then the climate has changed. We know so little about the climate.

Moderator: You're not convinced about man made climate change.

George: No.

Moderator: Okay.

George: It's quite possible it is. But I'm not convinced.

Moderator: Okay. Anybody agree with George on that?

Celine: Yeah, I'm somewhat.

Moderator: You're skeptical.

Celine: Yeah, because back in the day my parents, they're in their 80's, when they got married there was a global warming. They got married in October or November and it was 22 degrees out.

Moderator: Yet you said we should kind of lead on this issue.

Celine: We should.

Moderator: Just in case?

Celine: Its always good to do something. But it's the way they're doing it. It's the government again and they stick their nose in things and they screw everything up. Like I said, they raised the rates of hydro and then said, "Okay, everyone we're going to take everybody off. You're all going to go on hydro." Why, the hell, would you raise the rates, first of all, and put us on time a thing and then say, "Okay, now we're going to force you to use us." It's so back-asswards.

Moderator: We're at the midpoint. I promised I would give you a brief break, so I'll give you a brief break to check messages and so on. If I could have you back here in your seats in five minutes at the absolute most. We only have about 35 minutes left and there is still a lot to cover. Okay? Thanks folks. [crosstalk 00:48:15]

George: Which one is it? We're all going to freeze or we're all going to melt.

- Celine: Like you I'm not completely convinced but it's always good to do something
- Brenda: Science is the science of [crosstalk 00:48:42]. When they prove one thing, they disprove something else and that's what's science is all about. It's just to prove and prove and prove.
- George: The thing so far it's all theories.
- Brenda: But they're trying to prove is what I'm saying. It is all theory.
- George: They haven't proved it.
- Brenda: Who knows what [inaudible 00:49:01]. A trucker who actually relies on fossil fuels for their job. This is a different.
- Marcel: I have a friend with a new truck. The amount of pollution that comes out of that stack is just amazing. It's very little anymore. What I don't trust is the government. I don't trust them at all. They'll screw things up.
- George: [crosstalk 00:49:28] This cap and trade all it is is another form of tax.
- Marcel: That's all it is. It's all it is. Like it is I read the CBC a lot. I listened to a documentary in 2006. They talked about the 1970s. In 1970s we had so many refineries that produced so much gas. We had so many cars. We moved ahead twenty years later, 1990 or 95 it was we have double the amount of cars we had in 1970s, we have less refineries and we're using the same amount of gas. Our cars got more efficient. That's when we get to today. The price of fuel is so low because they don't need as much anymore. We're not using it. The cars have got so efficient, but they're still using the same amount of oil, but we're not using it. That's why I don't understand it. You're right, they're not telling us the truth. Same with hydrogen, how can we be taken off the grid? It's against the law to get taken off the grid. Why? Why can't you put up solar pads?
- George: You can get up and do them.
- Marcel: No.
- Celine: You have to be connected to the grid.
- Marcel: You have to be connected to the grid.
- George: Really?
- Marcel: Yup. [inaudible 00:50:44]

George: My cousin [crosstalk 00:50:50]

Celine: There's nothing you can do without getting permission. It's not a free country like everybody. I had a trailer on a piece, I bought a piece of property. We put our trailer on. The city came over and told us we were not allowed to put our trailer on our property. [inaudible 00:51:09] That's what I mean. That's my property. No, you're not allowed.

Erin 2: It's got a building on it, right?

Celine: Yup.

Erin 2: Not just a shed?

Celine: No.

Erin 2: It's [inaudible 00:51:16]

Celine: But that's bullshit, it's my property. If I want...

George: No, you can't.

Erin 2: You used to be able to do that. You used to be able to have a property and just put a shed on it and then build because [inaudible 00:51:26].

Marcel: But you can buy with two homes? [inaudible 00:51:30]

Celine: I know, but it's not right though.

Moderator: Okay, folks, can we head back on in here? Oh, we've got a turkey, that's good. [inaudible 00:51:44] [crosstalk 00:51:49] The government says that in the first year this cap and trade plan is going cost consumers about 60 dollars per consumer. That's in the first year. It's not really offering a cost estimate for future years. How do you react to that?

Marcel: Do you believe the government? Yeah.

George: No matter what [inaudible 00:52:28] is, and then you have a change of government? You may say that's the most [inaudible 00:52:33]

Erin 1: They'll start at 60 dollars.

Moderator: Is 60 okay? If it were 60 would it be all right?

Celine: No.

Erin 1: Per month?

Moderator: Per year.

Erin 1: Per year.

Moderator: Yeah.

Erin 2: What was the question?

Moderator: If it were ... They were saying for the first year for the cap and trade plan.

Erin 2: 60 dollars each person?

Moderator: Yeah.

Erin 2: My grandparents told me the other day I already owe 73,000 dollars or something to the government so I owe another 60. We'll just rack it up.

Moderator: Okay, very good.

Marcel: I don't get this part.

Moderator: Everyone pays their gas bill? I think you said your wife does.

Albrecht: Well, I know they're all the same.

Moderator: Very good. Who knows if they're on the equal billing plan? If you're on an equal billing plan, raise your hand and keep it up. [crosstalk 00:53:32] Keep your hands up, please, I'm sorry. I need to keep these straight and it's confusing enough. Equal billing plan, equal billing plan, equal billing plan, Brenda. Who else said equal billing plan? Ray. Here's equal billing plan. Here is how it explains.

The rest of you then are monthly or you don't know?

Marcel: I know, monthly.

Moderator: I'm going to give you monthly. I'm going to give ... If anyone doesn't know, I guess I'll give them monthly too. Monthly, monthly, Erin, you're not sure. Erin 1 monthly. Everyone's got a bill now? I'm sorry. That was a monthly. Oh back to Erin 1 [inaudible 00:54:29]. The first bill. The way ... Let me explain one thing to you. The gas companies have done research on this and whenever they talk to people about their bill, some people want a lot of detail in their bill and some people want just a summary. Some people want the summary and some people want the details.

You'll notice the first page is just a summary and if you flip it over on the back side of the page is the detail of the bill. There are two bills there. They're both equal billing plan or monthly, as you indicated when I handed them out. The first page, front and back, the second page front and back. Can anyone tell me the difference between the two bills?

Celine: You have cap and trade charge.

Moderator: Anyone notice anything else? Everyone notice what Celine pulled out there, the difference there?

Albrecht: Where is it? I don't see it.

Celine: On the second bill here.

Moderator: This is bill number two. Same thing on the detail. [crosstalk 00:56:02]. What do we think about that?

Celine: It's a [crosstalk 00:56:05]. They even charge you HSD on there too.

Moderator: Yeah.

Erin 1: It's 111 dollars a year if that stays consistent.

Celine: According to mine it's more than 11 dollars. It's more like 13 dollars a month.

Erin 1: This one here, I have 11.51.

Celine: Plus your HST.

Moderator: You're on an equal billing plan.

Celine: No.

Moderator: You're not on an equal billing plan? You're [inaudible 00:56:34]. Celine, you're on an equal billing plan or monthly?

Celine: No, monthly.

Moderator: Yours should be the same then

Erin 1: She factored in the taxes.

Moderator: Okay. I see. Very good.

- Albrecht: Equal billing is ours.
- Moderator: Let me ask you this. Do you want to see cap and trade costs separately or do want them just included in the bill? [crosstalk 00:57:02]
- Marcel: Makes no difference you get shafted anyways.
- Moderator: Makes no difference you get shafted anyways. Dennis, what do you think? You kind of laughed when I said that.
- Denny: To see it there. I don't see why it wouldn't be in the back with the transportation and the de-te-de-te-de.
- Moderator: You don't see why it wouldn't be there is your answer?
- Denny: Why it wouldn't be in the back with the detail?
- Moderator: You don't think it should be in the summary?
- Denny: No.
- Moderator: Why?
- Denny: I don't see how the charge for the cap and trade program is different from, because it's a detail.
- Moderator: It's a detail.
- Denny: It's in the same category as a storage charge, and delivery charge.
- Albrecht: You know what it is, this is a political statement made by [inaudible 00:57:51]
- Moderator: Okay, why do you say that?
- Albrecht: You're making the point that, you're telling consumers you're paying an extra 10 dollars
- Albrecht: Up front this is because of the cap and trade program, obviously imposed by government so that the fees, the services, and this is another [inaudible 00:00:09]
- Speaker 2: Hold on, let's finish that point. So you think they should sort of ...

- Albrecht: I'm being cynical about union gas and their political, sort of, perspective. Obviously, my impression is that they don't like the cap and trade program, they would like to inform the public which are paying their bills that your government has imposed an extra \$10 on our charge to you, so if you're going to complain about your bill you go to the government because of the cap and trade. That's how I interpret it.
- Speaker 2: That's how you interpret it.
- Erin: I just want to make sure I get this right. So the cap and trade basically, if you use, let's say there's a company, they're using less, that means they don't have to pay as much of the cap and trade fee, because they can trade it to other companies. If you're not using as much you can sell your allowance to another company.
- Speaker 2: Yes.
- Erin: This is how much the consumer has to pay of that company's cap and trade.
- Speaker 2: Yeah. Was your thinking that the company would just suck it up themselves?
- Erin: No, I'm just saying, so then if I as a consumer use less energy, on a regular monthly basis, would I able to see the difference in that, like this year you used less energy, my money went down, so show that based on bills, or each time you get the bill it says this is the price? Do you know what I'm saying?
- F pink shirt: I don't understand what you're saying. Are you saying that if you used less, you should be able to trade with me type of thing?
- Erin: No.
- Speaker 2: If you used less, you should pay less. You should pay less for the cap and trade component as well. That's the case.
- Erin: I know, but is there a way to see that, like you know what I mean?
- Speaker 2: Sure, you'll see your consumption.
- Erin: I think the way that you, people don't want to see like oh man, I'm paying more for this actual thing. I think ...
- Speaker 2: What do you want to see yourself against the average, maybe?
- Erin: No, no, but for people who are thinking oh, you know, we want to do better, we want to what is it, reduce our emissions and things like that ...

- Speaker 2: I didn't really catch that in this group, but okay ...
- F pink shirt: This has nothing to do with ... this has to do with the government just sucking more money out of us.
- Speaker 2: Let's let her finish.
- Erin: I mean yes, but I'm just saying, I would personally want to visually see that. It's not like I'm getting charged more. It's like, I did a little better. I personally lowered whatever emissions I was making.
- Speaker 2: And if you did a little worse too, you want to hear that too, right?
- Erin: Yeah. That's just my feedback.
- Speaker 2: So year over year, not just month over month. Right now they provide a graph that's month over month, you want to see it year over year, too.
- Erin: Yeah, because for people who are thinking, I don't know, this doesn't really show me my impact on how much emissions I'm really showing so I don't see the difference in how it trades ...
- Speaker 2: So you want them to say that you raised the climate's climate by .003%
- Erin: I want to see them, honestly, like yeah, I'm spending extra money, but maybe making a bit of a difference.
- Speaker 2: I understand.
- Male bottom r: I had been getting that for a couple of years from Union Gas every once in a while, they compare year over year.
- Speaker 2: Ray, what do you think?
- Male bottom r: Well, you've got a big black spot here.
- Speaker 2: Statistically [inaudible 00:03:57] it gets to the point of do you want to see the cap and trade separated like that, or do you just want to blend it in?
- Male blue shirt: No, I want to see it separated, for one.
- Speaker 2: Why?

- Male blue shirt: Because it defines what we're paying, number one. Number two, it's like Albrecht was saying, it's not the gas company's problem, cap and trade, so why should they blend it in so we're left thinking ...
- Speaker 2: That's not what Albrecht said. Albrecht said this was a cynical thing where the company was pinning the tail on the government ...
- Male blue shirt: Yeah, it is, but at the same time, too, I always look at the positives here, so I'm saying that ...
- Albrecht: I think your political leanings are probably reflecting how you interpret what I said.
- M btm off camer: Okay, union gas doesn't want people to know that they're paying, or they're responsible for this cap and trade. It's just as you said. They want us to know that the government is responsible for this. I want to see it separately billed out like we see it here on page 2, okay? I want to see that. I want to see what we're paying the government. Next, I'd like to see in this very blanked down ...
- Speaker 2: On page 1 or on page 2? Would you like to see it in the summary, or do you just take in the detail?
- M btm off camer: I want the detail.
- Speaker 2: Not in the summary? You don't care about the summary there? So in the summary on this one, it actually shows that they're ...
- M btm off camer: I like that.
- Speaker 2: You like that.
- M btm off camer: Yes, I want that. I want details on all the buildings that I have on my properties. I want to know what I paid for, and I want to know what I consumed so that next month I consumed less, which is what Erin was talking about, then I'll be paying less for cap and trade.
- My reference to a blank spot was that Union Gas could turn around with the help of the government and paint us a picture of what emissions that we have been able to save. If there's something like that. If there's something in cap and trade that the regular consumer like all of us, can see that there is conservation taking effect, or something in that area.
- Erin: [crosstalk 00:06:06]
- Speaker 2: Brenda what do you think?

- Brenda (blue shirt): I would concentrate separately. I think it is a good thing for the consumer to see separately?
- Speaker 2: You don't think it's just a cynical ploy by the company?
- Brenda (blue shirt): I really appreciated what you said, but I don't see it as cynical because it's a change.
- Speaker 2: Marcel what do you think?
- Marcel (white shirt): Separately would be good.
- Speaker 2: Separately is good? Okay.
- Marcel (white shirt): My question is, okay, when you fill up your car, put \$50 of gas, you know that I'm going to, what is it, \$15 of that goes to taxes, so put it. It makes no difference because it all goes to general revenue. Originally it was supposed to be for highways, but it isn't anymore. Just different revenues. You would not let \$15 every time you fill up goes to the government, regional or federal.
- Speaker 2: Yeah, who cares.
- Marcel (white shirt): I don't know.
- Male bottom right: As a point of interest I want to know what taxes are being paid, to know that's part of the gas I'm paying so I can express myself and be more pissed off in 6 months when I have an opportunity to talk like I do now.
- Marcel (white shirt): The board, there's a sign saying 32 or 42 percent goes to tax for the government taxes.
- Male bottom right: You can still get [inaudible 00:07:43]
- Speaker 2: Right.
- Male bottom right: Money out of my pocket to their pocket, doesn't matter.
- Marcel (white shirt): I came to a [inaudible 00:07:51]. I don't know. No more the company, what can they do?
- Albrecht: This is hopelessness. This is where you've reached a point where you can take my money.
- F pink shirt: [crosstalk 00:08:08]

Albrecht: The best thing I can do, where do I sign. That's what this is, that's hopelessness.

F pink shirt: [crosstalk 00:08:21] This is just another tax, but they just don't want to say it's another tax, so we're going to call it, what is it? Cap and trade? It's another tax.

Male bottom r: I think they're making the case it's a tax. To be fair

F pink shirt: They're taxing us with more taxes.

Speaker 2: Mary, you got a second and then I'll throw something else out there?

Female left : I'd like to see it separately because you don't have a choice in the matter.

Speaker 2: So I think Albrecht's a lone ... Well, you're not really saying don't separate it on the bill, you're saying ...

Albrecht: I'm simply pointing out the motivation behind putting that. You know, I don't disagree with anybody, I'm just saying it's useful to have that piece of information but I do think that there is a part ...

Speaker 2: What if, let me just give you a what if for a second. You told me that you're a professor, right, at the university there. Let's say, you know, they need ...

Albrecht: [inaudible 00:09:15]

Speaker 2: I'm sure, I'm very sure about that. They need you now to collect a fee from your students coming in, there was now an entry fee for ...

Albrecht: It's called tuition.

Speaker 2: Not tuition, I mean like a classroom entry fee.

F pink shirt: Another fee.

Speaker 2: And you had to collect from the students now \$5 every moment they entered. Would you want to point out that maybe it wasn't your decision that was doing that? It was maybe somebody else's policy?

Albrecht: That's a very good question. If I was a good employee I wouldn't say a word. But my academic freedom rights allow me to say, or my political rights allow me to ...

Speaker 2: What do you think you would do?

- Albrecht: I probably wouldn't care. Many students have the same hopeless attitude towards the class associated with their class.
- Speaker 2: That's fair. That's a fair thing.
- Albrecht: It's a good point, though.
- Speaker 2: It doesn't matter, though.
- Albrecht: It is.
- Speaker 2: It felt a little strong, the condemnation of the company. They're not an employee of the government, they're not a client, but why not. Why should they have to suck it up.
- F pink shirt: Gas companies do it. When people fill up it says this is how much the gas is, this is how much in taxes.
- Speaker 2: It's on there and [crosstalk 00:10:35]
- F pink shirt: You're taxing them an extra tax. You're taxing the tax.
- Speaker 2: Is there tax on the tax? There is actually?
- F pink shirt: There's tax on the tax. You're taxing the tax.
- Speaker 2: Okay, all right.
- Female left : I want it out in the open.
- F pink shirt: No, but you're charging me a tax and then you're taxing that.
- Speaker 2: Brenda.
- Brenda (blue sh: Just to correct, I know that paying more taxes isn't necessarily a popular stance. On the hand, we as Ontarians and Canadians, we've got access to great roads, we've got access to great education, you know what, potholes aside, we do have access to roads.
- F pink shirt: Our roads here are the worst. Toronto.
- Speaker 2: Pay it with Brenda.
- Brenda (blue sh: We are able to go from A to B. We are not down gravel roads anymore. We've seen a lot of improvement, and we're seeing 4 lane happening. We are seeing a

lot of improvement. We are a society that has a lot of benefits because of the taxes that we pay, so you can cry all the time, but we have to be grateful that we have an opportunity for the roads, the hospitals, the education, those things our government is doing.

Male bottom r: Happier to be living here than the US.

Brenda (blue sh: [crosstalk 00:11:55]

Male bottom r: I wouldn't want to live in the US. The US is getting worse all the time.

Speaker 2: I'm not sure where to go with that now. Okay, so you looked at those bills, and let's say that seems like ... who thinks that bill overall is approximately ... I think about \$150 seems to be about what people are saying, that was more for hydro, for gas. Does that seem like what you're paying for your gas? Does that seem right Albrecht?

Marcel (white s: Peak time, probably.

Speaker 2: [crosstalk 00:12:32]

But it seems like a realistic amount. But what about that cap and trade card, does that seem like a reasonable amount to pay to fight climate change?

Albrecht: Yes.

Speaker 2: I think we might have a difference here.

Albrecht: I'm happy to pay it as long as we see evidence that it's working. I think that's useful for that. Speaking about taxes, people who pay taxes for 10, 20 years and it's happened, I'm happy to pay my tax as long as I see evidence that the tax is being used. If I see that our emissions are dropping as a result of this cap and trade, and ...

Speaker 2: So that's the evidence, that they say that emissions have dropped.

Albrecht: Of course, that's the whole point of cap and trade.

Speaker 2: It's not that the climate reverses course or anything like that.

Albrecht: The climate is not going to reverse course any time in our lifetime.

Speaker 2: This is if you want to see it reduced.

- Male bottom r: If you want a simpler outlook, and what [inaudible 00:13:36] is referring to when you said you didn't think the climate change was affected by the amount of fluids in the air, all right, if you look at china, they're all wearing masks.
- Marcel (white s: That's different, that's pollution. I agree with that.
- Male bottom r: That's emissions.
- Marcel (white s: It's got nothing to do with ...
- Albrecht: That's air pollutants but that's not carbon dioxide that's causing global warming.
- Male bottom r: The statins.
- Albrecht: Of course, I understand, but the reason they're wearing masks is not because of carbon dioxide causing global climate change, it's the result of the particulates that are in the air that's produced by the coal fire plants.
- F pink shirt: So why aren't they being fined, instead of charging us more? Why aren't they being ...
- Albrecht: Who's going to fine them? Who's going to fine the Chinese?
- F pink shirt: Whatever you call that, the UN. The big council there that decides who does what.
- Albrecht: United nations.
- Speaker 2: In fairness, that raises a good point. You say that you want to see that the emissions are down. They introduce cap and trade, let's give the government benefit of the doubt. 10 years, so now, guess what folks in Ontario, so the idea is to torque down, you start with a cap and then you slowly reduce it, not dramatically but slowly, and you reduce it, maybe 10 years, great, great job Ontarians, we reduced our carbon output by 2%, by the way on a global basis it's still up by 10%, right? How do you feel about that?
- Albrecht: Me?
- Speaker 2: Yeah.
- Albrecht: The reality is that it's under control and I think we have a moral obligation to do our part. If China continues to do what they do, there's obviously going to be international pressures on those countries to reduce their emissions but I think we as individuals collectively as a society have an obligation to ...

- Speaker 2: And the \$10, Marcel you get to react first to this, it's about, let's say it's \$10 or \$11 or \$12 a month to start off with on the cost of this for your natural gas. Does that seem like an acceptable price for that?
- F pink shirt: It's the key word you said, to start off with. That's the key word.
- Speaker 2: I guess maybe I shouldn't have high biased it inadvertently there. Let's say \$11 or \$12. [crosstalk 00:15:58]
- Female left : If there's a consumer cap, like this is never going to cost a consumer more than X amount of dollars because with hydro you pay sometimes more in carrier fees, than ...
- Speaker 2: Who's okay with \$10 or \$11 a month extra. Is that okay. Who thinks that's not okay, raise your hand.
- Erin: I'm on the fence. The one concern I have with this, so this price that you're asking us that the consumers would pay, that's what that company, that's what this union gas, that's what their cap and trade is, right? Is that how much emissions they are producing currently? Because the point in cap and trade is to lower the emissions. So if Union Gas is starting and this is what we owe ...
- Speaker 2: You lower the emissions by putting a price on carbon. That's why. Union Gas is a gas company, right, so they have to use, there's no way around it ...
- Erin: The point in cap and trade is for companies to lower their emissions. So if the company is just saying, okay, we have to pay this tax, they actually have to show this is how .. You know what I mean? I know that they're a gas company.
- Speaker 2: They're just supplying gas to consumers, they're not really using the gas themselves, is my point. You're the users of gas. Union Gas isn't the user of gas, is my point.
- Erin: That makes sense.
- Marcel (white s: If this thing was the tax or giving you [inaudible 00:17:41] or whatever, what effect does the tax and the provincial government and all of them say okay, we're going to give a \$20 or \$50 gas cap in fact, we're going to GST, we're going to [inaudible 00:18:03]. Why is it that last year I paid, let's say, \$10,000 tax, this year I'm going to pay \$10,000 tax plus another few dollars for cap and trade, and nobody's telling me where did the workers do this. \$1,000 is going to go. We have to know where is that money going to go before we say yes it can go, or no, take a hike.
- Speaker 2: You're saying that if it's revenue neutral, if they cut other taxes ...

- Marcel (white s: It better be revenue neutral.
- Speaker 2: If they cut other taxes to do this, then you've got no problem.
- Marcel (white s: That's not what we're talking about here to be clear.
- Speaker 2: That's a good point. Can we go back to that. Who's basically okay with \$10/month extra to fight climate change. Please raise your hand high and keep it there.
- Brenda (blue sh: Can I ask? I'm confused about the statement \$10/month to fight climate change. Simply, I am looking at the overall picture, looking at the government cap and trade plans, how is that at a point where it's translated to \$10/month for each of us. I don't know what that math is, and I don't know how it gets there.
- Speaker 2: I just set it arbitrarily because it's reflected in these bills. Let's not get too focused on the number, or why the number, I'm just saying, what does \$10 sound to you. Does it sound reasonable, or does it sound like to much.
- Male bottom r: Half that.
- Speaker 2: You're willing to pay \$5. Okay. Of the people who are willing to pay \$10/month, how about \$20/month. Raise your hand if you're okay with \$20/month.
- Albrecht: It's all predicated on the assumption that it's working. I'm happy to pay, you know ...
- Speaker 2: What about \$100/month. Are you okay to pay \$100/month?
- Albrecht: [inaudible 00:20:02]
- Male bottom r: It's to encourage companies to reduce carbon emissions, so in theory in the next 5 years, shouldn't that rate drop?
- Speaker 2: Which rate?
- Albrecht: Depends on the carbon of carbon?
- Male bottom r: The 2.6 cents that we have to pay ...
- Speaker 2: You do it by screwing a fact that you increased?
- Male bottom r: I'm sorry?

- Speaker 2: My understanding is that you do both. You lower the cap eventually over time, but in part you crank up the price to make even more incentive for people.
- Male bottom r: Where's the incentive?
- Speaker 2: Right there on your bill.
- Male bottom r: But 2.6 cents, shouldn't that be eventually reduced to 2.4 or 2.2.
- F pink shirt: It's never going down, it's only going up, that's my point.
- Albrecht: I think part of the strategy here is for government to start to ... if you're the government you're trying to shift energy use away from fossil fuels to renewable, that over time, we'll be paying more and more for gas for example, but there will be other technologies that will lead us to heat our homes with solar, like solar panels will become much cheaper than the \$30,000 the you mentioned, and all of a sudden you're using your solar panels.
- Speaker 2: Sure, solar panels are dramatically going down in price.
- Albrecht: I think that's part of the strategy for the government. These prices, yes they will go up, but there will be a transition away from the use of gas.
- Brenda (blue sh: Take a look at what you're saying. If I was using solar power, and they managed a battery that was going to hold that solar power so that I could look after the needs of my house, reducing the needs on the electrical grid, right, so I'm reducing my energies, the trade price is still going to be there, so it doesn't matter what I do with the energy coming into my house, I am still going to be required to pay cap and trade price.
- You don't disconnect from the grid.
- Erin: You shouldn't have to pay it because you're not producing emissions.
- Male bottom r: Yeah, it's not fossil fuel.
- Speaker 2: I don't know the answer to that. I don't know whether what percentage of the grid now is renewals. 15, right? So for the other 85% that's produced with, well, some is nuclear, 50%, let's call 50% gas right now, maybe that's not reasonable, whatever, you'll only pay half, the cap and trade fee on the 50% that's not renewals. What do you think about that?
- Marcel (white s: The other one will be higher. You'll have gas and hydro.

- F pink shirt: If the government was so interested in lowering the emissions, if that's the big goal. Why are we not lowering the price of solar panels on that, rather than raising the price of gas.
- Albrecht: I think they are.
- F pink shirt: Not by that amount.
- Speaker 2: In fairness, solar panel prices are dropping a lot. They would argue, the government, that it's because of the investments they're making buying solar panels, that it's making them cheaper now.
- F pink shirt: But on here it says they're going to give incentives to switch to hydro.
- Speaker 2: Yes.
- F pink shirt: That's not an incentive. To put solar panels would be. But not to make me switch to hydro.
- Speaker 2: Even though they'll be dialing up the amount of renewable on the hydro. They've already started that process, is how they would answer.
- F pink shirt: If they would lower that significantly, more people would get on and then we would come off.
- Speaker 2: I've heard that before. You're saying cap and trade for you, use cap and trade stuff, but make hydro cheaper and then that's a viable switch for me.
- F pink shirt: That's right.
- Speaker 2: I've heard that, yeah.
- Marcel (white s: I've got a question amongst us. You guys are two gentlemen. University professor, business man, that most likely make over \$100,000/year. I don't know, I could look it up.
- Albrecht: This is a secret. I'm an open book.
- Marcel (white s: For them to pay \$50/month, that's nothing. But for me that makes \$11,000/year, a year, to pay \$50/month, that's a very, very, very expensive tax.
- Speaker 2: I understand.
- Male bottom r: You have no idea how I run my properties. I'm a tight ass. I don't like seeing my hydro bill, and this is why I wrote that letter to the President ...

- Marcel (white s: I'm saying in general, who doesn't mind paying the tax in cap and trade, to you, maybe, you're a tight ass, it makes no difference, but you can afford it. Me, or the lady here that's on disability ...
- Speaker 2: I've had people say that, too. I understand.
- Marcel (white s: If you were to say how about you fork over 6% of your annual income, then it would have been more ...
- Speaker 2: It just so happens with gas, for instance, yes, the bigger homes use a little more, but to heat a home is to heat a home, right? The costs are fairly comparable.
- Marcel (white s: If you have a pool, I don't get what the government pays to insulate it, you pay more.
- Male blue shirt: Overall we've done very well with [inaudible 00:26:18]. Hydros to do it again, you don't use as much. Even in the city is suffering 3 years ago, they turned on and asked the citizens to stop using as much water, and they did. But they started [inaudible 00:26:35]. Overall, I know myself, my home, we've changed a lot of things to very efficiency. Light bulbs, different stoves, everything. Consumption of hydro, I think we use around 1100 watts a month, it hasn't gone up in 10 years, but our price keeps going on.
- By this, it's not going to help anything at all. It's not going to help anybody. This carbon it's not going to help.
- Speaker 2: What's not going to help?
- Male blue shirt: It's not going to help anybody at all. It's going to be the same as it is. We're not getting anywhere ahead. We're not saving any money. Same as hydro. You cannot get off the grid. I wanted to put solar panels in my home to cut carbon costs but I can't. To put it, and they're still going to ...
- Speaker 2: You're saying you're already trying to reduce your usage.
- Male blue shirt: And if you buy electric car and plug it in, not only are you paying tax on it, you're still going to pay a lot of money.
- Female left : Spend a lot of time at the LCDO.
- Speaker 2: Are you saying, though, there's, because I guess somebody could say, by charging you extra for it, I'm incentivizing you even more.

- Male blue shirt: I'm being charged the way it is. Am I trying to save? Everything keeps going up. No matter how much we save, it's going to go up. I'm trying to reduce, I keep trying to plan my trips with the car, trying to plan this to save money, no matter what it keeps going up.
- Albrecht: There's a paradox about conservation where you have utilities, and that's that the water, not a well, the water, there is a minimum amount required to maintain infrastructure. You have people conserving water use, for example, and they use less and less, which means there's less and less revenue for the utility to use to maintain their infrastructure, so what do they have to do, they have to jack up the price. You can conserve as much as you want, but your bill is always going to stay the same or grow, which I think is what you're saying.
- I think that's the worry about all these kinds of utilities, electricity or gas or what have you, that yes we can go ahead and conserve as much as we want, but because of the systems that are in place they still need the money to maintain them, and they've got less revenue coming in to do that, and so they raise the rates.
- Speaker 2: That's a very good point.
- Male r blue shi: On some level though, I think that's fair and that's a reality of the world that we're living in. We had cheap energy for a long time, but that was on borrowed, that wasn't going to last. We had to conserve and it's going to cost us the same because it costs more because that's the new reality.
- Female left : Correct me if I'm wrong, I think at the beginning you said you're looking into solar panels, but you said it was going to be 22 years before it became beneficial.
- Male bottom r: No, the pay off on, if I've got a cap on \$30,000. If I paid for the entire solar panel structure on the roof of this apartment house we've got, and so I would get a rebate from the electrical grid of \$300, \$400/month, but I'd still pay my hydro bills, so I'd get back, and all it does is subsidize my hydro bill. I'm still paying hydro. They're figuring on a 22 year payback.
- If it were my own house living in the country and it was substantial enough, facing south, everything else, I would do it. I would absolutely do it. I would go solar on that. Then I would be able to plug in my electric car. Unfortunately I've got a pickup truck that consumes gas, and I have no other way to get around, so that's a dilemma a lot of us are faced with.
- Female left : Wasn't there a big kerfuffle in Montreal a couple months ago when they were talking about switching to electric cars, but we're never going to have places to park them to charge them?

- Speaker 2: It's one of the things that the government's talking about is investments in charging stations and other things, and more infrastructure for that.
- Male bottom r: I have to wonder, though, if the cost of batteries takes away anything that you saved over the years after the end of the battery life. That's another thing I was thinking about, too.
- Albrecht: There's an under discussed cost related to what happens when a lot of this infrastructure breaks down. When you've got your solar panels breaking down, your batteries breaking down, these are toxic metals, what happens to them. That's a cost that is not usually included when they talk about these kinds of things. It's not insignificant. I don't know if it's enough to say you shouldn't do it, but it's something that people don't talk about.
- Marcel (white s: Mostly it comes from getting solar panels, they do something there with wind.
[crosstalk 00:31:53]
You have to get ... There is a lot of carbon up in the air. The mining those ...
- Speaker 2: Maybe now or maybe later, that's what it comes down to.

Okay folks, this has been a little hard to follow at times, but still very helpful. Can you do me a favor before I let you go here? Can you hand me back what you wrote on in order. If you wrote monthly charges, can you hand that back. Let's start with the monthly charges only. These are just monthlies.
- Female left : I got holes in my billing once.
- Speaker 2: And can I get these four billing ...

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- Moderator: -Participate tonight, but we don't share any of that information with our client and similarly we don't share the identity of our client with you either, okay? That's just so it's totally anonymous, you can feel free to say anything you like about the topic that we're discussing tonight and I assure you it'll never happen that you'll be walking down the street and somebody will come up, accost you and say, "I know what you said about this in this focus group," okay? I can guarantee you that will not happen, okay? If you do have any cellphone or anything like that, if you could please turn it off, it does interfere with the mic and give feedback. I promise you I will give you a brief 5 minute break at the midpoint, you can check messages or anything like that.

I'd appreciate it if you'd do that. It is meant to be free flowing but, of course, civil discussion so please free to disagree with anything or agree with anything anyone says, but obviously do so in a civil and respectful manner, okay? I do have to keep the discussion rolling tonight so if I seem to want to brush past something you're saying, please don't take that personally. It's not that I don't find it interesting, it's just that there's certain things I've got to cover in the 90 minutes tonight and it goes by really quick. Okay? As I mentioned, our client is putting forth an honorarium for you to participate tonight, of \$80 in a 90 minute session. It's really, really important that ... They're putting forth that honorarium because they want to get your opinion about the topic we're discussing, okay?

You're not expected to be an expert on the topic, you're just expected to have a normal persons perspective on it, but they really do want to get that perspective. It's really important to hear from each and every one of you on the topic we're discussing tonight. Okay? Is everything I've said pretty clear? Any questions on that? Okay, so Moderator, professional market researcher, been going around the country doing a lot of work like this, focus groups. A lot of different topic areas, both commercial and public affairs and we have an agriculture practice, airlines, you name it. As I said, I do this coast to coast, never actually done one of these in Waterloo, have done them in Kirchner, which I know is pretty close, 5 or 6 times.

This is the first time we've ever been at this facility so I'm not especially familiar with the area, but I'll try and get up to speed. I happen to live in Toronto. If I could get you to introduce yourself, maybe tell us what you do or did for a living, please feel free to do so in a way that preserves your anonymity tonight, it's one thing to say, "I work at a bank", it's another thing to say, "I work at the bank at the corner of X and Y". I can't help you if you choose to do that, and maybe tell us something else interesting about yourself.

Male: My name is [Z-Shawn 00:02:39], I work for a bank, investment bank, and I'm a project manager. By training I'm a computer scientist, so that means I've done my bachelor's in computer sciences. I love computers, that's pretty much it.

Moderator: Okay great, thank you, nice to meet you.

Male: My name is Paul, I am an automotive service technician in Waterloo and I love to get up North and my wife and I have a small cottage up there and we love to go up there and we're headed there this weekend.

Moderator: Great, thanks.

Female: My name is Connie, I work in a retail company as a bookkeeper, part-time and in my spare time I'm usually dealing with our teenagers and being the Uber person.

Moderator: Great, nice to meet you.

- Female: Hi, I'm Nancy Thompson and I'm an educational assistant for the Waterloo Division District School Board and I have 2 teenagers at home as well and a dog.
- Female: Hi I'm Jean, and I'm retired. Worked in retail for many years and have 3 kids of my own and 6 grandchildren and that's it.
- Male: I'm David, I teach at a university in Waterloo, that narrows it down to 50/50, I have 3 children, but only 1 grandchild. I'll just have to tell them to get working.
- Female: Oh okay, you'll catch up.
- Moderator: Great, thank you.
- Female: Okay, I'm Debbie and I'm unemployed right now. I worked in administration for a doctor's office.
- Moderator: Great, it's nice to meet you.
- Male: I'm Bob and I was head hunted many, many years ago by [inaudible 00:04:35] to come over here from Scotland. I work for, initially in Montreal, but I've been in this area for a long time now. ... I retired when they closed the plant. I had just turned 60, which worked out very well. [crosstalk 00:05:04], to go work for Michelin so ...
- Moderator: Okay, great, do you like Scotland better or Canada?
- Male: Beg your pardon?
- Moderator: Do you like Scotland or Canada better?
- Male: ... Oh I don't have any real preference. I think it was a good move.
- Moderator: Oh okay!
- Male: All the way here.
- Moderator: You chose to stay here I guess.
- Male: I still go back there.
- Moderator: Oh yeah?
- Male: Yeah.

- Moderator: It's someplace I'm looking forward to visiting. Okay, why doesn't somebody just start off by telling me something that's going on in Ontario right now?
- Male: I hope somebody knows because I don't!
- Female: The energy costs are supposed to be going up.
- Moderator: I'm sorry, the which?
- Female: The energy costs are supposed to be going up.
- Moderator: Okay, why do you say that?
- Female: I happened to read it on the website today and on Facebook, everywhere.
- Moderator: What website?
- Female: People are getting upset about it.
- Moderator: What website was it? Was it a news website?
- Female: It was a news website, yeah.
- Moderator: Okay.
- Female: On Facebook, somebody posted.
- Moderator: What did they post?
- Female: Just energy going up, people irate about it. Don't know how they're going to deal with all the costs.
- Moderator: Okay.
- Male: Utilities in general seem to be going up a lot, our water bill was 160 or 70 dollars, we have 2 kids. It's crazy.
- Female: They've been increasing the water bill since they separated it away from Hydro, I don't know why, but it used to be a reasonable amount but now, since the city's taken it over and yet it's this ... Anyway it seems to be increasing and increasing and increasing and ...
- Male: Hydro's expensive and ...
- Female: One of the most expensive in the country is right here in Ontario.

- Female: The good news is I find our gas has gone half price.
- Male: Yeah, gas seems to be reasonable.
- Female: Down, and yeah the Hydro is out of this ...
- Moderator: Why is that? Why do you think that is?
- Female: Retirement.
- Moderator: One at a time.
- Female: I hear it's due to Mr. Trudeau, a lot of it.
- Moderator: Okay, why? What? How is that?
- Female: Well, I don't want to get into politics-
- Moderator: Oh come on.
- Female: -I understand that he was involved in wanting to increase energy costs and I don't know, maybe someone can share why.
- Moderator: Okay, you would have no idea why he would want to increase energy costs?
- Female: Not really why, I haven't really ... I just get upset with it.
- Moderator: Anyone want to help Connie out?
- Male: I don't know much, I know the costs are going up and there is talk about it, but I think it's unfair to say that whoever is the current Prime Minister is responsible for it because he's just come into power, so we had somebody for 8 years, messing up the country and now we have the transition coming, happening and now we're upset with the new guy, which I think is unfair. It's just like a job right? You have CEO who is doing something, like Blackberry, good example. We had a German, he was a wiz-kid or whatever, but he ran Blackberry into the ground. We're seeing the same thing. The new guy is trying to pinch money, trying to get it to survive, but it's a hard job.
- Moderator: I think we failed on this not trying to get into politics, but that's okay, we're on to this ... Anyway, Paul, what do you think? You heard some stuff back and forth ...
- Male: As far as ... I just ...
- Moderator: No? Okay, Nancy what about ... You heard anything? What do you think?

Female: No, I don't know. You know what? I just pay the bills and it is what it is, so what can I do about it? It's not one of my-

Moderator: Does it seem higher or lower?

Female: We've got a million fish tanks in our house right now so it's higher, but nothing worse or different.

Moderator: Okay, do you have any idea why it might be higher?

Female: We have to have the dehumidifier on all the time.

Moderator: Okay.

Female: Yeah, it's considerable-

Moderator: That's a personal circumstance?

Female: Yeah, yeah.

Moderator: Okay, I understand, anybody else? Why might the energy bills be higher?

Male: Well certainly gas prices have gone up and down, but that's really in the hands of Canadians because the Saudi's were trying to drive down the price of oil in order to drive the frackers out of market in the States. If you do that, then they can go back and just jack the prices back up because the competition's gone.

Moderator: Okay.

Male: Even Justin can't do much about that.

Female: Yeah, that's a world business thing. That sort of happens.

Male: Yeah.

Female: Energy costs going up as far as the Hydro goes is because of policies that were in place 30 years ago. Once they started selling it off, then we had that huge debt retirement that was supposed to be taken care of years ago and they added more money to it and then they ... We're still paying for that and we're still paying for a lot of other things and then they have to make a profit I guess, because sections of it ... It's a very confusing thing. You can't actually ever understand what's going on with Hydro.

- Moderator: Okay, that's interesting. My understanding, again, correct me if I'm wrong, but Hydro is kind of done, it's a bit of a provincial thing? Who might be driving the agenda of what's going on with Hydro here in Ontario?
- Female: The CEO's of Hydro?
- Male: I remember when I was a kid, I'm sure we all do, that they were telling us ... I took a tour of Darlington, [inaudible 00:10:47] station, it was going to be so cheap and we would have all these nuclear power plants and the cost would negligible.
- Female: Then all the electric baseboards that they kept insisting that everybody put in.
- Male: Then all of the, "Well we've got to replace the core and it turns out all the tubes are rotting," just the money that was poured into those nuclear plants ...
- Male: [crosstalk 00:11:14] oh sorry, please go.
- Moderator: We'll go Connie and then ...
- Male: Yeah, please go.
- Female: One thing that I'm perplexed by is I have a pretty regimented schedule when our kids do laundry and all this stuff and peak and non-peak and it really doesn't seem to make a difference in the billing.
- Female: No, it doesn't because it's only a quarter of a cent.
- Female: -It's really quite annoying because I'd like to do my laundry after work, but we wait until after 7. I don't see a big change in the bill because of that.
- Moderator: Okay, I've heard that before.
- Male: I go from ... I was in Ontario before ... I was in Halifax before, I moved to Ontario, then I moved to Quebec and then came back here. The costs in Quebec are sky-high. I remember paying 7 or 800 dollars for 2 months. It wasn't a huge house, it was old, but still we ... Our family is, we don't like heat, right? We turn off the heat pretty much 18 or 19, even then we were getting 7/800 dollars every 2 months in Quebec, and even the taxes are higher in Quebec, right?
- Moderator: Right.
- Male: I don't think it's ... I think it's because we're not aware of how things are in other provinces, it feels like things are bad here, but if you go outside ... Towards [Eastwich 00:12:38] is very, very poor. Halifax, Nova Scotia, very poor. 15% tax. It's tougher over there. I'm not saying that it's okay, but I'm saying that it's not as bad.

Moderator: Okay, Jean?

Female: I have to agree with you and I think that the more that we save because we're not using [inaudible 00:12:58] and it doesn't matter what it is, and you try to conserve, we get it in the rear end-

Female: You don't see-

Female: -That's what hurts.

Moderator: Okay, so nobody mentioned climate change as being part of this discussion at all, so is that impacting the bills and the costs of Hydro or gas or anything else?

Male: I think we have carbon tax in Canada right? Or we used to have before ...

Male: There's a carbon tax in BC.

Male: I don't think that's an issue at the moment.

Moderator: Why is that?

Male: ... The various governments haven't paid any attention to climate change.

Female: Until now.

Female: Until now.

Male: Up until now.

Moderator: Okay.

Female: Yeah, exactly.

Male: What I mean is, for every dollar that we spend on the gas ... In Canada, we have this special-use case that Canada is exporting oil company and we still pay some of the highest prices in oil, right? If you go to Saudi Arabia, gas is cheaper than water. Why is that? Right, because we send our oil and then we buy it back on the British Exchange, right? Nobody is really trying to fix that. That's a federal issue that should have been fixed 10 or 15 years ago, right?

Moderator: Again, back to climate change as not really ... You think it's not really, it's something ...

Male: It hasn't been-

- Moderator: They're starting to deal with it now?
- Male: They keep talking about dealing with it, but they haven't done anything.
- Male: The money hasn't been spent which-
- Female: Absolutely.
- Male: -Which would raise our ... I don't see a section that says, "Okay, because of climate change, we are adding this carbon tax and then your prices have gone up," actually I haven't seen-
- Moderator: Has anybody heard anything like that being suggested or anything like that? No?
- Male: I personally don't feel it's affected my bills here because this is the middle of Ontario. If I was on an island in the Pacific and I was watching the water swirl around my ankles, I'd be saying, "We have a climate change problem." Certainly, unlike in Britain, which has brought it's emissions down to what it was, if I remember, their emissions are down to what it was in the late 90s. They've done a way better job of actually tackling this.
- Moderator: Okay.
- Male: Gas prices in Britain, if you get it for 4 dollars a liter or something, man you're doing well. The point that you made, somebody, I think it was you, how much cheaper it is here than other places, look at Western Europe if you want a sticker shock on all of this stuff.
- Moderator: Okay, and has anybody ever heard the phrase cap and trade? Does that mean ...?
- Male: Cabin trade?
- Moderator: Cap and trade.
- Male: Cap and trade.
- Moderator: Cap and trade, no? Raise your hand if you've heard of it ... The rest then ... Okay, somebody want to tell me, can you explain what cap and trade is or what that's about?
- Male: ... I'm not very clear on it, it seems that various ... I'm going to say governments, but it's not necessarily just government, they have this idea that they can ... By making a concession to one group, they can continue to waste money and material in another way. The whole thing's a shell game. Take, for example, water. For years we've been told, "You have to conserve water, you've got to conserve water," so people do and

they did, and then the government said, "We're not making enough money off of water, we have to raise the rates."

Moderator: Okay, anybody else want to give me a summary on cap and trade? Maybe you just explain it, your understanding?

Male: My understanding is that you have an industry, say auto industry, manufacturer's and a state or province or government, say California, will say, "Okay you guys, Ford in California, can issue 3 million pounds of carbon dioxide in a year. If you want to issue more, you're building more factory's, you have to buy the rights to issue more from somebody else, and if you're only going to issue 2 million, you can sell the rights to a million pounds of carbon dioxide to a 3rd party." The idea is that we'll put a cap on the total amount, and then within that cap people can either buy the right to pollute more or sell the right to somebody else.

Moderator: Okay, that's a pretty good, pretty good summary there. Sorry, one thing I didn't mention, I happened to notice you taking notes there-

Female: Oh I'm not allowed to?

Moderator: -That's fine, you're allowed to, I will collect those notes at the end because they help us inform the whole thing. Sorry, it's not part of the session to do notes, but they put the notepads out, it's fine. I have to collect them then, okay? I'm going to give you 2 things and then I'm going to ask you to read over the next ... I'll give you a few minutes to read them. I'm going to give you a little summary on cap and trade. Again, you did pretty well David-

Male: Thank you.

Moderator: -So don't worry about it. If I could just ask you to take one and pass it down? Take one and pass them down. An article on the Globe Mail as well, again, just to inform you on the issue. Take one and pass them down ... Same thing ...

Male: Is it 2 pages then?

Moderator: Yeah, the 2nd one is ... The first one is just 1 page, the 2nd one is 2 pages. I'll collect the extras if we've got enough there ... Here, let me help you ... [crosstalk 00:18:52] ... We have more of these? These are going, all very good. Excellent.

Female: Trying to loosen it for you.

Moderator: Oh that's okay, we've got lots left, that's great. The articles are going around too. I'll give you a few minutes to read them and familiarize yourself and then we'll talk about what you got out of them, okay?

Male: Thank you. There are 2-?

Moderator: No, just one. You got the one, thanks. Okay, I'll give you a few minutes.

Male: ... Wow.

Male: On the back of the first page, it's frightening.

Female: Oh, the dollar amounts? Yeah. I have to get there.

Male: It would be good to see how they arrived at these numbers, right? That's where the magic is, right?

Male: Yes.

Male: All of these studies or ... You really don't know what's going on and who's sponsoring them, so unless it's done by an independent body ...

Female: Uh-hmm (affirmative).

Male: Well 2 years ago, who would have guessed the gas prices would have gone back down to 20 dollars a barrel?

Female: Oh my God, that was a shock.

Male: That was a shock.

Male: We didn't see any impact in Canada, right?

Female: Yeah we did.

Male: Well gas prices went down-

Male: What 97, right? In cities-

Male: I saw it as low as 85 once or twice, but you're right, it wasn't ...

Male: Right now they're saying the price is going up because of the fire in Alberta-

Female: Yes.

Male: -Again, my question is ... Again, I'm not an economist and I don't know how petroleum works, but if a country is exporting something, that means it has a surplus of that. The people of that country should get the benefit and then the rest should come afterwards. These companies and everything ...

- Female: You're making sense.
- Male: Why am I talking?
- Male: My understanding is part of the problem is we don't have enough refinery capacity, so we can ship raw oil to say, the States, where they'll refine it in Texas or Louisiana, and then they'll ship gasoline back to us. We've got [Sarnya 00:21:13], there's some places in Quebec, I'm not even sure there's anything on the West Coast, but we can't ... We don't have the capacity to refine all the gasoline we use. We don't buy it off somebody else for scrip. That's my understanding.
- Female: Why do we not have the refineries?
- Male: [crosstalk 00:21:32].
- Moderator: You're supposed to be reading here folks.
- Male: Sorry, sorry!
- Female: We're talking too much, is that what you're saying?
- Moderator: Basically.
- Female: He's going to put us in the corner if we don't ...
- Female: ... Oh I have an extra.
- Moderator: ... Okay folks, somebody want to tell me what they read or what they think of it? React to it?
- Female: I'm glad I'm as old as what I am.
- Moderator: You're glad you're ... ?
- Female: I'm glad I'm as old as what I am.
- Moderator: Why is that?
- Female: I feel sorry for my kids and my grandchildren, that's what I feel sorry for.
- Male: Yeah, what's going on with all this stuff?
- Female: Who's going to be able to retire?

- Moderator: One at a time.
- Female: None of them.
- Female: Who's going to be able to retire? Who's going to be able to enjoy life? I say I'm enjoying life, I don't have a debt over my head.
- Moderator: Okay.
- Female: I don't have megabucks, but at least I can get by.
- Moderator: Uh-hmm (affirmative), so when you read that you think, "This is going to be impossible to live"?
- Female: Oh! That's mind boggling.
- Moderator: Okay well-
- Female: That is mind boggling.
- Moderator: -How do you react?
- Female: I'm agreeing with her, because it's all so expensive and I don't understand the transition ... It used to be Hydro, was the, as we discussed, was the be-all and end-all and they built houses with electric baseboard and everything in them, prices started climbing, gas was cheaper. Now they're doing that again, except they're pushing back to electricity. It can be solar and geothermal, which I would love to have a geothermal set, but it's still very expensive to do those conversions and I don't understand why they're doing that. The grants are never enough to cover the cost and it's expensive.
- Moderator: Okay.
- Female: My husband wanted to look into getting a solar roof and he said it would take probably 15 years of life on top of living at the house, to pay for it, so I said, "Yeah no, we're not going to be there for 15 years," so we're not bothering. I have better things to spend money on.
- Moderator: Okay. I'm going to ask for everybody's comment on it.
- Male: Sure, I think this is needed, it's just the way we're going about it is wrong.
- Moderator: Okay. Why is it needed?

- Male: Climate change is not something that I dreamt of, it's actually happening and scientists generally agree. It's not like where we had carcinogens and tobacco. Doctor's saying-
- Moderator: Connie I saw you, I caught you shaking your head there-
- Male: It's okay. It's okay.
- Moderator: What was-?
- Female: No, not him, I'm just looking at this.
- Moderator: Okay, no problem. No problem, go ahead.
- Male: It's just like carcinogens, a group of doctors were saying it's okay and a group of doctors were saying it's not okay. Then when you look at the history then you see, okay the doctor's were paid by the companies, we're saying it's okay, right? We have to have changes in place that will impact generations to come. This needs to happen. What we need to figure out is how does this happen? Our basic instinct always is, "Let's just tax the people." Is there a better way? We used to not have a federal tax before the 2nd World War, right?
- How did we survive before that? It wasn't magic. In UK, after the 2nd World War, they got all the soldiers back and they gave them jobs. How did ... It wasn't magic, somebody had to work for a solution. We need a solution, how we come up with the money, but it shouldn't be in the form of, "We apply new taxes". In fact, we should be giving tax breaks to people who are working like myself, I work like a dog 7 days a week, sometimes 14 hours a day, and then just take away ... I can't even take a vacation.
- Moderator: I understand.
- Male: This is absolutely right, but the way we're going about it is wrong.
- Moderator: Okay, you said it both ways. At one point you said it's, "We have to do something about it, the issue, but it's the wrong approach."
- Male: The money should not be coming ... Basically what I'm saying is the money should not be coming out of new taxes.
- Moderator: Okay.
- Male: We should use existing resources-
- Moderator: Oh, okay.

- Male: -To raise the money.
- Moderator: To replace ... Instead of putting, so you agree with ... You see it as taxes, what they're doing, but replace other taxes, not add new taxes.
- Male: Absolutely. This is a tax for sure.
- Moderator: Okay. Paul?
- Male: Basically, I didn't get through all this, but is it ... We're polluting to get gas for our cars and natural gas and so we want to switch to the green alternative? That's basically ... ?
- Moderator: Right. Fossil fuels produce carbon dioxide, so they want to get people off of-
- Male: Yeah, when I drive my car I know I'm polluting, but to produce the gas that I put in my car, does that pollute? Is that being-?
- Moderator: Gas pollutes, oh yeah.
- Male: Yeah, but they're cleaning up the emissions like crazy on new vehicles and the regulations and the standards they have for that-
- Moderator: There's still emissions though from it.
- Male: There are still emissions, but they're getting phenomenally better.
- Moderator: Okay.
- Male: As far as heating my home ...
- Moderator: Yeah.
- Male: To produce that gas, we're polluting to produce it? I guess.
- Moderator: Yeah, and the gas-
- Male: When we burn it [crosstalk 00:30:22]-
- Moderator: Yeah, that's right.
- Male: -It's a pollutant. Okay.
- Moderator: Produces carbon.

Male: I guess that's understandable, but the prices that they're predicting is going to be ... I think that's high and as far as how to manage that changeover, I don't know how, what the best approach is going to be for it, but what I see here seems ridiculous and it seems like they want to do this overnight. Not overnight, but the dates I read, but it seems very quickly.

Moderator: Right.

Male: I don't know what's going to happen there.

Moderator: Okay, thanks. You haven't reacted yet so what do you think?

Female: I think it's like the garbage that's going to be coming up next year. You can only have 2 bags for every 2 ... Well, it's going to be every 2-

Male: 2 weeks.

Female: Yeah, so charge people extra money maybe for when/if they go over, they use exorbitant amounts, because some people are using tons. Some people are being conservative and just using what they need, right? Making people more aware. This is so extreme right away that they're going to realize that they're going to have to somewhere back up because nobody's going to be able to live and afford it, right? That's ... Yeah, I don't know. I'm pretty worried reading this.

Moderator: Why are you worried?

Female: I live day to day, I don't want to have to think about how bad things are going to get, I've heard it from everywhere else. My mom's constantly saying how it's ... She's saying too she's glad that she's kind of at the end, and she worries about her grandkids, but I have to worry about them now, in a reality. Somehow we have to make it work.

Moderator: Do you mean the financial side or do you mean ... ?

Female: Yeah, financial, yeah. I would say.

Moderator: Okay, okay. I understand.

Female: Life is already hard as it is, this just seems like we wouldn't be able to afford it.

Moderator: Okay, I'm going to get more reaction, I want to go onto David who hasn't chimed in on this yet and then move on.

- Male: I agree that climate change is an issue, but I think that for my children, my grandchildren, I'd like to see a cleaner plan, one that isn't up to here in water. We were talking about not wanting to put up solar panels and I sat down and I priced it for our house, same thing, I'll be dead before we get anything out of it, but it turns out there are companies who install it, they will pay to install it and then you get to use it and then they take whatever money the government pays when it goes back into the grid.
- After a 15-20 year period, then they hand the keys over to you and you own it. That kind of solution seems like a really neat idea. I don't have to put any money up front. My only concern is I did some measurements and it looks like the company would say, "You're roof is too small," so I need to buy a bigger home. Similarly things like electric cars, until the Tesla came out, electric cars were, "Mmm who wants to drive a fancy golf cart?" The government will subsidize me driving a Tesla. You should all pay more taxes as far as I'm concerned [crosstalk 00:33:55].
- Female: The Tesla is a nice car.
- Male: Yeah. The other thing of course is stuff like solar panels now, cost one tenth of what they did to install 15 years ago and I would hope, in 5 to 10 years they'll cost a tenth of what they cost now. As long as the government and people are willing to do some investing and encourage it. The guy, Elon Musk, who built the Tesla, is building a giga factory for batteries that's going to ... The factory alone will produce, I think, 3 times as many lithium batteries as our [crosstalk 00:34:31]-
- Moderator: David, you're a university professor, right? Is this on the right track or wrong track?
- Male: Yeah. I think, if it's a trial balloon, if they're sending this up and seeing, "How do people freak out", then I think it's on the right track to get a discussion going. If this is the final plan, I actually agree with what's been said is-
- Moderator: Too much, too expensive?
- Male: Too expensive. Yeah.
- Moderator: Okay, very good. Bob, what do you think?
- Male: My first reaction on reading this was it's like the search for the Holy Grail. New grants, rebates, subsidies, who's going to pay for this? The tax payer. The tax payer's pockets are empty now. It's pie in the sky, they've got to come up with a more reasonable effort. I'm talking out both sides of my mouth here because I won't live long enough to see this lot anyway, but-
- Moderator: You look pretty good Bob.

- Male: Beg your pardon?
- Moderator: I said you look pretty good. You're going to be with us for awhile.
- Male: I'll be 84 in 2 months.
- Moderator: Oh, good for you. Congratulations.
- Male: Where is all this money coming from?
- Moderator: Okay.
- Male: In the short term. I agree with the intent, but the practical application of it is just beyond me.
- Moderator: Okay, okay. Very good. Yeah, okay. There's a couple that wanted a 2nd shot at this, so go for it.
- Male: I wanted to comment on gas for your vehicles, because I have the automotive background as far as ... My whole thought on that is-
- Speaker 1: Aren't the gas companies going to put up a good fight in terms of gas for your vehicle coming down to fight the electric car coming in?
- Speaker 2: Right.
- Speaker 1: They're getting better emissions out of gas vehicles.
- Speaker 2: Right.
- Speaker 1: I think there's a lot of money to be made on gas yet, so our goal as oil companies and gas companies going to ... I think that's part ... My opinion is that gas has come done.
- Speaker 2: There's no doubt. There's no doubt that ...
- Speaker 1: Partially to fight-
- Speaker 2: Yeah. Better efficiency is better as you said. It's still emissions though. Still causes emissions, right. Whereas something like-
- Speaker 1: There's a lot of money to be made on gas yet. I would see gas for your vehicle coming down in price as opposed to going up to offset that.
- Speaker 2: Okay. Connie

- Speaker 3: I have a few issues. I guess the solar idea, why don't I see building contractors building regular, affordable 2,000 square foot homes with solar. If they want to push this, why aren't they buying? Why aren't they building them now? It's too expensive and the government isn't helping them out? That's one question.
- Speaker 2: Is that where you think you should go before they make you put panels on your house, they should make all the new developments ... ?
- Speaker 3: Absolutely. Yup.
- Speaker 2: Okay.
- Speaker 3: The electric car-
- Speaker 2: You're nodding too David, right?
- Speaker 4: I'd go with that.
- Speaker 3: The electric car, what's the cab cost? If they're giving us 14,000, how much money do I have to spend to get 14,000 back? What if I want to buy an \$18,000 electric car? They're going to give me- I'll buy it if it's going to cost me 4,000. Or do I have to pay 50,000 because they're- This is not detailed enough. The other thing-
- Speaker 2: I understand. The reality is that right now they're still quite expensive, so you can't get any \$2,000-
- Speaker 3: Exactly. No.
- Speaker 5: Do we know who did this study, like with these numbers? Is this independent or ...?
- Speaker 2: Yeah. Just take it for the moment as being independent, okay. It's not meant to be biased by anybody, so-
- Speaker 3: The other thing I have to say is everything's going up but our wages aren't and we're just all getting way too stressed out. The whole bloody teenage world is on antidepressants because they're all stressed out.
- Speaker 6: My wage has gone done.
- Speaker 3: Wages are not going up and everyone's getting ten times more to do and this doesn't help your stress level.
- Speaker 2: I got that message loud and clear. I got it. Okay. We're at that- David do you have one more thing?

- Speaker 4: I just wanted to comment. One thing that I remember is with the auto companies is they whine so much. Every time the government says we've got a [inaudible 02:53] the gasoline. "It'll cost us millions. People will have to ... Oh well turns out we can do it for 40 bucks a car." We want to put in seat-belts that are going to have a little light, "Oh that's going to be ter- All right for 4.75 a car we can put that in." We want to bring emissions down. "Do you know how much that's going to ... ? Oh yeah. Okay we're down." I think you're right. There's still money to be made and they're still going to make it but thy are going to complain so much about it.
- Speaker 2: Pretty good. We are at the halfway mark so I'm going to give you, please, a five minute break. I have 6:42, is the time I have. If I could ask you to be back in your chairs at 6:47. There is a washroom in here, if you do need to use it. Yeah, we'll start the discussion and finish off the last 35 minutes or so, okay? Still more to come. Thanks folks.
- Speaker 5: I'm just curious ... Nobody disagrees with the plan it's just that it's expensive, right. It will end up being-
- Speaker 1: I guess, yeah.
- Speaker 5: Colleen? Is that what you think?
- Speaker 3: What was that, I'm sorry?
- Speaker 5: My question was that from what I've heard, everybody seems to be talking about the cost, right? In principal, nobody disagrees with what's being proposed, that we need to act, it's just that the money should not come out of our own pockets right now. It's difficult. Seven billion is very easy to say, but when you spend ... When you don't have the money, then it becomes really challenging. That's why it should come out of existing resources rather than ...
- Speaker 3: I don't know if they're going to be talking about this but my question is is this LRT. It's going to cost thousands and thousands and thousands of dollars. Is that coming out of our pocket? Is it necessary or should we be putting that towards this kind of stuff?
- Speaker 5: Yeah, but that's running on electric anyways. There will never be an ideal world, but let's just say in the next five, six years or 18 years, we're able to get to a state where 60% of our consumption is to solar. Or to non-gas related stuff. Then it would make sense that this gets converted to alternate source. I mean practically, as far as I know, nuclear is still the cheapest but the most dangerous. I thin it's five cents on the dollar to produce?
- Speaker 4: The problem is there are no private companies who are willing to build nuclear. If the government doesn't build it, it doesn't get built. No company in the right mind is nuts

enough to put that kind of money is and then be responsible when you have to decommission it, because that is where the big expense is.

Speaker 3: That is the hardest, yeah.

Speaker 4: The LRT. Every time the LRT comes out I cannot get the Simpsons [inaudible 06:10] episode ... I mean it could be awesome where it could be the Simpsons model.

Speaker 5: I can see the use of it, right? I know my dad, he commutes twice ... If he could, he wouldn't have to live in Toronto. He would commute every day using the train but he can't, so he has to live in Toronto and then every weekend he comes over to his house. If this works, then I feel a lot of people who are travelling to Toronto to not use their cars anymore and just use the train.

Speaker 7: I think that's a good idea.

Speaker 3: I get that. I get that totally from LRT, from here to Toronto but not within Waterloo because I'm sure it's going to be \$8 from University all the way downtown. I will drive my car instead.

Speaker 7: That's the whole thing. You have to incentivize people and the way to do that is you know you say, "We're willing to make this cheaper so that people stop buying cars." In New York, a lot of people who live there, don't buy cars because the metro is so good.

Speaker 7: So efficient, yeah.

Speaker 4: Didn't Guelph half the price of their buses last year or something and ridership doubled? It was something like that. I mean-

Speaker 7: I think you're right.

Speaker 4: Yeah. It still has to be subsidized but they cut the price in half and the ridership went way up.

Speaker 7: Buses weren't full.

Speaker 4: Yeah.

Speaker 3: Well, yeah. It makes sense.

Speaker 4: You're right. If they change eight bucks, I'm not going on that. If they charge four, then we're talking.

Speaker 7: If you add the cost of parking.

- Speaker 4: Yup. My kids bus all the time. I am not playing chauffeur to my children and they're perfectly capable of bussing it. They like it.
- Speaker 2: Okay. We have to go to the next piece here. Everybody, who here pays their gas bill? Okay. Very good. Who here is on an equal billing plan? If you could keep and hold your hand up so I can see. I see four on equal billing. Equal billing, equal billing. Equal billing for David and Colleen, you're on equal billing.
- Speaker 4: Is that where you pay the same every month ... ?
- Speaker 2: Yes. Versus ... That's what you're on? Equal billing as well?
- Speaker 4: No, I'm not.
- Speaker 2: You're not. You're on monthly charges, right?
- Speaker 2: Everyone's got an equal billing who's on. Okay. The rest are on monthly charges? Okay. I'm going to give you monthly charges. If you could ...
- Speaker 7: It's just stapled together and they seem to be identical.
- Speaker 2: Nope. We'll talk about that in a minute. Here's another monthly charges.
- Speaker 4: I do have to say I have a gas stove and you all have to pry it from my cold, dead hands. I like cooking with gas.
- Speaker 3: Do you know if they're a gas washing machine available?
- Speaker 4: I have a gas dryer. My barbecue is hooked up to the gas line. I don't know anything about a gas washer.
- Speaker 6: I think there might be a gas washer but I'm not sure.
- Speaker 2: Okay. Have a look at there. You'll see the ... Just generally speaking you'll see the front page is a summary and when you turn it over, we try to save people here, so you'll see that the flip side has more detail and they've done research on this and it showed that roughly half the customers want to see a summary and half the customers want to see more detail so that's why they do it that way. Okay. Then you'll see that there's two bills, a before and an after and let's talk about what the difference is between the first bill and the second bill.
- Okay. Everyone had a look? Okay. What's different about the first bill and the second bill?

Speaker 7: [inaudible 10:21]

Speaker 2: Okay.

Speaker 1: \$13?

[crosstalk 10:27]

Speaker 7: The EPB this month is different.

Speaker 1: Okay. What do we ... How do we react to that?

Speaker 5: I mean, it's the carbon tax, right?

Speaker 2: Okay.

Speaker 7: Yes.

[crosstalk 10:49]

Speaker 5: We can call it whatever we want, it's just a tax.

Speaker 1: We're looking at ... On mine it's \$13 more on this one.

Speaker 2: Yup. Debbie?

Speaker 7: I get the same feeling with this charge, the carbon trade charge, that I do when I see that debt retirement thing on my hydro bill, which is I want to ...

Speaker 5: Strangle .

Speaker 7: Yes.

Speaker 1: Let's not talk about Rogers.

[crosstalk 11:20]

Speaker 2: Debbie. Does that mean you don't want to see it?

Speaker 7: No. I actually am very pro-environment and I'd like to see emissions lessened and maybe we can bring down the climate change. I'd like to see that. I do appreciate actually clear billing practices where they list things properly.

Speaker 2: Okay.

- Speaker 7: It's just more money. Everything is expensive. This whole past decade, it seems like it's ... The last ten years, everything is more expensive and I can't afford anymore. I know that they're seems to be a separation, the very wealthy and then this is and the middle class is disappearing. Stuff like this actually affects the middle class ... You're just getting lower and lower and lower. It's becoming two groups again, like it was in most of human history, the very wealthy and the very poor.
- Speaker 2: Yeah. They used to call them servants.
- Speaker 7: Exactly. Or slaves.
- Speaker 2: Bob. Bob has the floor.
- Speaker 6: There's an item listed for carbon trade. \$9.51 but all the other numbers are identical.
- Speaker 5: Actually, I have a question.[inaudible 13:00] is semi-private or is it fully private?
- Speaker 2: That's private.
- Speaker 5: It's private, right? That's where the problem lies right. The country is not for the companies. The country is for the people who live in it. These folks, these companies, they want to make ... See the definition of business and this is going quite a few years back, their job is to make money. Ethically or unethically, they're responsible to their shareholders and they want to make money. All of this could come out, what did Union Gas make as profits last year? Net profit? Probably int eh billions, right? Why can't they use that? The government says, "You want to do business in Ontario? You have to look after our people and you can't do this but you have to take care of this. We want a cleaner environment. We will charge you this but it should to come out of the customer's pocket period." What do you think Union Gas is going to do? They're going to pack up and leave? No. They're still going to do the business. They're still going to make money, it's just that it's going to be more restraint.
- Speaker 2: Are they using the gas or are you using the gas?
- Speaker 5: There's nothing wrong with using the gas. We don't have alternative. If we had alternative, great. What I'm saying they're going to use this money to pay for the alternatives. When they laid out this infrastructure, they invested but they must have gotten, it's impossible for them not to have gotten subsidies, tax breaks, which again comes out of our pocket. What I'm saying in the cyclic system, the companies because they're paying more taxes so the government gives them subsidies-
- Speaker 2: You're saying the government imposes the carbon trade, the company should just have to suck it up and pay it.
- Speaker 5: Absolutely. It should not come out of the pockets of the people who have jobs.

- Speaker 3: The cost of doing business.
- Speaker 5: Absolutely. Use your profit and cost of doing business. You want to service the people of Ontario, then that's it. Nobody want sot go in the direction. Everybody wants to keep the status quo and just fix problems and the fix problem is I bill you then you bill me and then everybody's happy. I say no.
- Speaker 3: I look at this and it's just nickle and diming to me. If they put the cap and trade into transportation and Union Gas, how am I supposed to verify if it's right or wrong? Just don't nickel and dime me, tell me how much I owe you.
- Speaker 2: You don't even want to see the cap and trade amount? You'd rather just see it ...
- Speaker 3: I don't want to see it. If they're going to do it, it just upsets me. It's just like, "Another charge. Oh goodie."
- Speaker 2: Okay. If you noticed your bill was higher?
- Speaker 3: Then I'd probably call and find out why? If I could, I'd probably switch to somebody. Like you say Rogers or Bell, they're both useless. We don't really ... We're tied.
- Speaker 2: Okay. Anybody else who hasn't commented yet on this? David?
- Speaker 4: If you're going to charge me more, convince me it's worth it. For example, I'm going to say heresy here. I don't mind paying more taxes if for example, you told me for an extra \$200 a year on my taxes, we would add dental care to what we have now. Everybody would get dental care. All of a sudden, that's okay. If I didn't want that I'd move to Texas.
- What I have a problem with, and you mentioned it earlier, you're very good at let's do the laundry after this but you're not seeing any different. How much did we spend on putting meters in and are we just not noticing or is it not what they promised us?
- Speaker 2: In the context of these bills that I gave you, they put it right there, it's separated out. What you're saying is that you want to see now tell me what's being done with that?
- Speaker 4: Yeah. It's nice to see the \$8.42 but I know that-
- Speaker 2: For cap and trade but you want to hear that, you know, what? What would be more detail?
- Speaker 4: Give me a six month or yearly, "Cap and trade has reduced emissions this much because ... " In some jurisdictions it has worked but in others, it has been a complete smozzles, so it's possible to do it right.

Speaker 2: Okay.

Speaker 4: You need to tell me and I want the honest numbers at the end of the year.

Speaker 2: I'm just trying to think of it from Union Gas' point of view, let's say. The problem is they're not really the custodians of that money. They give it to the government. The government does stuff with it. If you want Union gas to be accountable to you as to what?

Speaker 4: I want someone, if it's the government who's accountable and they tell me and they're giving it straight. I don't care where it comes from as long as they give the facts.

Speaker 2: Okay. You just want to know the facts about what's purportedly being down.

Speaker 4: I think we're two years down the road and we've had cap and trade now, it hasn't worked worth a damn, we're going to do something else. Great. Just let me know that.

Speaker 2: Okay.

Speaker 1: I think I have to stretch my dollar further and further and further and further and further and I don't really see it ... I think they should swallow that cost. I don't think it should go up. Have them start stretching their dollar further and further because we all certainly have to stretch our dollar further and further. Things keep going up. Everything's going up. Like someone mentioned earlier, wages aren't going up. They're not. I'm speaking for myself, mine's gone down.

Speaker 2: Paul, could I just for a moment, I'll just challenge that for a second. I remember you mention you're a mechanic, you work for a maybe a dealership or a mechanic shop?

Speaker 1: Private shop.

Speaker 2: How do you think they would react if the government said, there's this new charge and you guys just have to swallow it?

Speaker 1: That's happening all the time.

Speaker 2: Okay.

Speaker 1: The cost of doing business is going up and our door rate is not keeping up to where it should.

Speaker 2: The business, you think the business will accept that?

Speaker 1: It's a whole other topic but it's getting tougher and tougher to stay in business as a smaller shop than for a dealerships. It's part to our own fault but ...

Speaker 5: I don't think that's a fair comparison and I apologize if I sound a little off here. This is a mom and pop shop. It's not making millions and gazillions of dollars. These guys are. The comparison should be apples to apples, not apples to oranges. If they were making that much money, his would have no problem swallowing the cost. I think it just comes with ethics but here are some numbers. If I make minimum \$10, which is not right now true and I work for four weeks and I take away 41600 and I pay up \$450 for my home heating, I am literally going to starve. I can't afford to have kids. I can't afford to travel by bus. I can't afford to take any entertainment dryas. I'm pretty much in the dump. I might as well move to, I don't know, like some third world country, where there is nothing. I'm not paying taxes but I'm not getting anything back, so I'm not pissed. I think the status quo has to change and the business has to accept, especially the people who are making a lot of money. Not the CEOs, they are doing a good job so they are doing their part. The forums that are doing business in this province, if they're making millions off of us, they have to contribute to ... Not just a thousand dollars to some charity, everyday, every penny should go somewhere in this room.

I'm on the high end earning end but I still struggle. It's stuff for people who are earning like day to day, like people who are working at Tim Horton's or Burger King. Like what's their fault? People who are working at Walmart, they have to pay this as well.

Speaker 2: Okay. Bob, what do you think?

Speaker 6: This is a different subject. I buy gas and electricity from a retailer, which means I pay less but this company, obviously, they were making a profit on it. How come that this middleman can exist and like I say, it costs less than if I got it directly from Union Gas.

The thing that bothers me about cap and trade ... Reduction in greenhouse gases is a must, everybody's agreed on that. When they do this, when they bring this in, they will also create a huge bureaucracy to administer it and that is just more out of the tax payer's pocket. The CEO at a million dollars a year and all the various ... I think I'm just a ludeye at heart.

Speaker 2: I don't think so. David, you wanted to ...?

Speaker 4: No.

Speaker 2: No one has anything else? Who haven't I heard from on this? Dean, have I heard from you on this?

- Speaker 8: It's disgusting. It really is. It's very, very hard. How is the ordinary person, that's struggling out there, raising a family, going to be able to do this? I don't know. It's mind boggling.
- Speaker 2: Who do you blame for this?
- Speaker 8: Well, I think it's got to be looked after. I don't think it can be let go. I don't think you can just laugh it off. It has to be looked after. I don't think it should be ... I think Union Gas, they're making billions of dollars, I mean surely goodness, they can handle some of that. Come on. I just think it's a shame. They keep coming back on the little guy. That guy up there, he don't want to give up one cent. He don't want to come down with his wages. You've had to come down with your wages. I know what it's like. I've had to come down with my wages. I know exactly what you're saying. They don't want to do it. They want more. They're bringing in more, they want more.
- Speaker 2: Yeah, Colleen.
- Speaker 3: Is this happening? Are we going to see this on our next light bill?
- [crosstalk 23:37]
- Speaker 2: If you were, what would you think?
- Speaker 3: I'll be the first to make my phone call.
- Speaker 2: To who? Who would you call?
- Speaker 3: Probably, after customer service, the next one up from there, because I don't want to talk to customer service.
- Speaker 2: Okay. Let me give you what it might be, so Union Gas isn't in the room right, I'll guess I'll just ... I suspect when you call customer service, Union Gas they're going to say, "Yeah. Yeah. You should really call your member of provincial parliament because they put, you know, maybe ... "
- Speaker 3: That's whose fault this is?
- Speaker 2: I'm just telling you what I suspect they may say.
- Speaker 3: I would hope someone would put up a petition and I'd be the first to sign it.
- Speaker 2: Saying, don't do this?
- Speaker 3: Yup.

- Speaker 2: To the government?
- Speaker 3: Yup.
- Speaker 1: We don't really have a voice. As consumers, we really don't have a voice.
- Speaker 5: No, we do.
- Speaker 1: Why aren't they asking ... They send these consensus and everything, why don't they send it to the general public and say, "What do you think of this? And put down, 'are you in favor or are you not in favor?' And send it back with a pre-posted stamp?"
- Speaker 2: Right. Okay. One thing I guess I should say is that ... Again, I'm only playing out what I think my understanding of the argument would be, they actually probably can't suck up the cost of this. The whole point is to raise the price of natural gas.
- Speaker 5: Why not?
- Speaker 2: Huh?
- Speaker 5: Why not? Why can't they suck up the cost?
- Speaker 2: The government is saying we want consumers to have to pay the price of cars for cap and trade and carbon tax.
- Speaker 5: If we put this as an action, no government in its right mind is going to say, "You know what, we think ... " The government can nationalize Union Gas tomorrow. What is Union Gas going to do?
- Speaker 2: Okay.
- Speaker 5: Nothing.
- Speaker 2: You want the government to nationalize distribution companies?
- Speaker 5: No. What I'm saying is that it can. It has the power because I thought this was a democracy, for the people by the people-
- Speaker 2: You're not following me here. The government wants the price of the gas to go up because they want to encourage people not to use gas. Okay. In other words, Union Gas could increase the bill and not show you, or they could increase the bill and sorry, and not show you or they can increase the bill and show you but they can't not increase the bill. They have to increase the bill.

- Speaker 5: No. That's predicated on the logic that ... The government is saying we have to increase the price of gas.
- Speaker 2: Right. To discourage people from using it. That's the whole point.
- Speaker 5: There are other ways of doing it. That's what I'm saying..
- Speaker 2: Oh. I see what you're saying.
- Speaker 5: There are other ways of doing it. You give incentives.
- Speaker 2: DOn't encourage them. Don't increase the price.
- Speaker 5: Yeah. Absolutely. What I'm saying if the price has to come up, it should not be viewed in the form of new taxes. It should be form of incentives that you're giving to-
- Speaker 1: Yeah. Give us more incentives.
- Speaker 2: Okay. I see what you're saying. I understand. I guess-
- Speaker 1: It's good to discourage but how long are we going to have to pay before people switch?
- Speaker 2: In fairness that's not really up to a gas company. That's kind of up to the government.
- Speaker 5: What I'm saying is they're doing business. They're extracting gas, they're doing all of this. They are making a lot of money off of this. Why shouldn't they have to bare some cost of all of it.
- Speaker 2: Sure. That isn't up to them. That's really up to the government.
- Speaker 5: Right. Again, that's what I'm saying. The government should have an option where as they say, "You know, what yeah. We should not be taxing people." Taxing people should be the last ... In fact should not be a resort. Period. The times you're in, it's so hard to make ends meet, this should not be an option. It should be less and less taxes.
- Speaker 2: Okay. Interesting. All right.
- Speaker 3: Or possibly, send three incentives out-
- Speaker 2: To do something else
- Speaker 3: Be interested in doing.

- Speaker 2: Let's assume for a moment, because in fairness to Union Gas, they're not in the room. It's not up to them. If the government says, "We're putting in cap and trade plan, you must pass on to consumers the cost of that cap and trade plan." Do you prefer to see it shown in the bill or not shown?
- Speaker 1: Absolutely
- Speaker 2: Then it should be shown?
- Speaker 6: It should be shown.
- Speaker 2: Okay. It should be shown? Why?
- Speaker 7: Clarity
- Speaker 4: Transparency.
- Speaker 6: It provides a rationale for the increase in the price.
- Speaker 2: I understand. You'd be more concerned if it just went up and you didn't know why.
- Speaker 6: You didn't know why.
- Speaker 4: We feel like it.
- Speaker 5: In fact, on our paychecks, we should see for every dollar that we are taxed for, where every cent is going.
- Speaker 2: Okay.
- Speaker 5: It happens in .
- Speaker 2: Yeah.
- Speaker 1: Does it
- Speaker 5: Yes.
- Speaker 3: I think if we were told 20% of our taxes are going to treatments that you get from a medical clinic or something, you would feel much better knowing where your taxes are going. You would feel better. "Oh okay. At least I know people are paying for something's that for health reasons. Or whatever."
- Speaker 2: In fact, the cap and trade cost and all that .. This whole system cap and trade and what they're putting on the bill and so on, they're estimating that they'll raise 1.9

billion from instituting this cap and trade system and they're saying that they'll use that 1.9 system, 1.9 billion sorry, to fund the incentives you're talking about.

Speaker 3: What incentives are they?

Speaker 2: All the things that were in that article, the various things there. More electric cars, more charging stations-

Speaker 6: 1.9 billion won't even half cover the [inaudible 29:37] rebates and subsidies and so on. It's just not possible.

Speaker 2: It's not possible.

Speaker 5: I thought the total cost was seven billion and it's over four years. Over four years, right?

Speaker 2: Okay. They're only giving first year estimates at this point, okay. They're only saying at the beginning what the cost is. What do you think about that? Does it make you feel better, if you're paying the cap and trade fee, if it's going into incentives to make new-

Speaker 5: No new taxes period. No new taxes. No. It should come out of whatever we have. The government has to find ways reusing resources that it has, like it did in WW2 and WW!. It can be done and it has been done. It's not like fantasy, la-la-land.

Speaker 2: Okay.

Speaker 3: I just think a lot of promises are being made just like I might mention RIM. We were supposed to get that paid off within a year and everyone's still paying for it because ... All these big promises. "We're not going to go over this amount." Or whatever. This is like pie in the sky. It's like, there's not enough statistics. There's not enough facts. They say 1. Whatever you said, 9 billion dollars. Like you say, that's not going to cover this.

Speaker 6: It's a drop in a bucket.

Speaker 3: Yeah.

Speaker 1: What's going to happen with our electric bills when we all put base floor heaters back in? Is that ... Hydro's really expensive, right?

Speaker 7: Yeah. Very.

Speaker 1: What are the other alternatives to heat our homes? Solar?

- Speaker 7: Geothermal.
- Speaker 1: If they put this carbon cap and trade price on and again-
- Speaker 1: These guys are going out of business.
- Speaker 2: Okay. Why do you say that?
- Speaker 1: We're bloating and we want to find alternative ways to heat our homes.
- Speaker 3: Well, they're forcing us to change over to electric.
- Speaker 1: These guys are going out of business eventually. Same as gas companies for cars.
- Speaker 2: Right.
- Speaker 5: Then after five years, they will come back and
- Speaker 2: Yeah. After you've switched back they'll say, "Guess what. We're going back to gas?"
- Speaker 1: Is that right? These guys are going out of business?
- Speaker 4: If they want to reduce the use of gas, that's going to be the eventual ... Maybe it's going to be 50 years down the road. I think part of the problem that I hear, and I agree with this, there's a lot of cynicism., is this going to work? Remember last week, in Switzerland, they opened that new tunnel, from Switzerland to Germany, whatever and it took 20 years to build and it's 75km long and it cost \$13 billion. It was Swiss so it was done on time and on budget. When was the last time we had a major government project in Canada you can name that was on time and on budget. Now if we bring the Swiss over and say, "Okay guys. You take care of it." then I'm on board.
- Speaker 2: Okay. That's what you're concerned about is the implementation on this?
- Speaker 4: Yeah. I mean, pie in the sky is great. If you can hand me a pie and say it was baked in the sky and it was beautifully done and paid ten bucks upfront and they say, here it is. Awesome. If they hand it to me and say, "Well, It was going to be ten bucks but I'm afraid it's 50 now." Then I have a problem.
- Speaker 6: I know I'd just be repeating what I said before. Union Gas must be selling the gas to these retailers at a lower price than they're charging the customer.
- Speaker 7: It's a wholesale charge versus retail.
- Speaker 2: And so and therefore?

- Speaker 6: If they cut out the retailers, then they would get the profit that the retailer is eating up right now. It just doesn't make ... Oh, I'm taking advantage of it. It doesn't make real sense to me, to have that in a system. As my friend here says, "When did you last see a government program that came in under budget?"
- Speaker 2: That Swiss article, I read it too, was actually a year ahead of time. The argument that the article, forgive me says that this is the Premier's plan, is what's planning to do this. Everybody here's pretty unhappy with this plan. That means we're all going to vote to throw out the Premier in the next election?
- Moderator: Okay, all right. Can I just back track for one quick second then? I just want to go around the room to have clarity then on the bills. If you could just indicate to me whether you think the cap and trade charge should be specified or not on the bill in the summary or in the detail.
- Male: It should be what?
- Moderator: It should be shown.
- Male: It should be shown separate?
- Moderator: Yes, exactly. Should it be shown separately. Let's take a look at your bill.
- Male: Yes, I think it should be ...
- Moderator: In the summary or just the detail?
- Male: In the detail.
- Moderator: In the detail, not in the summary?
- Male: Both, why not?
- Moderator: Both, why not. Debbie, what do you think?
- Debbie: Yeah, both would be fine for me, too.
- Moderator: Okay, yeah, both.
- Female: Definitely both.
- Moderator: The summary and the detail?
- Female: Definitely.

Moderator: Okay.

Female: Me, too.

Moderator: Yeah. Connie, what do you think?

Connie: If we have to pay, put it on, I guess.

Moderator: Okay.

Male: I would say show it.

Moderator: You'd say show it too in the summary and the detail?

Male: Okay, and also show ...

Moderator: The first, Connie, you said, "Oh, just call and find out what's going on," but ...

Male: Right now, this is the cheapest bill.

Connie: You know what, I'm 50-50.

Male: I don't even look at this one because it's the cheapest one.

Moderator: All right.

Male: This one is no problem.

Debbie: When I see all this 323 point whatever, all these different numbers, I don't know if it's right or wrong. They could put \$12, they could put \$8 on cap and trade and I wouldn't have a quote if it's right or wrong, so doesn't really matter to me. Give me the bottom line.

Female: I'm just comparing with my last bill.

Female: Yeah, exactly.

Female: Let's talk about rate.

Female: I look at this, too.

Female: Yeah.

- Male: Yeah, the [inaudible 00:02:29] are totally haven't gone. What's going on? Why is it higher? Okay, children, why is this twice as much as it was.
- Moderator: Guys, please hold on a second. I'm just going to check if we're ready to go, okay?
- David: Okay.
- Male: I love looking at the graphs.
- Female: I do, too.
- Male: I can't read them. I can't see anymore at 40.
- Male: I'm curious, just for my own edification, what's the benefit of ... What I mean is, why do we keep in Ontario, keep just switching between the conservatism [inaudible 00:03:05]? Why don't we just ...?
- Male: [Sick of 00:03:07] somebody?
- Male: Yeah, why don't we give somebody else a chance? Why do people keep doing the same thing [inaudible 00:03:12] expecting the different result?
- Female: The definition of it ...
- David: We gave [Bob Ray 00:03:17] a chance and even the LDP [inaudible 00:03:20]. It was something really nice.
- Debbie: He didn't get a fair chance.
- David: I don't think he got a fair chance.
- Debbie: He didn't.
- David: I think some of what he did was ...
- Male: Bob Ray?
- David: Yeah, Bob Ray. I don't think he was evil. I don't think he's got to be this horrible. I mean, I lost a couple of days of work because of raid days. I mean, looking back at it 10 years from now, how much could I care.
- Male: Look, my biggest concern is that using one issue to define a whole government is dangerous, right? We saw that employment insurance before I could wait for a job that is up to my experience. Right now, I have to find a job within 13 or 18 months. That is a big setback I think, right? I mean, you've been into that system for 30 years,

20 years and now you expect me to go back at a very junior level, right? That's what companies want. They don't want to pay for the experience.

Moderator: Connie, I got to ask because you had raised the issue. If I saw this, I would call up Union Gas and find what was going on. I just wanted to be clear and ask everybody the same question. If it wasn't reflected in detail on the bill, they didn't actually separate up, I hope, the cap and trade component. Would that make you more likely to call and try to find out what was going on?

Connie: I want to find out why my bill is higher based on that scale.

Moderator: Okay.

Connie: Again, it really doesn't affect anything because I don't know if these charges are true anyways.

Moderator: Right.

Connie: You're basically going, "Okay, I owe \$100. I base it, like you said, from last month." I look up my bill and I go, "Okay, why is it so much higher?"

Male: If there was only \$13 difference, if it wasn't showing, I probably wouldn't really catch that difference because it fluctuates anyway.

Connie: I don't think the average person looks at their bills as much as I do. I asked my neighbors, "How was your bill last week?" "I don't know, it looks fine."

Moderator: David, sorry, you got some?

David: You're right. Most people don't. I noticed my water bill when my girlfriend [inaudible 00:05:34] way up. She likes [mess 00:05:37], okay? She still does and it's way up and it's going to stay way up because that's how it goes.

Male: That's the cost of doing business.

David: As you're saying, it was an extra 13 bucks or 8 bucks, or whatever I will never notice, especially if I'm doing auto-payment, right? I go in twice a week and I go to my bank, and I look at what came out because I don't need any surprises. I look every time, but this bill comes in and I look, "Oh, well, last winter must have been colder."

Moderator: Anything else, anything, sort of we missed in the discussion so far or missed topic?

Male: I've never attended a focus group before. Oh, sorry, Debbie, you're ...

- Debbie: No, that's okay, you were starting to talk. I'm just wondering about the cap and charge too. Why is Union asked the collector and why not the province? If it's a provincial tax why is it not collected directly?
- Moderator: Okay, so how would that work?
- Debbie: I have no idea. Send the monthly bill. That will give more jobs.
- Moderator: Debbie, this is your carbon, your cap and trade cost bill.
- Debbie: Exactly. If Union Gas does have a monopoly as we know with Rogers and Bell, and everybody, basically, they all operate so there's no competition really. Maybe that's the cost of them not having any competition, having to administer that but at the same time, if it's the province, why don't they send me a bill. They used to do it. We all have the million years ago, remember that?
- Connie: Is there an option to take it off your income tax?
- Moderator: Okay, you'd prefer that?
- Connie: If it's \$9.
- Moderator: Okay.
- Debbie: A month.
- Moderator: Why would you prefer to see it on your income tax rather than on your gas bill?
- Connie: It's province, because it's not my gas.
- Moderator: All right.
- David: To me, I think part of it would be is it more efficient to do basically because clearly I know which gas we use. Union Gas has to contact the government every year and say, "David used 300 cubic meters of gas. Therefore, you should charge him." It turns out that it cost government \$500 million a year to administer that, or they let Union Gas do it and it costs \$50 million a year to administer that. Let Union Gas do it but I don't know, I don't know if I'm pulling those numbers off the air but turns out to be cheaper and more efficient to let Union Gas, fine, whatever.
- Male: I'm sure they're not doing it from the goodness of their heart that Union Gas work for. They must be [inaudible 00:08:27].
- David: I have no doubt.

Male: Right.

David: Again, we are being quoted, right? Again, my argument will always the same. No doubt new taxes actually should go down and that should come out of whatever we have, how many people ... Like 1/3 of the population of Canada, I think, lives in Quebec and Ontario combined right. We have so many people and so many people are working jobs, right? We are paying so much to the province and the province can't come up with a solution then we have a very big problem.

Connie: Living in the south looks real good right now.

Moderator: If you have one of the equal billing, bills, could you hand that back to me? I'd leave them in the proper order here, so the equal billing at the moment, equal billing. Equal billing only. Connie, yours is more equal to me. Just equal billing. Okay, that's all the equal billing, great. Okay, can I get the monthly charge ones, please? Monthly charges, no, not that yet. I'm just looking for the monthly charge bill there. Thank you. Then, hold on, I'm just trying to keep this all organize in one place, [paper half 00:09:55]. Can I get just the summary first now, the cap and trade summary, cap and trade? Thank you. Then can I get the articles back? Okay, and if I could, if you did take notes, maybe not, I will if [inaudible 00:10:33], if you could, please write your first name only please at the top of the notes and please leave them behind.

Male: You need this as well?

Moderator: No. It's not going to tell me too much yet.

Male: Do you want this one, too?

Moderator: Yeah, please. Okay, folks, so quickly before you go, you're going to see the young lady at the desk there. She's going to pay your incentive and you're going to sign out and you're going to go. We do have another group coming in about half an hour, so I would just ask please not discuss it in the hall or within your shot if anyone coming in. We do want to have a fresh set of ears on that topic, okay?

Male: How are we chosen?

Moderator: You are chosen random from the phone book.

Male: Oh, literally.

Moderator: Yes, and then there are some questions.

Male: We won the lotto.

David: That's first for me.

Moderator: Then there were some qualifying questions and that was it. Okay.

Connie: I was told the way you talk about what it's like to live in Waterloo ...

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Julie: [inaudible 00:00:05] local?

Speaker 2: Sure.

Julie: Locally right now we're just talking about uptown Waterloo, that our center [inaudible 00:00:13] city is hurting for business due to construction that's going on for projected eighteen months, but it'll probably be three years.

Speaker 2: What is it? What are they doing?

Julie: They're putting in what's called a LRT on a rail transit system, and they're already behind schedule and over budget.

Lorraine: So many of the small businesses that are along that whole cord are not even fresh at Waterloo are ... they don't know if they're going to make it through the second year of it, it's already been one year.

Gerald: The number of businesses in Kitchener in particular have closed down since the construction. Even a McDonald's.

Speaker 5: Yeah that's true, and Tim Horton's actually.

Julie: If Tim's can't make it, nothing can make it?.

Sharon: No kidding. That's awful.

Speaker 2: Anything else going on with Robinson, Ontario right now?

Speaker 5: I just read that municipalities can now have a ranked ballot when they have elections, so it's supposed to sort of level the voting playing field a little bit.

Speaker 2: What do you think about that?

Speaker 5: Sounds like a good idea.

Speaker 2: Okay, why is that?

- Speaker 5: Because it basically means that one person is not just going to figure out a certain issue that will attract 37% of the vote and just hit a home run on that issue and not worry about anything else. They have to still cater to everybody's desires.
- Speaker 2: Anything else going on in Ontario? Topical or of interest?
- Lorraine: Wind turbines.
- Speaker 2: Sorry, wind turbines?
- Lorraine: Wind turbines.
- Speaker 2: You want to elaborate on that? I'll go to you next.
- Lorraine: They are spreading all along our coastline. We were up to Grand Bend last weekend and I can't believe all of the farmlands and all the new turbines there are there just in the last year. We must have seen I think two dozen new ones.
- Speaker 5: As far as the eye can see.
- Lorraine: Pretty much.
- Sharon: Same if you go past London and down to Windsor. Like Chatham and stuff, They're full.
- Lorraine: What I wonder is ... because a lot of people have signs on their lawns that say, "Stop the Turbines", and they talk about there being medical risks and so on, but I really wonder what it is, what's going on, what are the risks they think?
- Speaker 2: Sorry, did you start to say something?
- Gerald: They're building a new highway between Guelph and Kitchener. Been talking about it for years and now they're [inaudible 00:02:49] the land and made some starts around the expressway to start building that highway.
- Speaker 2: What is it, Highway 7?
- Gerald: Yes.
- Speaker 5: They're adding it.
- Gerald: It's going to be a new highway.
- Speaker 5: Divided.

Speaker 2: Very good. Anything else?

Greg: I phoned ... I forget the name of them but I have a real concern with all of the waste. All of this that I see at work, so much of it gets thrown out and they've now passed a legislation or they're going to pass a legislation that makes corporations responsible for their packaging and feel that eventually there will be a deposit return system on more than just beer bottles, wine bottles and so on. I think that's a really good thing.

Speaker 2: What about things that the government's focused on in Ontario?

Lorraine: Health care?

Speaker 2: Health care, okay.

Lorraine: Hear a lot of rating spots are down from different unions, RNs, RPNs, things are now cutbacks and changes.

Speaker 5: I heard something about by 2030 they want to phase out natural gas to new home builds, which seems like a very ambitious goal.

Speaker 2: Why do they want to do that?

Speaker 5: So you just use renewables, I think, but at this point there's no other realistic source of heating houses. There's geothermal, but it's very expensive and generally takes a lot of land.

Speaker 2: Well why do they want to do that? Why do they want to get you off natural gas and on to renewable ...

Speaker 5: Better for the environment, less carbon emissions.

Speaker 2: Anything else? Anybody heard about Cap and Trade? Tell me about that.

Sharon: My understanding is that was supposed to be this huge market for Cap and Trade. Ontario was part of it, California was part of it, Quebec was part of it. Last I heard, California had not sold anywhere near what they thought they were going to sell, which makes me wonder how Ontario is going to sell what they think they're going to sell. It worries me about what the province may be planning on doing with the money that they're thinking they're going to get that they might not be getting.

You've spent money that you haven't quite actually got in just yet.

Speaker 2: Anybody else? Cap and Trade? Can anybody explain to me how it works?

Speaker 5: It basically puts a price on carbon emissions. A certain weight, I think the measures go to by mass, and for every ton of carbon that you emit there's a price associated with it. You have to contribute it. I don't know beyond that exactly how it works, but then there's people that will buy the offsets, as well. If you plant trees, then you're offsetting carbon. That's got a value to it as well.

Speaker 2: Anything else you can tell me about Cap and Trade, or even just generally about the government's climate plans?

Speaker 5: They're pushing hybrid vehicles and electric vehicles, for sure, but then you have got to get off natural gas and coal for half your electricity production.

Speaker 2: What do you think about that?

Speaker 5: It has to be done. In my mind, 100%.

Gerald: I read that so far it's not cost effective, what the province has done.

Speaker 2: What do you mean?

Gerald: As far as giving subsidies to people for buying electric cars. You have to build a lot of charging stations before people are going to buy electric cars and [crosstalk 00:07:27] you can't go very far out of town in an electric car.

Speaker 5: Yeah the range is pretty small, mostly.

Sharon: It's funny because I think it's one of those, "If you build it they will come." Do you put the infrastructure first in the hopes that people will start buying it? Little bit like the LRT, right? You're spending all this money in the hopes that people will be using it.

Julie: It's putting that money out front. I know, I've looked at putting solar panels on roof a few years ago. I saw if we get a rebate, we can actually sell our own energy back to the city, or back to whoever it was. The rebate was I think a thousand the amount that you could resell back, and I think the onset was about 18 grand. Which is like, it sounds really good but I don't have that in my back pocket so it's not going to happen.

Gerald: They've lowered the rate they give you.

Julie: Did they? Good choice.

Greg: The market's not I don't think what they thought it was going to be.

Speaker 2: I was in France three years ago, in Paris. They're really embracing the electric cars and all that, because when you're walking down the street they've got the parking spots and they're actually marked ... Took us a while. We looked out the hotel window

room to figure out what we were seeing and there was a ... "Why is there a plug painted here in this parking space?" That's a spot just for an electric car and then they've got plugs there. Then all through the city, so they've definitely made the commitment towards the electric cars.

Julie: There they can go from one country to another faster than we can go from one end of Ontario to the other.

Greg: They also have smaller cars, by and large right?

Speaker 5: Distances are smaller.

Gerald: I was over at Germany a dozen years ago, and France, and I noticed there was a lot more solar panels there at that time than we had here. Ahead of us in that regard.

Julie: The schools are doing it now, though. I can't believe the number of schools in town that have done their whole roofs and the school that we back on to did it last summer, my kid's high school did it two years ago. A lot of the schools are putting solar panels on.

Gerald: They can go ahead with it and charge it to us.

Speaker 2: I'm going to ask you to take one of these and pass them down, okay? There are six there ... and same thing. A sort of general summary there, this is an article I would like you to read as well. I'm going to give you five minutes to get through this stuff. If you need a little more time, that's okay too. Everybody okay with reading here? Nobody needs any help or anything? I'll give you about five minutes then we'll talk about this.

Did you not get one of the articles? Oh, they're coming. We're good.

Speaker 2: How are we doing here, we need a little bit more time? Okay, no problem. Take a couple more minutes.

Okay there, folks. Almost there, pretty much?

Speaker 5: Just about. I've got three more paragraphs to go.

Speaker 2: Tell me about Cap and Trade and the government's plans.

Lorraine: It sounds expensive and scary.

Greg: It could drive-

Speaker 2: Let me just finish off there, I promise I'll come to you. Sorry Greg. Why is it scary?

Lorraine: Because you're going to be forcing some people ... people who don't want to have to change certain things, especially people who are on limited incomes into buying new technology or having [inaudible 00:17:22] grade or be in a position where they're not going to be able to sell their house because of energy audits and so on. That's kind of a scary thought, where is that going?

Expensive because we have electric heat and an electric heat pump in our first house when we moved in. We switched to natural gas and I pay less now in the heating bill than I paid for the month of February when I was in electricity. I don't want to go back to those days, I can't afford that. I also worry about cars, particularly.

My husband and I happen to be old car collectors. They take gas. They don't really like these ... Not that we drive them every day. We drive them to car shows, we drive them in the summer. It's a hobby and it's something he really likes and I can see the end of that in sight if you get to the point where you force all your gas cars off the road or only supply diesel gas.

Speaker 2: Greg?

Greg: A lot of companies have left Canada and gone to other countries in the world where it's cheaper to do things. I agree that we have to cut down on these emissions and so on, but a lot of companies will just say, "Well we're not doing this. We're taking our company over to this country where there aren't these regulations and we can pollute as much as we want."

Speaker 2: Julie, what do you think?

Julie: I was kind of on the same line, especially when I read the one line where it's saying the rationale of these companies should not be faced at a disadvantage and feel the need to relocate. That's a great statement, but reality is they will be forced to relocate depending on what type of interest area it is.

It almost sounds like depending on how many emissions you occurred, if you are a high producer it's almost a self imposed tax. Because you're making those emissions, we're going to charge you more and more, because your permit for free probably isn't going to cover so you're being forced to purchase more. Whether it's directly from the auction or from another company, either way it's like a self imposed tax. You can't get around it, if you need the permit in order to continue manufacturing.

Speaker 2: Gerald, what do you think?

Gerald: I'm surprised that they're trying to get people off natural gas, because the move has been for years to get them on natural gas because it saves so much money over heating with electricity or oil. Now most people have switched to gas and very efficient gas furnaces. It seems we just finished. We just put in a new furnace last

year, I think it's 97% efficient, we replaced one that was like 60% efficient. To think now that we just finished that and now they're trying to get us off natural gas?

Julie: Did you get rebates for going to natural gas?

Gerald: Yes we did. Most of it I think was for the air conditioner. High efficient air conditioning, and we never had air conditioning before. We live in a house with trees in the front, and trees in the back. I put in the air conditioning because if they ... Well we may not use it much, but if we come to resell the house, that's the time to put in when I change the furnace.

Speaker 2: Okay. Sharon?

Sharon: Hi there. To me, climate change is not just Canada. It's global, right? I look at this and I think, to Robert's point, something has to be done. I think everyone probably agrees on that but if Ontario does that, what does that really do? Are we impacting people here in Ontario? Where really if you look at it from a concentration of population standpoint, who else is getting on board with this? I don't think Ontario going to this alone is going to have all that much of an impact.

Speaker 2: Does that mean you don't think they should do that?

Sharon: I'm not saying that they necessarily shouldn't do it, but is it maybe going too fast, too far, without having other people on board?

Speaker 5: I think a lot about this topic actually, and I think it's a fact that there's really only less than a hundred years of gas left. No matter what we do, eventually we're going to have to not use gas, because we just won't be able to use any gas. None will exist at an affordable rate to extract. Almost everybody believes now that we are producing too much carbon, and that carbon has an effect on the climate of our planet.

Something has to be done, and in my mind the only way to get people to do things is to come from the very top. From governments I think the federal government would be a lot better, but at least somebody's doing something. I think this will be the norm in ten years, and I think Ontario's probably just ahead of the curve.

If this is what we want, then we have to support governments that institute this sort of thing. If it's not what we want, if we don't want to produce less carbon, than we should not vote for governments that have this sorts of things in their policies.

Sharon: What about Sharon's point that maybe this is just too much, too fast? You really want Ontario to be ahead of the rest of the world on this? Or do you want it to kind of go with the rest of the world, or what do you think on that?

Speaker 5: A little different than most people in that I'm willing to take a big hit for the sake of the planet, I suppose, or our country. I think that it has to be quick because ... I'm not a conspiracy type person but it kind of does have to be quick. We're looking to actually take the levels back down to 1990 and even doing that is questionable. There's only so much time, really.

Gerald: I agree. Working to say because the ozone layer is getting thinner, the way I understand it. When you go out in the sun today it's much more intense, the heat from that sun. It burns you very quickly, even before the center of the day. Nine, ten o'clock, those rays are really strong and it's affecting people's health, their skin. More cancerous. It's probably good that things are being done to prevent this carbon buildup.

Speaker 2: All right, and what do you think?

Lorraine: I don't think it's a bad plan. I think it's very ambitious, and a very very quick timeframe. Like I say, I worry about the cost of it. But I think that Sharon's got it exactly right. I think that Ontario cannot do it alone, and there needs to be some effort on a worldwide basis just to make it effective and to make it work.

Speaker 5: At least a national level. Canada's got a great reputation around the world, and it's kind of going up and down but right now it's really good. If we can just really be that world leader, say, "Hey this is what we are doing as a country" and Ontario being part of that, it would be a good thing for our country for sure.

Speaker 2: Just who started off, Lorraine saying it was scary and I think you used really strong language there.

Lorraine: I did!

Speaker 2: Now you seem a little more persuaded.

Lorraine: No, I'm not. I still worry about, by looking at the dates on this I can't help but think of the personal experience. Think about what the expense is going to be to me personally, what it's going to do to my lifestyle personally. To my kids, because then they're the ones who are going to have to look at this.

What's this going to cost to implement this? They talk about giving out all this money and rebates, well they have got to have money coming in first and being able to give it back ...

Speaker 2: Let me clarify that, then. They're going to use the money that's raised by instituting Cap and Trade system, which they estimate at 1.9 billion. In the first year, they're going to use that money towards the incentives that they've listed out of there.

- Lorraine: But where's that money coming from? Where's that 1.9 billion coming from?
- Sharon: From the people buying permits.
- Speaker 5: The businesses, and the businesses pass it down to ... eventually it comes from us but at least it's spreading across all of us and not just some people.
- Speaker 2: Can you go through that cycle there? Who's going to pay?
- Speaker 5: All of us. It's going to trickle down, just like things always do. Eventual licensing fee ...
- Julie: They increase minimum wage, and then within three months of every time minimum wage goes up the coffee at Tim Horton's goes up ten cents. It's all relative.
- Greg: If it's going to cost the business more money to do this, they're going to pass those costs onto whoever is buying their product. I really think we have to start educating young people. I work in a student residence, and I see the stuff they throw out. You'd think the young generation would be more aware, our planet is dying. I can pull tons of these out of the garbage, and I do. I don't care about what people think.
- Sharon: They're not paying for this out of their own pocket just yet, all right?
- Greg: No, no.
- Gerald: It's not just bottles they're throwing out. When they move they just throw out furniture.
- Greg: I could start a secondhand store, honestly. It's pathetic.
- Gerald: Could be a big adjustment next year when they only pick up two bags of garbage per household and people have been throwing out so much that should be recycled.
- Greg: Well I got four bags, I'm going to throw two bags in the schoolyard or wherever. They don't end up paying extra.
- Gerald: Extra pickup along the country roads.
- Speaker 2: We're at about the halfway point here, so we're going to take a brief break. I have it as 8:38, so if I could ask you to be back in your chairs here at ... I'll round up the minute there so let's make it 8:44. According to Rogers, 8:44 if you could be back in your chair, and then we'll finish off the last of the ... I hope it's not 46 minutes.
- Thanks guys.
- Lorraine: I've sit too long all day.

- Greg: I've never even heard about this until tonight.
- Speaker 5: It was kind of supposed to be secret, right?
- Greg: Oh, okay.
- Julie: I would say that you banged it right away when you said that by ... you even had the year down. From the one sentence in here.
- Speaker 5: Little bits have been leaking out. Now that I realize, this puts it all together. Super ambitious, I don't know how on earth they're going to make it work. If there's a will ...
- Sharon: Part of what I'm worried about is, yeah you're looking at the companies who have high carbon emissions. That is manufacturing. It's already an industry that's dying, and some people might not have the opportunity to retrain into other jobs, and it's going to cost them more to retrofit their house. They're not going to have a job.
- It's so ambitious over such a short period of time, I think at least if you can give people a chance to ... Because China's not going to get on board with this. India's not going to get on board with this. They just are tasting what it's like to have a middle class for the first time. To go with this ... "You guys in North America have had this for generations. Now you want to take it away from us because it's impacting ..."
- Speaker 5: We're just at a different stage of development than they are. We cut down a lot of our forests two hundred years ago. It's a very tough situation.
- Greg: How many coal fired electric generating plants is China still building every year?
- Speaker 5: A big percentage is dirty coal, too.
- Sharon: It's far from anything that's clean.
- Gerald: It should be a worldwide effort.
- Sharon: Somebody has to take the lead, right?
- Gerald: How do we get all the countries to agree?
- Lorraine: Trade restrictions. But it's hard to do. Easy to say.
- Sharon: It's harder right? Because you tried for so long to open up, take down the barriers. Now you're going back. You've got the whole NAFTA thing and it's like, "Oh hey, [inaudible 00:31:02] might not be working for us anymore and soon shadow at this end."

- Lorraine: What are they going to do with airplanes?
- Speaker 5: They're the biggest polluter's of all. If you want to reduce your carbon footprint, don't fly. That will make a huge difference.
- Lorraine: So we're now going to become landlocked, and nobody's going to leave because we're not going to be flying anymore?
- Speaker 5: It would just be more expensive, I think. Because you can still do it, you'll just have to buy the offsets.
- Lorraine: How is that fair? I keep coming back and saying that it's expensive.
- Julie: Life is not fair.
- Speaker 5: I think that we're just living a little bit too high off the hog, to be honest. Especially my mother's generation, and the generation before that. They had pretty great lives and they made it so that now everybody expects to have this really amazing life. Maybe it's not realistic.
- Sorry to be the downer.
- Sharon: No, I think you're right.
- Lorraine: I don't understand why there can't just be a balance. Why not be a balance, like there's some things that until there's a technology to replace airplanes, why would the balance then be, "Because we can't do it, we're just going to make it really expensive so only the super rich people could do it."
- Julie: If there is a limit at some point it's going to run out. It's going to be an endless supply.
- Lorraine: No but there can be other options developed at that point too, right?
- Julie: That's the problem. They're not being developed fast enough.
- Speaker 5: This will be big incentive for companies to get out there and figure out a way to heat a house with this much space for the backyard. How are you going to easily drill down and get the heat? It will spur the economy in certain sectors, but there's no doubt it's going to just be big big changes in others.
- Greg: What you really have to do is build a house that doesn't need all this energy. You see bigger and bigger and bigger houses going up.
- Sharon: We have smaller friends and bigger houses.

Speaker 5: I don't need two living rooms. I have a big old house, and making those energy efficient is hard.

Lorraine: We see the same thing, too. You see these itty bitty yards with the big houses. Developer's will tell you that, "Well people don't want big yards anymore." They're not building houses on big yards.

Speaker 5: They're maximizing.

Lorraine: It's out there for people that was like [crosstalk 00:33:56], but you don't have any choice.

Julie: What is the LRT running on?

Speaker 5: Electricity.

Julie: It is? The whole thing is?

Speaker 2: Okay folks, we're going to get started again. Who here pays their hydro bill?

Everybody, right? Who here is on an equal billing plan?

Speaker 5: Not for hydro.

Sharon: Not for hydro.

Speaker 2: No, for gas. I'm sorry, did I say hydro bill? Gas bill, my mistake. Let's go back to, who pays their gas bill here? Very good. Who's on an equal billing plan for their gas bill? Two. Very good. Sorry about that, just misspoke weird.

There's an equal billing plan, here you go. The rest of you are on monthly? If you could pass that down to Lorraine. Now, just pointing it out that they've done the ... The energy board does research on this type of thing and you'll notice there's actually two bills there. I've put them on double sided there. The first page is the summary, and the reason they do that is some people just want to see a summary. They don't want a lot of detail. Then on the flip side, the other side of the page there, is the detail.

There's two bills there, one bill after the other. Can you tell me what the difference on that second bill is?

Gerald: Cap and Trade program, deep down. It's on page 2, 9, 51.

Speaker 2: Yours was the equal billing plan. Folks on the monthly charges can you see the difference?

Sharon: No.

Speaker 2: Can't see the difference in the bills?

Lorraine: What, is it what I'm looking at?

Oh I see, okay.

Speaker 2: Okay, got it. How do you feel about that?

Speaker 5: I feel like it's a pretty small percentage. Not too bad, considering it's costing 7 billion dollars. For all these things.

Moderator: Okay.

Julie: Yeah, it's less than 10%.

Robert: Yeah.

Moderator: Okay.

Julie: The cabinetry here.

Robert: The delivery charge of your hydro is 33% of the whole bill and the debt repayment as well is a chunk, so I don't know.

Moderator: [inaudible 00:00:18] Okay?

Robert: Yeah. No ones going to be good with it but yeah [crosstalk 00:00:23]. No, I'm good with it, yeah but I don't really want to pay more. None of us do. We're selfish as a species.

Moderator: Right. Karen, how do you feel about it? How do you react to it?

Sharon: My thing is, but what does that get me?

Moderator: Okay.

Sharon: What does that mean to me?

Moderator: Okay. Do you agree with that Gerald?

- Speaker 8: Yes. What do we get for that \$11.51 difference?
- Moderator: Okay. Robert, what do they get for that?
- Robert: They get they're saving the planet for another day.
- Moderator: Okay. Sharon?
- Sharon: How do I know that I am?
- Robert: Yeah, you've just got to trust the government I guess. (laughter) That's a really tough thing to do.
- Moderator: So everybody's laughing and ... [crosstalk 00:01:03]
- Julie: When you're saying you're saving it, are they not just taking that money so they can go to auction and buy more?
- Robert: This money here?
- Julie: Yeah, maybe they're not reducing anything. Maybe they're just taking your money, that extra \$9.51 so they can use it to turn around and buy more shares to keep polluting the same as they are, only they've turned the cost over to us.
- Robert: Yeah, I'd have to look at the details more.
- Moderator: Yeah, so this examples a little bit different. They explain cap and trade right, so they start with a you give out a carbon quota and then you allow companies to trade within that carbon quota. The difference is here Union Gas isn't using the gas, you're using the gas, so they're passing the cost of the carbon that has a cap and trade plan on to you.
- Julie: Right.
- Moderator: Right?
- Sharon: Yeah.
- Loraine: So we're paying for the program?
- Sharon: Yeah.
- Julie: Yeah.
- Loraine: Right? [crosstalk 00:02:04]

Robert: Part of it, yeah.

Loraine: Right where we talked about.

Robert: Yeah.

Loraine: So we're paying for it.

Robert: It's part of the 1.9. [crosstalk 00:02:11]

Moderator: What do you feel about it Loraine? Sorry Sharon, I'll get back to you.

Sharon: No, not at all.

Loraine: I'm just tired of seeing my bills go up and up and up and up and I have no control over it.

Robert: But you're going to help save the planet for another day.

Loraine: But I'll won't be able to. I'll be living out in the forest because I won't be able to afford to heat my house.

Robert: It's forced.

Moderator: Okay.

Robert: I have a 68 Triumph so [crosstalk 00:02:37] maybe we'll have to get rid of some of our stuff. We have so much stuff. It's crazy. We all do.

Speaker 8: Maybe the government is just concocting up an elaborate scheme like this to take more money out of our pockets.

Moderator: Okay. That's what you see when you see that?

Speaker 8: Yeah, that's what I see.

Sharon: The other piece I always wonder is as soon as a government gets into something, they're not the most efficient [inaudible 00:03:08] so I go, "Okay, there's all this money but how much of this is going to pay for all the people that are going to be working at this entity or whatever?" [crosstalk 00:03:21] And then their awesome, defined benefit pension plans that they have that the rest of us don't have. All the other stuff, right? All the papers, the buildings in Toronto. How much of this \$11.51 that I'm paying is actually going to save the planet and how much is going to the government?

- Loraine: That's a good question.
- Speaker 8: \$0.51.
- Sharon: I'm going to say \$1.51 is going to save the planet, \$10 is going to the government that has no bearing on ...
- Moderator: Robert, what do you think about that?
- Robert: There's no denying the government is not efficient. The only time the government is efficient, in my experience, is when they privatize it and then it's efficient. Passport and Service Ontario for example, even in the last couple years. It's pretty smooth.
- Julie: Yeah, much better. Yeah.
- Robert: [crosstalk 00:04:10] Sorry. I guess what I would say is, "Well, this is our system. We live in a democracy and the government is in charge and so if we want to do something about this issue, then you go to the government because they're in charge in a democracy."
- Moderator: Okay.
- Speaker 8: How much more bureaucracy is this plan going to create? How many more people are they going to have to employ to implement this system and what will that cost to us tax payers as well?
- Sharon: Then 3 1/2 years down the road, another party comes in and decides, "You know what? This is not what we want to do" and they scrap it and they just spent billions of dollars doing something that 3 years down the road doesn't exist anymore.
- Loraine: But then they'll keep taking the money from us because of the debt that they accrued and they have to pay that off before they can actually back out of the program.
- Robert: You guys want to start a dictatorship right now? It could be super efficient; like just us. (laughter) We'll let you come.
- Moderator: Thank you. The reaction is you're resigned to paying it I guess so it's going to be on there. The governments going to do this. As Robert said, it's the government of the day, makes the decision. Do you want to see it separated on your bill like that or do you want it just to be integrated into the cost?

Gerald: Well I think it should be separated so you'll see what you're paying extra.

Moderator: Okay. Why is that?

Gerald: Because I don't like hidden taxes.

Moderator: Okay. Do you want to see it separated in just the summary or in the summary and the detail or ...

Gerald: I think just the way it is here.

Moderator: Okay, in the summary and the detail.

Gerald: Yes.

Moderator: Okay. Robert, what do you think?

Robert: I'd be happy with it in the detail because that's where the delivery charge is and the ...

Moderator: You don't think it needs to be in the summary?

Robert: No.

Moderator: Okay. Sharon?

Sharon: No, I agree.

Moderator: Detail but not the summary.

Sharon: Yeah.

Moderator: Okay.

Gerald: It's got to just become part of ...

Moderator: Yeah. Loraine, what do you think?

Loraine: I like the way it looks right now.

Moderator: Okay.

Loraine: I like it in both places.

Moderator: Okay. Julie?

- Julie: I'm paying it anyway. I don't mind having it on the front page. It gives you something extra to gripe about. It's pretty in your face.
- Moderator: So you'd rather not have it to gripe about? If they take it off the summary [crosstalk 00:06:56].
- Julie: I don't know how many people actually do turn around when you talk about what the delivery charge is and different things. I don't even know if some people probably don't even realize that they're paying a delivery charge as well as their usage charge as well as everything else. [crosstalk 00:07:13] For those that want to be informed, they're going to turn the page anyway.
- Moderator: Okay, so you think just in the detail?
- Julie: Yeah.
- Moderator: Not in the summary?
- Julie: Right.
- Moderator: Okay. What if it were an extra \$30 on the bill? Does that change your view?
- Julie: It'd change my previous discussion but it won't change my view [crosstalk 00:07:36].
- Moderator: No? Still just in the detail.
- Julie: Yeah.
- Moderator: Okay, that's fine. What do you think Gerald?
- Speaker 8: I think it's good to have it in both places. What they're doing, they're upfront about it and telling us exactly what they're doing and why they're doing it.
- Moderator: Okay. All right.
- Lorraine: Transparency.
- Speaker 8: Right.
- Moderator: Yes. Okay. What do you think about that? That's like a typical winter bill. Okay? What do you think about that level? You're okay with it, upset about it? How do you feel about it?

- Lorraine: Well, I have the same opinion in terms of my hydro bill, which is an awful lot worse than this, but I have energy efficient appliances, I watch my thermostat. I do everything I can to bring my usage down and I watch the transportation, the delivery, the monthly charge portion go up and up and up and up.
- Moderator: Okay.
- Lorraine: What I am doing personally, to have an impact, isn't affecting what I'm paying every month.
- Moderator: I understand.
- Lorraine: That bothers me and I know it could be saving the planet, but it's just you know, you're budgets are only so large.
- Moderator: Yeah.
- Lorraine: You only have so much.
- Moderator: Okay.
- Speaker 8: It would be okay if our wages went up in the same proportion as our taxes and hydro bill and gas bill. I'd be fine with it, but they're not. Our wages are falling behind and we'll be forced to lower our standard of living. Not that that may be a bad thing in itself, but a lot of people don't want to do that. A lot of people like the standard of living and I don't know. We're a pretty civil country. In other countries people may start rioting because of stuff like this.
- Moderator: Okay.
- Speaker 8: Yeah.
- Moderator: When would you start rioting to stuff like this?
- Speaker 8: Well, when I can't afford to buy food and feed myself.
- Moderator: Okay. (laughter) If that charge is twice as much as that, how do you feel?
- Speaker 8: I feel terrible. I'll do whatever I can. I'll turn my thermostat down to 50 degrees Fahrenheit if I have to and wear heavy sweaters.
- Moderator: Yeah.
- Sharon: I think part of it though is if I'm turning my thermostat ... If it's double this, but I can see how the fact that it's doubled has an impact.

- Moderator: Okay.
- Sharon: You know what I mean? If I'm paying more, but somehow I can see that or, not I could see but you know, indicators are showing that we are having an impact on climate change and that kind of thing. If I'm just paying double and next year double and the next year double and I'm still hearing the same scientist talking the same way ...
- Moderator: So let's talk about the impact then. Help me understand that. You want to see the impact? How do you see the impact?
- Sharon: Well, yeah. I think it's like anything else. Right? It's sort of like if you start exercising and you're exercising and you're exercising but you step on the scale and you weight the same thing, you kind of go, "Well, what's the point?"
- Moderator: Okay.
- Sharon: Right?
- Robert: So would the impact for you ... Sorry.
- Moderator: No, go ahead. I don't mind.
- Robert: Would the impact for you be enough that shows our carbon emissions have gone down or you want to see the evidence that says the climate is stabilizing?
- Moderator: That's the same question I was going to ask.
- Sharon: Yeah, no. The fact that [crosstalk 00:10:59]. The fact that our carbons gone down but then also it could be impact like what is the US doing, what is Europe doing, what impact are we having from us showing this? What other impact? Then down the road, probably not in my lifetime ...
- Moderator: If they said, "You know what Sharon, congratulations. In Ontario we reduced carbon emissions by 4.3 billion tons." I don't know I just made a figure up. "Sorry to tell you, China just went up by 17.8 billion tons." How do you feel about that?
- Sharon: Well and that's what we were talking about. [crosstalk 00:11:39] You know what, China's not going to get onboard with this. India's probably not going to get onboard with this.
- Moderator: Okay but does that mean we shouldn't do it?

- Sharon: I'm not saying we shouldn't do it, but I think what I'm saying is, yeah but if it's doubling and tripling and quadrupling, we want to see an impact. Right? If you're exercising, you want to see an impact. If you're studying really hard, you want to get better grades. You know what I mean? If you're sacrificing something, then you want to see that it has an impact at the end of the day because if not, [inaudible 00:12:11]. If you're doing something and it has no impact, then you kind of start to question why you doing it?
- Moderator: Okay.
- Julie: Just a question though. When we talked, so this is Ontario?
- Moderator: Yeah.
- Julie: Do they look at, obviously southern Ontario where we are is more dense population than northern Ontario.
- Moderator: Mm-hmm (affirmative)
- Julie: When they're talking about emissions and charging or providing, what do they call it, your audits they're doing on certain industries? If you are in a dense population versus up in say Sudbury, obviously could you be emitting more ... Running two things exactly the same depending on where you are, your emissions could be different or would they be exactly the same?
- Robert: Based on temperature, I think it is a factor.
- Julie: Yeah.
- Moderator: Yeah, they definitely ... I was in Sudbury last night and there were ... A couple people definitely said, "You know this is great for southern Ontario but our heating bills are ... It's colder here. Heating bills are higher. This is a little bit unfair."
- Julie: It even goes back to when they were X number of years old, your car, you had to go for an emissions test.
- Robert: Yeah.
- Julie: My parents live in Hanover. They don't have to have an emissions test.
- Robert: No, exactly, they didn't in the north.
- Julie: Yeah.

- Sharon: Yeah, yeah, yeah, yeah.
- Julie: Hanover's an hour and a half so I'm paying extra to have an emissions test because I drive a 1992 car. They drive an 89 and live an hour and a half away and don't need to because that area, although ...
- Moderator: Okay, [crosstalk 00:13:45] so how do we ... Okay, but I guess, so you're saying it shouldn't then be done by usage or there should be a special deal for people where it's just colder?
- Julie: Oh, I wouldn't necessarily say colder.
- Moderator: Okay.
- Lorraine: I think you have to look at your average usage.
- Moderator: In the context of natural gas [crosstalk 00:14:03] home heating. It really is colder, I guess is the big issue.
- Lorraine: Yeah.
- Julie: Well, no. You're talking about usage in industry is what these are talking about. Not necessarily like about you.
- Moderator: Okay. Yeah, I was more dealing with the gas bill issue where you're paying it kind of directly. Right?
- Julie: Mm-hmm (affirmative)
- Moderator: Okay.
- Robert: If they're looking for ideas with the hydro bill, the time of day, metering, that system kind of works for me. I can figure out an average usage for a house. The average house of a certain size wouldn't be that hard to calculate. If you use a little bit more, then they'll charge you your whatever it is, your 2.6 cents. If you use a whole bunch more, you're obviously over a using, so we're going to charge you even more.
- Moderator: Oh, I see.
- Robert: It's like a exponential tax on the over usage.
- Moderator: Oh, wow. Okay.
- Robert: If you want to overuse, then you just have to pay for it.

Moderator: Okay.

Julie: Okay.

Moderator: Okay, but doesn't that kind of go against though what Julie was saying?

Robert: No because you're going to find the average usage for a house in Sudbury.

Julie: In Sudbury.

Moderator: Oh, I see. You're going to say by some kind of district or whatever, zone or ...

Robert: They get the use of more.

Moderator: Oh, I see.

Robert: It's just that [crosstalk 00:15:12].

Moderator: You think that's fair.

Robert: Yeah.

Moderator: Okay.

Speaker 8: It would be good to calculate also the number of residents in the home.

Moderator: Okay.

Speaker 8: Because typically, you have more people in the house, they'll be more ...

Moderator: Absolutely.

Gerald: Like electricity or gas. [crosstalk 00:15:26]

Moderator: Yeah, okay. It's starting to get a little bit more complicated. Are you worried that it's starting to get a little complicated?

Julie: We just did our survey or our cap to cover it, to how many people live in the household.

Moderator: Yeah. Then you know what they'll do? Then the gas inspector will come and they'll put a mannequin in the window [crosstalk 00:15:44]. I was trying to come up with a [inaudible 00:15:50] there. Sorry for that.

- Speaker 8: Count the family dog too?
- Sharon: That's right.
- Julie: So right now this is just a flat percentage based on whatever total your total bill was and x number of 9% [crosstalk 00:16:04].
- Moderator: Yeah. It's based on exactly how much gas used.
- Lorraine: When you think about it, in that discussion about people who live up north are in colder areas, it's really not fair because if it's based on a percentage of what your usage is, that's really penalizing people who live in colder places.
- Moderator: Mm-hmm (affirmative)
- Lorraine: You made the most amount of sense.
- Moderator: Okay. [crosstalk 00:16:26] I don't think that's been raised. That's a really interesting point. We're always looking for new things that are said in this type of thing.
- Speaker 8: It's also, people have their various different levels of income and a person that's bringing in hundreds of thousands of dollars a year, he doesn't care if it's \$10 more but somebody who's living at the poverty line ...
- Gerald: Or on fixed income like retired people.
- Speaker 8: Yeah, a fixed income.
- Gerald: Or making less money on their investments.
- Gerald: Yeah.
- Sharon: We all are.
- Moderator: Okay, interesting. You get the bills ... Sorry, let's just do a show of hands if you thought it should ... Anyways, actually I believe everyone said it should be showed in the bill, right? Whether in the detail or ... Was there anyone who thought, "No, don't even show me that." Okay. All of you say that, to be clear, that it should be shown. Okay.
- Moderator: What about alternatives, say not cap and trade just a carbon tax. Just putting a price on carbon and using that to reduce the carbon footprint. What do you think about that? I'll go back around the table the other way. Sorry, I don't mean to put you on the spot, but I ended with you and then ... Because you had said I

don't think that they would be interested in it or whatever so I just wanted to give you that context so. How does that strike you?

Robert: It seems to set a price in a way in which you can both buy and sell carbon. Makes more sense to kind of set up an economy that's based on carbon or sell an economy based on carbon.

Moderator: Okay.

Robert: Seems to make more sense then strictly just ... So basically put a tax on it, which is a little bit different.

Moderator: Yes. Rather than a cap, rather than a cap industry and make a trade within it but there's a ceiling. Right? Do you think that's a better or worse approach?

Robert: Well, you don't get definitive results in the end because it all depends on how business is going. Maybe they'll just be happy to pay the tax and then the end target of reducing our carbon emissions doesn't happen. It's just the businesses are paying more and passing that on to the consumer, like we talked about before.

Moderator: Right. Okay and to be clear I should finish the position, then everyone can comment. The tax should be revenue neutral so it shouldn't be new money coming in to government. It should be offset with cuts to other taxes.

Robert: Right.

Moderator: Right, just to be clear.

Robert: Okay.

Moderator: So what do you think Sharon?

Sharon: If you don't mind going on. I have to think about it.

Moderator: Okay. Gerald, what do you think?

Gerald: I'm not sure I understand what he wants to do.

Moderator: Just actually put a tax on carbon.

Gerald: So is it going to show on a bill like this the same?

Moderator: Sure, yeah.

Gerald: So what's the difference?

Moderator: Okay. Just no cap?

Gerald: There's no cap so it can rise higher for higher rates?

Moderator: Oh, no. No tax on the amount of carbon that industry can trade and in context of this bill, I guess you're right, it's really not much of a difference because you're the consumer paying it.

Gerald: Probably doesn't make much difference one way or the other.

Moderator: Okay. Doesn't change your view or anything like that? Loraine?

Loraine: I don't think it's enough because I mean, the whole idea of a cap is a good idea.

Moderator: Yeah.

Loraine: This plan seems really ambitious in a really short period of time, but that's not to say it's not a good plan and it's not something we should move toward.

Moderator: Okay.

Loraine: But to just throw a carbon tax out there without having any caps in place, there's no encouragement for businesses really to cut back.

Moderator: Okay. Well, money's an encouragement.

Loraine: There is, but like Robert said, you just pass on the price to the consumers and if we're used to wanting certain things then people pay the price for them.

Moderator: Okay.

Loraine: I don't think it's enough.

Moderator: Okay.

Loraine: I think it has to be a combination of things.

Moderator: I understand. Julie?

Julie: I'm okay with them passing it on as a tax. I agree that the cap has its pluses in that it forces the public to look for other options, whether it's in industry or private homeowner, to know that there's other options that they could and should be exploring. I do worry, especially with manufacturing, different things

that when it does get to be too pricey that things will move, not necessarily south of the border, but to third world or second world developing countries

Gerald: Mexico.

Julie: Yeah.

Moderator: Okay. What do you think?

Julie: I just see this as another way for the government to take more money out of our pocket and they don't care.

Moderator: Okay, again in his case he said, "Yes. Okay do a carbon tax but offset it with other tax cuts." So if you're going to raise \$1.9 billion off carbon tax, cut income tax and other taxes so that it makes up the difference. [inaudible 00:28:36]

Lorraine: But is it off of personal taxes or business taxes?

Moderator: Okay, that make a difference?

Julie: Oh, it does. It just means your pot holes don't get fixed now because they cut that tax.

Lorraine: Yeah, exactly.

Moderator: Okay.

Speaker 8: They still say they're going to do something but in the end I still think they're going to end up taking more money out of our pocket. They'll take \$2 and give \$1 back.

Moderator: Okay.

Speaker 8: Yeah.

Moderator: Okay.

Gerald: The rest will be eaten up in overhead or extra employees.

Moderator: Okay. Anything we missed tonight that I didn't cover? All right. I think we're done a little bit early then. That's great. I'm going to get you to pass forward, if you were on the equal billing plan can you pass that? Just the equal billing plan at the moment. There's 2 right? It's hard enough trying to keep all this stuff straight and then if you were on the monthly billing could you pass it forward? Sharon, I think you pulled yours apart [crosstalk 00:29:38] Shame on you.

- Sharon: I'm sorry.
- Moderator: That's okay. Just these. Put that aside I'll have to fix it.
- Sharon: I'm sorry.
- Moderator: It's okay.
- Sharon: I should have brought my stapler.
- Moderator: No problem. I've got one outside. Then if you could just pass the summary, the one page summary sheet forward. Thank you. Sorry, it's hard enough to keep this all straight. Just the one page summary. Thanks.
- Robert: It's the next one.
- Moderator: Okay. Summary? We've got all those. Okay, you're ahead of me.
- Julie: You were a teacher weren't you?
- Moderator: And if I can get the articles then. Sympathetic here. Okay, yes so if you could just leave your notes there. If you did make any notes, if you could write your first name at the top there so that we know who to attribute those notes to. Okay, no, yeah, so you've been very helpful. You'll see the young lady at the desk there. She'll pay you're incentive. You'll sign for receiving it and please travel safe home. Thank a lot.
- Gerald: Interesting group.
- Loraine: It was very interesting. [crosstalk 00:30:41]
- Moderator: Okay. Thanks again guys. Have a great night. [crosstalk 00:30:49]

London Group 1 – June 8, 2016

- Moderator: We got everybody right? Okay, great Thanks everyone for coming and for being on time. I'll take you through a few things that I have to point out and then I'll take any questions you might have before we get started.

Again, thanks very much. I appreciate you coming in. You'll notice there is a camera there. We do record audio and video of the session. I just want to reassure you we don't- you'll never see yourself on YouTube or some kind of ad on TV or something like that. Anything you say it's strictly for research purposes and to make a transcript. It's a very narrow distribution. Who ever will hear the audio, it might be 2 or 3 people, most the transcriptionist. You can read the transcript, it's a very narrow group of people that'll ever actually read the transcript just strictly for research purposes. That's audio and video.

There's a big vanity mirror there. It is, in fact, one way glass. I do have both the colleague who works with my company back there and also one representative of our client as well. Okay?

You'll notice you're all wearing name tags, as I am, that show your first name only. We, the research company that recruited you, we know who you are, we called you up, [inaudible 00:01:12] from the telephone book to recruit you to participate tonight but we don't share any of your personal information whatsoever with the client. We follow the Market Research Intelligence Association's code of conduct. There's a chart of respondent rights which I invite you to have a look at online. Again, your personal information stays with us and isn't shared. Similarly, we don't share any information about our client and their identity.

The couple things, as well, that I need your help on. If you do have a cell phone, if I could ask you to turn it off. It does interfere with the recording. I will give you a chance at the midpoint of the session to check any messages or anything like that if you like. I'll give you about a 5 minute break at the half-way point.

As I mentioned, we have a client and they're putting forth the honorarium, paying you to participate tonight. It's really, really important they're honorarium forward because they want to get your opinion on the topic we're discussing tonight. It's really important that I hear from each and every one of you as we're going through the various questions and topics tonight. Of course it's a free-flowing but civil discussion so feel free to disagree or agree with anything that you see fit but, obviously, in a civil and respectful manner. Sometimes you'll feel that I'm trying to brush past maybe something that you're saying and go on to the next thing. Please don't take that personally. It's not that I don't find it interesting it's just I got a certain number of things that I got to cover in the 90 minutes, minus 5 for break. 85 minutes, you'll find, it does go quickly. Any question about anything I've said right now? Okay.

Again, you're not expected to be an expert in the topic or anything of the kind. It's just they want to get regular opinions on these topics as we go forward so please don't be shy. Again, we don't share your personal information so I'll introduce myself in a minute but when you're introducing yourself just your first name only. You don't have to give any other information. Of course, if you choose to give personally identifying information there's nothing I can really do to stop that. If you say- I'll ask to introduce maybe what you do for a living and something else interesting about yourself or what you're doing. If you say, "I work for a bank" you're anonymous. If you say, "I work at the royal bank at the corner of such and such ..." then you're choosing not to be anonymous in the process. There's not much I can do about that.

My name is Richard. I'm a professional market researcher. I do a lot of focus groups like this. I have been doing it going back to 2000 now. In terms of what's interesting about me, I like to travel a lot. I have a dog that really is the focus of a lot of my time and interest. That's really it.

George: I'm George and I'm retired. I was working in a distillery for 25 years as a representative. I go to Florida 6 months every year from October to April and here I am.

- Moderator: Thanks, George.
- Allen: I'm Allen. I'm a registered nurse for the last 17 years.
- Moderator: Anything else? Something else interesting about yourself.
- Allen: I like to travel.
- Moderator: Thanks.
- Jamie: I'm Jamie. I was a licensed tech, working on cars, for 14 years and I'm now in my 13th year of teaching high school tech [inaudible 00:04:39].
- Moderator: Great.
- Mariette: My name is Mariette. I am a full time, live-in caregiver for 2 senior war vets. Been doing that since November the 1st so that I can move on again.
- Moderator: Okay, great.
- Catherine: My name is Catherine. I'm an elementary school principal and I run marathons. I don't look like it, but I do.
- Male: My name is [Nyet 00:05:06]. Production supervisor in a power plant facility and I have 4 beautiful children. I like to travel. They keep me busy.
- Amy: I'm Amy. I'm a student at [inaudible 00:05:20] college. I was just in Stratford this afternoon and went to Balzac's Coffee place and it's excellent. It's got all organic coffee and teas and [crosstalk 00:05:31].
- Charlotte: I'm Charlotte. I am a part-time veterinary technician or veterinary nurse. I also do medical transcription from home. I have 2 little boys and I am a crafty person.
- Moderator: Okay, very good. Thanks, everyone. Might need to start by just telling me something that's going on in Ontario right now. Catherine? You're nodding your head.
- Catherine: Oh, Jesus. Education's got problems.
- Moderator: Like what?
- Catherine: Misunderstanding between parents and what's truly happening in education. I think the nursing industry and health care is having some crises.
- Moderator: Anything else going on in Ontario?

- Male : Just one observation is overwhelming dependence to handheld technology.
- Moderator: I don't know that it's just going on in Ontario. It's pretty much all over the world, right?
- Male : Top down, but, again, with that many communication tools we're finding problems with education and youth crises, obviously, in Woodstock and Ottawa [inaudible 00:06:39].
- Moderator: Very good. Anything else going on?
- Male : Not just only in Ontario but also the problem we're dealing with physician assisted suicide. Lack of laws there. [inaudible 00:06:48] I think a second point might be the deception about the provinces energy plants.
- Moderator: Tell me about that. What's that about?
- Male : I don't know too much about it but I know there's a lot of chatter last week before everything came out, talking about eliminating natural gas use for homes. I guess that came up the other day that that's not the case but it's on a lot of people's minds. The cost of electricity [inaudible 00:07:27]
- Moderator: Why was that being talked about, though? Why would they want to eliminate natural gas?
- Male : One of the reasons given was the carbon output from consumption of carbon based fuels. That's on a per home basis.
- Moderator: Anybody else heard anything about this?
- Female: Not that. But, on another note the CCAC ... I was going to say about the misuse of government funding and then that years later, then you see a big audit and then comes out that they report on the misuse of government funds which belongs to the people, right? For example, the CCAC misusing funds or when they give funds to one of the Bigsby car manufacturers. It's all the misuse of funds. Everyday in the paper you hear.
- Moderator: Got you. [inaudible 00:08:30]
- Male : I think, just quickly, this morning just hearing what's going on with the spending that Catherine [inaudible 00:08:38]. I guess she just spent 8 million dollars on green something, there's a lot of talk about it over the radio. People that are quite upset with the amount of money she's spending and the deficit that Ontario is going into because of the way she's going right now.

Moderator: Can you tell me anything about what is actually we're announcing or wanting to do or spending money on?

Male : Just a little bit about the amount of money she's spending on Pan-Am games.

Moderator: Anything, Charlotte? Anything going on in Ontario?

Charlotte: I've been hearing a lot about the new transit thing that they're trying to start up in London and heard that it wasn't a go and then it was a go and ... yeah I don't know where they are with it right now but I know that Waterloo and Kitchener area, they're doing it right now and there's closed roads everywhere and it's going to take forever for it to be done if they do do it here.

Moderator: [inaudible 00:09:45] Is there anything ... ?

Female: Not really up on my current events with my kids, they keep me pretty busy but I did hear ... I don't watch the news all that much but I did hear something about the fact that London is one of the top cities [inaudible 00:10:00] or just the province but bringing in Syrian refugees and we have brought in already a thousand and I think they're bringing in another 11 hundred or something. I don't know, there's mixed opinions on ... there was big [inaudible 00:10:14] going a while back saying we can't even help the homeless in our province but we're going to spend all this money on refugees and there was a lot of people that were upset about it. There's just misinformation about it.

Moderator: Pretty good.

Male : There's more with [inaudible 00:10:30] that were done, that were based out of northern Ontario community [inaudible 00:10:37].

Moderator: So quite a bit of mentioning of energy stuff and why is this so important? Why are they talking about this?

Male : It's climate change. It's that the current government here in Ontario has a climate change agenda to try to make greenhouse gas emissions going forward, to do our part. What you hear from the general public is that it doesn't come cheap so you get conflicting situations where you want to do the right thing so you're not passing the buck on to the next generation but with the economic cycle that we're in, it's hard to do everything while trying to keep the economy rolling.

Moderator: So what's their plan to actually address climate change?

Allen: I think part of it was when ... I think this has been ongoing now for this government to basically the three terms have been at it. So it started with wind turbines. We had

affordable [inaudible 00:11:48] for individual home owners. They had a 5 or 8 billion deal with Samsung for those solar panels. I think the discussion, as well, as been about electric vehicles. I think that came up too. I did see some of that talking about changing the building code and every home is going to have a 240 volt power supply in their garages to try and push people to EV. So there's a number of different-

Moderator: George, you hear anything about any of this stuff?

George: I was quite surprised with [inaudible 00:12:32] these 12 to 15 kids committing suicide in Woodstock which was very much in the news that last 2 or 3 days. Of course the kids have all ... coming down with the marching down the streets of Woodstock. The health people get behind the bandwagon to find out what the problem is. It's rather amazing.

Moderator: Can you fill out any of the details on the climate change stuff?

Female: Well, it's cost. It all comes down to the fact that people are sick and tired of the cost of heating their homes and filling their cars. When people start complaining about cost and people are looking for alternatives there's a conflict because who should be doing the investigation? Who should be doing discoveries? So a lot of it is stemming from consumers are pissed off. London Hydro who says that they owe us a whole bunch of money and we haven't seen any change and infrastructure in this particular part of Ontario doesn't change. A lot of it comes down to money.

Male : I think each of us, as homeowners, have all been ... first of all we switched to COC compact fluorescent lights to save and now we're running that light bulb. It's supposed to be 17 cents a year. There's been the push to LED lighting that will now run 7 cents a year. There were a number of efficiency surveys and home inspections done to increase the efficiency of a furnace, increase the efficiency of your home. We had E testing on vehicles for a number of years. It was 30 dollars every 2 years, all of these incentives that were out there to reduce our carbon signature and then to turn around and say, "Oh, well now that we have all of our nuclear power plants up and we have all these wind turbines and we have this over abundance of power now we want you to be using a little bit more electricity. We're really happy that you were conservative and ever since the big black out of '03 where the network failed, now we want you to pull on the network."

There's a lot of infrastructure, wind turbines, tons of money dumped into Bruce Nuclear to get its reactors up and running. Yes, there's no carbon output as it's being produced but there's still a waste issue.

Female: Does any of this sound familiar to you?

Male : Just with the electric cars and stuff like that. On the flip side, too, you have all this technology going into it and all these companies are spending that money to look into

it and get into it, yet the cost of getting yourself into a vehicle to be able to save that money ... is it really worth it in the long run with the depreciation of a vehicle and the amount you're going to save in fuel. Is it going to be worth it for the person that makes 30, 40, 50 thousand dollars a year? That's you got to weigh in here.

Male : For a population of Ontario, too, where one state in the United States of California holds the whole population of Canada, and yet the overwhelming amount of burden that we seem to have laid on in guilt format even though the climates are completely different. We are constantly being reminded about our carbon signature, the amount of carbon that we're outputting as individuals and when compared to other areas they don't have the climate to compare to. It's not what I ever consider to be an equal representation of power consumption. Again, the same things as electric vehicles. Why would anyone buy an electric vehicle if we can't even keep the body on the car pat 10 years because of all the salt that's dumped on the roads and electric vehicles are an electric device. Salt water causes massive corrosion. Is this going to be much of an investment for us? [crosstalk 00:16:41]

Moderator: Charlotte and then George.

Charlotte: The only way that electric vehicles are going to work is if they make them all that way because people aren't going to just invest in something like that if there's another option. You'll have to all switch that way for it to work.

Moderator: Interesting.

George: Electric cars are not going anywhere because you can't drive anywhere with them.[crosstalk 00:16:59] You might want to go 200 miles but you can't find a plug half way there [crosstalk 00:17:04]. It's not practical today.

Moderator: Has anybody heard term cap and trade?

Male : Yeah.

Moderator: Okay, someone. Jamie, are you going to volunteer to tell me about it?

Male : [inaudible 00:17:16] Cap and trade is where basically if you are producing over-excessive amounts. Whatever production area you're going through, you'll maybe produce over what your allotted amount of carbon signature is and they'll put a cap or an outline to say, "Hey, you can produce this much. But now what you're going to do is, we have a company over here that runs a greenhouse and sod farm so obviously they're on the absorption side of it so they're running at a negative. So we're going to take some of your carbon credits and give it to this person." [crosstalk 00:17:57]

Male : It's not a charity. Somebody will pay for it. Basically, all the users there ... almost as a disincentive to some of the larger carbon green house gas emitting companies. Essentially it's another penalty, a taxation on the amount that they produce at a redistribution with their wealth or ability to create income to negative producers ... There's a lot of, you can understand, backlash there. A lot of the companies that are ... even let's say solar panels and stuff. These are newer companies in the last 10, 15 years. You may have large companies that have sustained decades if not almost a century, if you look at some of the auto manufacturers.

There's a lot of wealth transfer there that you sometimes have to question the ... They've got more and more burdens put on them to, as Jamie said, get better, get more fuel efficient. We're putting stringent things on those economies of scale as well as the consumers. We've bought into all these things. They've been told they have to do better and now it's just another ... There's a lot of workers that are affected by that if you end up transferring that money you can't invest in your company in terms of productivity.

That's a real worrisome thing for me as an Ontarian. I've got young kids, too. I wonder what the province is going to look like.

Moderator: Amy, have you heard anything about this cap and trade?

Amy: No, I think heard about the wind turbines, though. Aren't they selling- I think HAARP was doing, I think selling the energy it was creating to China or something?

Male : The overabundance that Ontario has is exporting huge. There is a very large [prosporter 00:20:07] trade in how they like to promote, as I understand, as a green produced energy. You never know when the wind is going to blow. Same as the solar panels. We never know so you're always having to keep the supply and demand met with back up plans.

Moderator: Anything else on cap and trade?

Female: I just wanted to comment on the wind turbine thing, too. I'm actually friends with a farmer who lives out in [inaudible 00:20:42] area and there's lots of wind turbines going up in that area. There's a lot of people who don't like them because they A. are ugly. B. They're saying they cause headaches and all sorts of other health issues. No matter what you try to do it seems there's always somebody that's complaining about it. For me, I think our environment is worth investing in and for the future of our children trying to figure out better ways to do things. I think yeah, they are ugly. Guess what? So what. They work. It sucks that I didn't know they were selling a lot of the energy elsewhere but I think ...

Female: What if they are making some people sick, though?

- Female: True. I guess, if they are. Has there been studies that they are?
- Male : [crosstalk 00:21:24] Yeah, there has.
- Female: Well, that sucks then. Maybe not in someone's back yard then, but in the water. They haven't done that yet, have they? In the actual water? They're over around all the way to my dad's cottage in Bay Field. You can see them all in farmer's fields. I don't know how far they have to be, but we have lots of land I'm sure that we could-
- Male : I think I remember seeing that. I moved from Alberta years ago and I thought around that time there was talk about a wind farm going out into Lake Ontario to get that [inaudible 00:21:56] so it wasn't somebody else's pond, so to speak. I know over seas they do, like in Holland and stuff, a lot of theirs are water based. Again, there's still a lot of infrastructure that goes into it. To basically have power that we don't actually need, because we've decreased our power use, so we're paying Manitoba and Quebec to take surplus power that we're paying 20 cents a kilowatt hour to somebody to produce. We've seen those prices come up in the years I've been here. I think my power has doubled, to pay for a lot of this stuff. I believe we have some of the highest power rates on the continent for sure.
- Male : That's because [inaudible 00:22:41].
- Male : We haven't seen a reduction in electrical costs. In my lifetime up, up, up, up, up. Although we did own hydro, [inaudible 00:22:53] gaining from hydro, sold hydro, now they're paying this big mortgage to pay back the degenerating rest of this. We're not gaining. There's buying the hydro from the states even though we're over producing. They're selling it to Quebec and we're buying it someplace else at a higher rate. It doesn't make sense to me.
- Moderator: If you could take one of those and pass it down. Take one of these and pass them down as well. I'm going to give you some time to read. You'll see there is a sort of summary about cap and trade and some of the plans that have been floated and talked about. The next is a globe mail article about the topic as well. I'm going to give you about 5 minutes. If you could try to stay fairly focused on reading that and absorbing it and then I'll come back and we'll talk about it.
- Did I give you one extra of the articles there?
- Male : [inaudible 00:23:43]
- Male : Are you wishing you had a pen to circle some of this?
- Female: Well, yeah. I have a pen in my purse.

- Male : There's a few things I'd like to highlight. Bullshit. Bullshit. Bullshit. Never going to happen.
- Male : Any number quoted here, you might as well multiply it by 10.
- Male : I like the [inaudible 00:27:38] how long do we spend there.
- Female: Exactly. Don't sell your house. [inaudible 00:27:43] Just like the car thing.
- Female: And a house inspection and everything else.
- Male : Yeah.
- Female: I love the fact that it's from America. Of course we're going to base it on a New York agency. Of course we are.
- Female: There's a house on street for sale and guess why it's not selling. Because it's in a really happening, awesome neighborhood has to sell within a weekend. It has a baseboard heating.
- Male : It has the original electrical.
- Female: Yeah, well and that's what they're talking about going to electric heat. People don't want that because it costs freaking arm and leg. That's why. I couldn't figure out why the house wasn't selling.
- Male : [inaudible 00:28:19] went bankrupt. [inaudible 00:28:21] all the electric heaters and all your stove gadgets.
- Male : Maybe they'll be the next [crosstalk 00:28:26]
- Male : Start all over.
- Female: I couldn't figure it out and everyone was like [crosstalk 00:28:35]. That's why.
- Female: We bought our house 15 years ago. Converted it from oil to gas. [inaudible 00:28:44]
- Male : This is the part up where it says, "Government incentives for those [inaudible 00:28:54] for geothermal systems, solar panels, [inaudible 00:29:00] increase in electrical costs for homeowners." Geothermal is seen as a great heat exchanger and all this kind of stuff, does take a huge amount of electricity to power the pumping and the plumbing.
- Female: How much more money do electric cars cost to get this rebate? Is it really going to be worth or are they going to cost the same a regular gas-powered car?

- Female: Probably won't make a difference in the long run.
- Male : 8 to 10 thousand dollars more-
- Male : Which the government already subsidizes now. There's a 8 to 10 thousand dollar [inaudible 00:29:38] to get going already.
- Male : And you get to use the carpool lanes.
- Female: Oh yeah?
- Male : And special parking.
- Female: Is there enough charging stations? Where would you even- I wouldn't even know where to charge a car.
- Female: Are they going to be at the LCBO?
- Female: Well that's important. [crosstalk 00:29:52]
- Male : The charitable donations of TV Canada tries to ... friends of the environment. You could set up a solar panel in Masonville underneath the trees.
- Female: The thing is we don't get enough size in this stupid place to get solar panels.
- Male : [inaudible 00:30:07] pay for themselves. Pay back, that's what? 10 years, 12 years?
- Female: Yeah, there's all these companies that were saying, "We'll install them for free."
- Male : It won't be that much at 40 cents a kilowatt hour which was [inaudible 00:30:18]
- Moderator: Okay, so who wants to lead off? What do we think of all this? Catherine I saw you ...
- Female: She said it well.
- Female: I hate this stuff.
- Moderator: Why?
- Female: I don't like when we talk about anything from America. I don't like the fact that-
- Moderator: What's from America?

- Female: We're basing it on the New York state's similar agency. I hate that we go to America for answers.
- Male: The green bank is what you're referring to.
- Female: That we're going to use their structure. I hate the fact that this is all just going back, that this just circles back.
- Moderator: What's circling back? Tell me about that.
- Female: Let's go back to electric. All of our homes are converted to oil, then converted to gas, now the new homes are going to be converted to electric.
- Female: I was just saying there's a house in my neighborhood [inaudible 00:31:11] it's an overage, it's a very sought after area where the school is and no one could figure out why one house wasn't selling. I went on to their virtual open house, it has base board heat. No one wants that. It's so expensive to heat your house. That was it.
- Moderator: Okay, I'm sorry, Catherine, what else-
- Catherine: I find that they nitpick. Oh, lets make bike lanes. They've made bike lanes for years. We've had bike lanes for years.
- Male : But not one connects.
- Catherine: 5 people were killed in Michigan today because people don't know how to drive with bikers. I want someone to come up with the big answer, not a whole bunch of tiny, little, nitpicking consumers. We know who is causing environmental damage.
- Moderator: Tell me that, who is causing it then?
- Catherine: They themselves, the producers. I'm not going to point to car manufacturers but oil producers. They are the highest emissions in Ontario.
- Moderator: I'm not sure we have too many oil producers in Ontario.
- Catherine: In Canada. I like this. I think this is fantastic. I don't like the manipulation of it, they suggest. We need to go bigger as opposed to little, tiny little pieces.
- Moderator: We'll get back to that because I want to hear more about who is causing the problem, how we fix it. Mariette, what did you think about the plan there?
- Mariette: I don't like it.
- Moderator: Why?

Mariette: I don't think they should be forced into it. I really don't. I think someone said 25, 30 years ago with the economy, it doesn't matter which way we're going to go. We're all going to go back 2, 3, 4 generations living under one roof. We can't afford to pay the gas bill, let alone the electric bill. I think it's going to be a real battle on your carbon footprint, on how to trade. How is that going to be- how do you even calculate it?

Moderator: Amy, what do you think?

Amy: I agree with Mariette that- and what Catherine said is that we all converted from electric to gas and everything and all the sudden we're going back. It's just a way for, I believe, the government to get more money from us and make us go back and living all together. [crosstalk 00:33:25]

Female: ... to 40. I do not want that. [crosstalk 00:33:27]

Moderator: There was a part of the plan about your kids have to live with you until they're 40?[crosstalk 00:33:32] [inaudible 00:33:36] What do you think?

Male : This is such a big plan. They're going all in and the tunnel is so long I don't think believe they're going to be able to see the benefits of what they're going to put in come back out. All this money they're spending and they want to cut emissions by 15% below the 90s and 37% by 2020 and 80% by 2050. That's going to take a lot of change. I don't believe that's going to happen as quick as they think.

Moderator: What does that mean? They shouldn't do it or ... ?

Male: I don't think they should spend the amount of money they're spending going this route so quickly. We're committing to it so quickly.

Moderator: You want them to spend less money and you want them to do it over a longer period of time?

Male: Yeah, absolutely. Yeah.

Male: If they're talking carbon emissions and love to throw around their numbers of which, I agree with Catherine, that I wouldn't ever even ... to quote a financial figure that a government ever put down across because the numbers are always different. Then the next government comes in and saying the previous home wasn't- saying it was accurate but secondly, if you wanted to look at reducing carbon emissions, which we know, as humans and North Americans we consume more than our fair share as to space and distance that we have to travel. As to our amount of space are able to live in, all these things find out and they don't but publish we're the largest usage and emitters of carbon are.

Give us an equivalent and say this industry produces this much compared to all of the homeowners of Ontario with the current system. If we are going to get- we'll help the industries get in line, we'll give the consumers a target to go from. If it does happen to be transportation, internal combustion engines and stuff like this, we know darn well that even if the electric vehicle could go all the way to Florida on a single charge, the problems [inaudible 00:36:09] is just as hooked up as a junkie down the street to the [inaudible 00:36:14] producers. They will not get out of that quick, cheap energy. Honestly, it makes me laugh even harder when you go and say, "Hey, we're going to get rid of the stinky diesel and go with liquefied natural gas."

I'm sorry, but that's the same natural gas that's used in our homes just at a higher pressure, therefore, it's been converted to a liquid format for a better storage and more volume. You're going to get rid of the stinky diesels to reduce the carbon output through the tailpipe and go with less bang for the buck, natural gas in the trucks. Well you're doing the exact same thing again as switching from electrical or from oil to natural gas to electrical. You're stealing from Peter to pay Paul. The reason why we go with diesel is because diesel produces more power which moved the larger cargo down the road so the factory can their goods when they need to and all of this kind of stuff.

If we want a more efficient way of moving materials, there are those more efficient ways out there. If we have an over-abundance of electricity go electric rail like the Europeans if you don't want to compare it to the Europeans and stuff. That takes a commitment. Saying that every Ontarian is going to have to be switching around with this one, yes this is going to be a great industry. If this is going to be an industry I'll go into installing geothermal units because that's where the money will be. Very quickly will it get out of control and it will be the same thing as the emission testing. I'm sorry, you have 300 dollars now to get your vehicle to pass. It's an industry, it's open to manipulation and profit made by a different group.

Moderator: George, what do you think?

George: I think that I'll be dead by the time all this [crosstalk 00:38:02]

Moderator: Hoping not.

George: 2050, another 30 years.

Moderator: Well, what do you think about the plan. Do you have kids or grandkids?

George: As I said, there's some merit to it. Some of it. Some of it there isn't.

Moderator: What's the merit to?

George: They're trying. We still have a problem with emissions and carbon. The government-

Moderator: I thought this room was all- we're all climate change is a-okay? Carbon's a-okay? Is that the impression I should take from the group?

Male: I wouldn't say it's a-okay. Obviously I can't speak for the group, but I think there are clearly proponents of the belief that the earth's temperature has changed and risen over time. How much human beings-

Moderator: Where do you come down on it?

Male: I do believe it. I do believe there's a correlation between the industrial revolution and today and I think there are natural life cycles that take tens of thousands of years to see ice ages and polar ice caps recede that are happening in my lifetime, in 2, 3 decades. I do think there is a correlation. I think the problem we have, in terms of provinces and [inaudible 00:39:24], we got back to- these targets, this is from the 90's. As a global partner, we haven't been able to get consorted effort from all the nations.

Moderator: Does that mean we should wait until we get more-

Male: I don't know that we should wait. Obviously there's merit to it, but sometimes I think the difficulty is that whatever we do here ... I'm not a climatologist or anything. All the other rebuttal to these kinds of programs is that China supersedes all of our programs in one week by throwing up a coal-fired plant and they've been doing that the whole time. I remember reading an article in Time when it came to CFLs, if we converted all the compact fluorescent lights, all of the greenhouse gas emission reduction from that was eliminated in one month in China. I'm not saying because we don't want to do anything, but I think the timing has to be proportionate to- this is a large measure and as a health care professional I see that we have a dichotomy here where yes, we need to do things in terms of saving our planet. I see things on a daily basis where we're basically treating our healthcare system, and the way that we house our seniors, I think the people that trail-blazed my life, as a Canadian, as an Ontarian, it's despicable the lack of funding for other things.

I think we're getting to the point where we don't have a balances approach. It's whatever is going to garner the most amount of volts, gets the biggest thing ... We're seeing baby boomers, not to segue, but they're going to want access to my care.

Moderator: So you see this as complications for healthcare?

Male : Absolutely. Not only healthcare, but education, every other priority. We don't have-

Moderator: So you think all this climate change stuff and focus on this is taking focus from-

- Male: I think it has a large percentage. You can go back where the climate change is moving a couple of power plants from the GTA. There was a 300 million dollar electoral mistake that turned in to a billion dollars. That's why I don't believe any quoted numbers because pretty much every government- you can inflate everything 2, 10 times. This is a big presentation already. We're talking 7 billion dollars. That's why to say that it's going to be paid for by industry, as a born and raised Albertan, I also that the oil sands, while being a large emitter, it's you and I driving around, collectively ... The oil sands produce 1 percent of Canada's carbon emission.
- Female: It's something that everybody can blame, right?
- Male: Right. It's a lot harder to-
- Moderator: Catherine, I think that's who you thought you should pin the blame on.
- Female: This is saying we're blaming people who drive cars.
- Male: We're the largest emitters, collectively. We are the largest emitters. It's easy to target the sun corers and big industry, they're the minority. We are the majority. The people that are in the hour commutes and the PTAs-
- Moderator: Forgive me, but this plan is trying to elicit that very point. We're the problem, we're the ones driving cars where maybe there's a better option. We're the ones heating our home using natural gas and that's emitting. I think you're making the very point of the article, we've got to change.
- Male: I am. But I feel like I'm already doing my part. I bought an energy star home. I put the LEDs in. I feel like I'm-
- Moderator: Now you're going to do the next one, now you're going to buy an electric car. [crosstalk 00:43:09] Switch back to electricity.
- Female: Bike to work.
- Moderator: Bike to work.
- Male: I'm just as guilty as the next person, but I feel like we've already been- the consumers have been tasked with a lot. I'm paying HST on my gas now to fuel my carbon emitting Mazda.
- Amy: That's the thing, though. They want us to pay more money for an electric car. They want us to pay more money now to fix everything in our house. [crosstalk 00:43:35]
- Moderator: Let Amy go first.

- Amy: They just want to take more of our money to keep on changing it and after 10, 20 years of this they're going to say, "Oh, this isn't working" so now we have to spend another 5 thousand, billion dollars to do something else.
- Female: I have an issue with the compact fluorescents. That's great, but the mercury in them. How are you supposed to dispose of that? My own have busted and gone- they crap out so quickly. I have LEDs in my house now and they work a heck of a lot better and I feel comfortable that they are not going to pollute anything and I know where they're going. These compact fluorescents are supposed to last a long time so the people never thought of what to do with them afterwards. They have mercury in them so ...
- Moderator: [inaudible 00:44:15]
- Male: No, I just ... it's true. If this doesn't work and we spend all this money, lets try something new. Let go a different route and spend more money. It seems-
- Moderator: We're going to stop. We went a little bit over, that's okay. I didn't want to stunt the conversation there. We're at the half way point and I'm going to give you a very brief- it could be 3 minutes. It's 6:47, so if I could have you back in your seats at 10 to. There's a washroom right next door if you need to use it and we'll do the last 30, 35 minutes to the end. Thanks very much [inaudible 00:44:58].
- Male: [inaudible 00:45:08]
- Female: I want one of those cookies over there.
- Female: Were they good?
- Male: Yeah, they were good.
- Female: Yeah?
- Male: Oh yeah.
- George: [inaudible 00:45:15] I'm starving. Time flies when you're having fun.
- Female: Yes, it does.
- Female: You can't hide your bike in London. [crosstalk 00:45:31]
- Male: Not safely.
- Female: They have all these great ideas, but actually implementing them everyone has to be on board and not everyone is.

- Female: I think the engineers in London were asleep 30, 40 years ago when they didn't anticipate the growth. If you look at Kitchener and Waterloo they were separate but those engineers were very alert for expansion and they thought about [inaudible 00:45:58] the bypass and now if you're in Kitchener, if I go- I don't even know anymore, am I in Kitchener? Am I in Waterloo? It's all amalgamated. In London it's way so far behind. [crosstalk 00:46:11]
- Female: Don't get me started on the trains. [crosstalk 00:46:13] Stupid trains and I would take the bus willingly if I wasn't late every time I take a bus. I'm sorry that I always miss my connection, there's not enough [inaudible 00:46:23]. Amazing. You step off, out of your house and there's a bus. There's always a bus, you don't even have to look at a schedule. Here it's like ridiculous. You're late for every-
- Male: Let me guess, a wonderland pass would really have to go from wonderland north to wonderland south? That would be amazing if you actually called a bus a wonderland that did [crosstalk 00:46:44] instead of woven in and out of different areas that really have no relation to it so ...
- Female: Like Oxford. What's the Oxford bus doing way over here, right? It makes no sense to me and they change their routes at certain times so my mom- I was trying to get her to take a bus because she doesn't have a car and she's 70 now. She hasn't taken a bus in years. I'm sick of driving her all over the place, I'm busy. Can you just take the bus home and we look at the schedule like oh, well, wait if its this time of day on this day of the week then it cuts and goes this way instead. Come on, why do you have to make it so hard for people? [crosstalk 00:47:19] I was late for work so many times. [crosstalk 00:47:23]
- George: Have the people got together, say the bus system stinks?
- Female: Yeah and I think they were doing the rapid transit thing and I don't know how that's going to work either.
- Male: Even with the study they did on the bus, you can't- this is one of the reason why they couldn't change that because there was, believe it or not, a property assessment value on your house dependent on your location of the bus routes. If they tamper with that then people are going to want to have compensation. Well, we bought our house here because it was close to a bus route or whatever. If you change that that's not going to happen. I think rapid rail- everything that we look at, we have to look at is it going to be financially feasible? Why is the rail network [inaudible 00:48:05]? Because there's a crossover. You can take the street car, you can take the bus, you can take any of the means of transportation and heaven forbid if the subway breaks down in Toronto, they're right up at the station getting you bused there as fast as they can so that there isn't a back log.

We have a Via train that runs right through the city and yet, if we wanted to reduce the- you said it. Our urban sprawl has been one of our greatest downsides of what we've done to ourselves in London is that we've gone out so far because there was such a great promotion for these developers to take over the farmland to get the next big, fancy houses on the outskirts. We didn't work on a method to bring them in. We have traffic control subdivisions now. I'm just thinking of the one just north of Fanshawe Park Road that goes to Sunnydale, where you can't drive through there because you have to do so many switch backs. Aren't you then spending longer on the road in your car, burning more fuel, such as traffic.

It's the same thing as you said in Kitchener, although the construction has taken- and this is all to reduce emissions. Well, all the cars that are stuck in traffic while you make that project is a carbon signature. Making a solar panel down at Samsung takes so much carbon and emissions to make, so when that's coming into factor it's got that attached to it.

Moderator: Who here pays their natural gas bill? Raise your hand.

Female: My husband pays it.

Moderator: Your husband pays it? That's okay. If you're on an equal billing plan, can you raise your hand. Keep it up. Just you?

Female: I remember we were and then we came off of it.

Moderator: So you're on monthly charges now?

Female: Yes.

Moderator: Just Jamie on equal billing. Everyone else is monthly. Going to hand you something there. We'll go through it in a second. Everybody else I'm going to give monthly charges [inaudible 00:49:58] okay? There's 1, 2, 3, 4.

Female: Pass it down?

Moderator: Take one and pass it down, please. 1, 2, 3.

Male : Thank you.

Moderator: People in the industry have done their research on this and what they've found is ... some people really like is- they just want a summary. Tell me what the charge is, what I got to pay. The basics. Some people really like a lot more detail on their bill. That's why when you look at the bill, each of them, you can see the first page is a summary. The second page, flip it over, on the backside we tried to save paper there. On the flip

side of it, you'll see it has the detail. Then you've got 1 bill. A before and an after bill. Can you tell me the difference between the two bills that you got?

Female: The second bill is more?

Male: The second bill has the cap and trade program charge on it. Detail on page 2.

Moderator: Everybody see that? Everybody found that on their bill? Let me know if you haven't found it. What do we think about that? This is a pretty standard winter bill. Average winter bill. What do we think about that?

Female: The fact that it's on my bill?

Moderator: I don't know.

Female: Why, I want to know why.

Moderator: You want to know why?

Female: I do.

Male: This would be the hand-me-down from the province. This is the de-incentive to get you to start thinking. So it's a user fee to say if you are going to use natural gas we can actually calculate how much carbon is coming out as to your usage. How many cubic meters, so therefore you're going to be paying out for emitting.

Female: Not everyone would have this then?

Male: If you're using gas, you'll be paying.

Female: I see. I see. So everybody.

Female: Plus HST.

Male: Yeah because tax on the HST is ...

Female: Why is that a good and service tax? How would that be ...

Male: Union gas is a service provider subject to HST.

Female: You have to pay HST on a program.

Male: I can tell you there will be a lot of bureaucrats running the program so that'll be a service as well.

Moderator: Anybody else want to react to the bill?

Male: I do want to say one thing at the focus group on this one, that being a resident of Ontario, and I know we're fairly nice weather here ... the one thing when I first heard about this, which if whoever your client is wants to take note of this thing, I have one overall question. You're also looking after seniors, care-giving and you're in healthcare and stuff. What's the Ontario contingency plan if the power grid goes down? Heaven forbid we lose Bruce Nuclear or something like that, but I know in the power outages we've had- snow days and otherwise, it's awful nice to have a gas fireplace down in the basement even if the fan isn't coming on, the provide enough heat to survive. Heaven forbid and ice storm with global change, global warming causing more aggressive weather patterns. The ice storm in Quebec left people for well over a month in certain rural areas without electricity. We could lose an awful lot of people in a winter storm if there was no way of heating.

Then you go and say, "The schools have already converted." The schools don't have electricity either because they took out the back-up generators years ago because they said they were stinky and running terrible as an option. They're not even a good emergency area.

Female: I'm very interested to know 2 things. One is, my husband and I have worked really hard to cut our emissions and now we want to sell our extra permit. How do we do that? That's what I would be interested in.

Moderator: Okay.

Female: Sure, I would like to avoid. It doesn't tell me how to avoid here.

Moderator: I guess here, the idea being in this particular industry, union gas, as a for instance isn't using natural gas for themselves. They're just selling it to you. You're the user of natural gas. Because of cap trade and the policy there's a cost associated with that. The government is levying so they're passing that cost on to you. The way to have less is to either switch to something else or to use less gas, right? As the way to reduce cost.

Female: [inaudible 00:55:10] don't explain how you can do that.

Moderator: You, as an individual, under the cap and trade plan? You wouldn't get a license. You wouldn't get a quota for carbon that you could sell. The idea isn't that it's an individual market, it's an industry market. It's you're a consumer of natural gas, you got to pay this.

Female: Perfect. Then it's not really cap and trade. Unless somebody says on here, "Do not consume more than 400 cubic meters."

- Female: Like the internet. There's a warning telling you that if you go past your bandwidth then [crosstalk 00:55:49]
- Moderator: Then you pay. Okay. This is your individual [crosstalk 00:55:56]
- Female: You're over by 42 this month, hence it's 11 dollars. However, next month ...
- Moderator: Yeah, that's not the plan. That's not the plan.
- Female: That's too bad.
- Female: Then that's bullshit. How do I trade. [crosstalk 00:56:10]
- Female: Oh my god, now what.
- Female: No where does it tell me the cap. If you want it to be cap and trade, tell me the cap and tell me how I can trade.
- Female: The way I see it, having it in the first place is the cap. Basically, you can't- if you use natural gas then you have to pay that. It's kind of how I see it. It's like too bad, that's just now on there.
- Female: If that's the average bill, then I'd be very interested to know the tops and the bottoms if that's the average. What is the 11 dollars based on. I realize it says something for some money. 2.6 cents. Everybody gets 2.6 cents or is that just my consumption cost or is that every person using?
- Male: It just looks like the price. Price per cubic meter of whatever you use, they multiply that-
- Female: So, what was the cap? That's my thing. 442 is exactly what I use. So the cap is 0? I'm just a goal person. I'm only allowed to use 400, my husband I worked really hard this month to not go over 400. What's the cap?
- Moderator: How do you feel about having it broken out versus ... do you want to see it?
- Female: If they're going to do it regardless and we don't have a choice, then no. It pisses people off.
- Female: They're going to do it anyway.
- Female: Exactly, so-
- Moderator: You're saying just add it to the bill and you don't want to see it?

- Female: Unless we have the power to change it, I don't see a point in doing that. It pisses people off because like they're just out to get me.
- Male: I disagree because if you don't care to look at your bill that your own prerogative, but all of the breakdown of what I'm paying should be broken down for me. It's up to the individual to-
- Male: Why? There's nothing you can do about it, why do you care?
- Male: Because I want to see what I'm paying for.
- Female: You can do something about it.
- Moderator: We'll go James and then [inaudible 00:58:10]
- Jamie: The breakdown of consumption, and they give you the consumption grid on the front here as to depending on the weather, this is why you need gas [inaudible 00:58:21] we've had an excessively cold winter, we've had a mild summer or anything like this and you get to plan it out from there. As far as that cap and trade program numbers being on there, it's important for us to know because what's going to happen is as more and more issue become the limelight of global warming, this is where they can start raising it.
- We're paying a sewer surcharge tax on water and heating. Not only the water that you're using, but the water that you're disposing of in your house and it's been this one little adjustment ... there's going to be an increase in your water consumption in the sewer surcharge and that will cost each household 6 dollars per year. Well, because of the volume of this- and everyone that ever puts fuel in their car knows that 3 cents at the pump, when you have to fill up a tank makes up a big difference. So, they're saying we've gotten approval to raise the cap and trade value up to 2.9 cents per cubic meter. [inaudible 00:59:22] That's not that bad. But if you're using 324 or 400 in a month, or got an exceptional- then we're going to have exactly what we had before where we have all these charities coming forward to help people pay their hydro bills and their gas bills. Because they are being forced out of their homes due to a spike, because of one tiny little number making a big difference.
- Moderator: So, what does that mean? I still don't understand.
- Jamie: What I'm saying is yes, you must keep that on the bill so the consumer has the opportunity to see it but also so they can make the adjustments. This doesn't even go into affect [inaudible 00:59:58] says, "I'm sorry. Should the beef industry be upset? How the hell are we going to be cooking our burgers? Are we cooking the steaks and stuff- because we won't have natural gas lines going to the house, so we can barbecue. Oh, well we'll give you an electric barbecue- I don't if you've ever seen what happens when an animal gets electrocuted but it stinks to high heaven, it

doesn't taste too good. Electricity isn't the way to cook meat properly. The other one, from there, on natural gas ... the whole hot water heater thing hasn't even been addressed on this one.

Moderator: Tell me about that.

Jamie: Again, the whole ...

Speaker 1 : The whole hot water heater thing goes all the way back to when electric heaters were in our homes in Ontario, and they were completely inefficient. You could get this nice, little blanket that you could wrap around your heater that would make it more efficient, and all this kind of stuff. Yes, there is no point in having hot water pipe all over a house. We know that, but houses were not set up for that. If you think we're going to go back to an electric heater to heat up the house, the water in our house, do you think you can retrofit a little under cabinet water heater for instantaneous all around all of these houses that have been modified, and adjusted and stuff? No, you can't. Again, you still have to have natural gas in the house. You won't be able to eliminate that completely because all of our houses are different.

Speaker 2: They'll probably just argue ...

Moderator: Go back to the issue of whether you want to see it broken up because we did have a [crosstalk 00:00:45] where Amy and Charlotte, I think it is, said, "No," so we might as well put it in.

Speaker 2: I think it's important to have it there.

Moderator: Why is that?

Speaker 2: Just so that you have the full disclosure. You have, like I say, the opportunity to see, and I think on the back of the other sheet that you had here, whatever organization looked at this. If this is the average cost difference, so in 2017 you're looking at \$85 and thirteen years later we're looking at \$450, I want to see how that breakdown is because that's a 400% increase in 13 years. I know my salary is not going to increase 400%, so I want to be able to see so that I can use those metrics to change things in terms of my habits.

If it's not mandatory, as it sounds like it's mandatory for new homes after 30.. I've got until 2050 to, basically, based on this to eliminate all the natural gas that's going to be in my home, so I'm going to be taking as long as possible to do that because of these added costs. I want to be to see, if you're going to add another cost, and that's what happened with the implementation at HST. You started charging the HST on all services and goods, except for tampons and

children's clothing. We see that, so that's a substantial added cost to the citizens of Ontario that's happened over this time. I think it's important that it's on the bill.

I do agree with Charlotte. It'll drive people crazy. I think it's that visceral anger that people get from seeing that line item that adds another \$12 plus HST every month, and this is the average person could be a \$40, \$50 in some of these larger homes. Pool heaters and that's ... Some people need that visceral feeling of anger, in order to get off their duff and maybe get to a polling station at election time, if they disagree with something like.

Speaker 3: That doesn't make a difference either though. If they're going to elect who they want to elect, we don't have anything to do with that.

Speaker 2 : Enough people do. Enough people do.

Speaker 1 : We do. We just haven't seen that for 12 years in this province.

Moderator: We'll get to that too. Mariette and then George.

Mariette: I think the issue of a cap on trade when it comes to heat or hydro bill. I'm still upset over the debt collection on the hydro bill and I think in general, when people see more surcharges and not maybe fully understanding this cap and trade business, it's just an added surcharge and where is it going to end. Where do people see the break in it? How can they do this when we're talking about the gas issue compared to electric? Where is it going to end on our hydro bills and gas bills, which may be eliminated.

Moderator: Right. Do you think it should just be, should it be called out like that? Should it say specifically that it's cap and trade charge or should it just be included in the bill and not really [inaudible 00:03:54]

Mariette: I think they should call it what it is. Is it really a cap and trade? The cap would explain that too, the surcharge. Okay, that's what I'm saying. How can they do that?

Moderator: Okay, but if they're going to call it a cap and trade charge or carbon tax or whatever, do you want to see it separately on the bill?

Mariette: I want to see it, if that's going to be in my bill ...

Moderator: Why?

Mariette: I think it's very important, just going back to what I said. If it's going to be a debt collection, I want to know, what's that debt?

- Moderator: Okay, great.
- Mariette: How much is it? Is that paid off now or are we still paying for it? People want to know and I think as Canadians, Canadian people, we are the worst, we will always complain but we don't always do anything about it. We don't always participate. It's the same, you can vote a new president, or I should say, premiere. You may not want to but we vote them in and then we all complain about them.
- George: I like the breakdown.
- Moderator: Why?
- George: Then I see what's happening.
- Moderator: Okay.
- George: I have property where we shut the gas, the thermostat down, so I'm going to save money that way and this cap should be less also.
- Moderator: Okay.
- George: Again, I go away for the winter. I set the house at 50 degrees. The gas bill is billed, it never changes. We don't have to use it. I don't use any water, but I've got that stupid sewage charge every month even though I don't use the water. I'm upset for all of those things.
- Moderator: I said Katherine next.
- Katherine: I would like it broken down.
- Moderator: Okay, in the summary or just in the detail.
- Katherine: I like the summary. Sorry, I like the detail.
- Moderator: Okay.
- Katherine: However, I don't think you would need to put that line. I would just add the 2.6 cents to the original first line, because that's truly what it is.
- Moderator: Okay, what do you mean? I don't understand.
- Katherine: Meaning instead of charging you 12.29, just charge me 14.89.

- Moderator: Oh, for gas, so you don't want to see it shown separately?
- Katherine: It's not something that's separate.
- Speaker 1 : If you're using the gas, you're paying for the gas and this is a charge associated with, the same thing as yes, you can get the little graph on the gas tank that says this is your HST amount per year. Don't get mad at the guy selling the gas inside, because the cost of the gas is not that. Exactly, put it in the top line and sell it for what it is and all this kind of stuff. I still agree, even though I know it wouldn't be done, I still think that if there's going to be people that are going to hit below a certain target, at just really a cap and trade, they should get a reward and those that have the large pool heaters and have an inefficient house and things like that, if there house is above a certain consumption, as for people, persons living in that house, then ... sorry.
- Katherine: Yeah, the way they have it here is not going to make most people want to just, assuming they're angry, it's not going to make them try and, where there's an incentive.
- Moderator: I thought you said you wanted to see it separately?
- Speaker 1 : Well no. You have to put it in there as far as outlining it so you can see what the charge is. It needs to be in there, call it what it is but again, as you said, it doesn't have to be down below this. It truly can be up in the overall charges. If you're going to us the water, you're going to get rid of the water. They put it on a separate line in the hydra bill.
- Moderator: Okay. [Syad 00:07:10], what do you think?
- Speaker 2 : I'll be honest with you. I'm guilty. I just take a look at this number and I pay it.
- Moderator: Yeah, you don't care to know what the gap of trade amount is, or not really?
- Speaker 2 : I really don't and only because I haven't seen it in the past where the only thing that I can control, I can control what goes on in my house, and if my boy's taking a 15 minute hot shower I can say hey, take it down to a 5 minute shower. All of this right now, it's uncontrollable to me. For me to look at it, yeah, I like it on the bill, don't get me wrong.
- Moderator: Oh you do?
- Speaker 2 : If I wanted to look at it I can look at it and understand it, but I'm guilty where I just look at this number and I pay it.
- Moderator: Okay, no problem.

- Katherine: I just think if they truly wanted people to try and reduce what they're using, they need some sort of way for them to see that they can do that, because this isn't helping. Just tacking it on it's like, "Oh, well all I have to do is ..."
- Moderator: Oh, okay so you're less interested in seeing a number. You're seeing if you want to reduce your natural gas bill keep the house cooler on Thursdays.
- Katherine: Whatever. Something. If they're going to add this, make it so that if they only add it to people that are in excess of a certain amount. I know they're not going to do that, but that to me, that would make more sense for people in their minds thinking okay well, there's an incentive by, if I don't want to pay this then this is what I can do. Whereas if you're going to pay it anyway, it just makes people angry that they can't do anything about it, and it's just like well hey, then no one's going to use less, or try, I think.
- Moderator: Okay.
- Speaker 2 : I basically feel that really, to Ziad's point, most of the people aren't looking. Most of this is common sense. Let's be honest, right? When your furnace is on and it's cold outside, you turn the thermostat down, you put on a sweater if you don't want to use more gas. You don't crank up your pool to 85 degrees if you don't like the \$300 ... most of this stuff is, and I don't think if you put that on there, I don't think that's going to make too much of a difference either for people, because they're not reading it. Most people aren't reading it anyways. They don't care about the detail. To Ziad's point, I think the majority of people just want to know what the bottom line is. If I can make it, I pay it. I worry about people on fixed incomes.
- Moderator: Okay.
- Speaker 2 : Senior citizens. We've got a large unemployment base, right? All of this cap and trade and all of these other things, there's no finite way to quantify other government programs that then become effected in terms of their budgets, because of this. I might not think much of \$157 versus \$170. I'm just going to pay it like the next guy. 13 bucks, I'm just going to pay it like the next guy. If I'm living on \$1500 a month and that's 1% of my, that's going out of the food and stuff. If we're just going to increase welfare costs or subsidize a large percentage of the population, that's the thing that's not quantified here.
- Katherine: Yeah, one size does not fit all.
- Speaker 2 : Right.

- Moderator: Okay, all right. That's interesting. Let's turn on the one pager there, on the flip side there's some estimates as to what this stuff all means. They estimate that for natural gas prices for homeowners in 2017, 18, it's about 85 a year. As you, I think Allen pointed out it goes up to 450 a year in 2030. For vehicles you're talking about \$80 a year. For the charges on this and it goes up to about 405 a year. Yeah, what do you think about that?
- Speaker 3: You know I saw something really similar to this back in about 1997 when Direct Energy, Union Gas was deregulated and Direct Energy and a number of other energy producers were coming around and saying "Oh, look at this. This is the prospective costs of what natural gas is going to cost in this many years, so you need to price lock in on the amount that you're spending per cubic meter of gasoline, because this will save from the spike. Lo and behold, 5 year terms are up and this kind of stuff and there was all kinds of other finagling that went on with that one, but amazingly at the end of the 5 years, the actual cost of the gas had gone down because the overall consumption of it, I was there.
- Right now they can't store enough natural gas in the United States. They have nowhere to store it because their consumption of it generally has gone down, so therefore it's driven the cost of it down. This is one of the reasons why a lot of our bills have actually gone down.
- Moderator: Is it actually that consumption has gone down or just supply has gone up?
- Speaker 3: Actually, consumption as to what it's production was and natural gas comes from one of the processes of pulling crude oil out of the ground. The oil junkies that was driving Alberta in its boom and the rest of the world in its boom to frack oil and do a bunch of harder extraction in the process, we were getting a huge portion of natural gas out of the process.
- Moderator: Right.
- Speaker 3: It's just a bi product. When you eat something, you might get gas as a bi product of it and when you're extracting crude oil from the ground, one of the bi product is that you're going to be getting a fair amount of natural gas out from that process, and you can't dump it and these guys produce it know that they can't dump it because it's unburnt hydrocarbons, which is a super no no, so they want to try and sell it. They want to sell it and say okay, get going on it, get using it and all this kind of stuff. That's the same reason why they won't get rid of it all together and they're saying, oh well, we can put the liquefied version in the tractor trailers and stuff like this.
- Moderator: Right, again going back to the estimated there on that overtime.
- Speaker 3: Sorry.

- Moderator: That's okay. What do you think about those costs there. Are you in the fight against climate change how do you feel about absorbing those costs?
- Speaker 1 : I don't like it.
- Moderator: Why?
- Speaker 1 : Because it's a cost.
- Moderator: Okay, but do you want to do something about climate change?
- Speaker 1 : Climate change, we're all doing something about it. We're riding bicycles. We're turning the hydro down. We're putting in the thing in the back yard, the composter. That's all helping climate change. Nobody's helping us. We're supposed to be helping everybody else. In London we don't have that. There's a separate box where you put you're leftover dinner in. That's going to come, I expect.
- Mariette: It should. It really should. I don't know if it is.
- Speaker 1 : Well I've had it in the past.
- Mariette: Yeah.
- Speaker 1 : It's two little boxes.
- Mariette: Yeah, I have a composter in my back yard right now but I would love to have a green bin.
- Speaker 1 : I composted forever and for years I had 3 of them in the yard.
- Moderator: There you go. We're getting on to composting.
- Speaker 2 : I think this may quantify, might be realistic in terms of my individual cost to help that. The problem is, it's probably flawed and if I extrapolate this to every other industry that I utilize in terms of services provided to me, just like Union Gas would be provided, those costs are all going to be downloaded to me as a consumer. The worry that I have in a small metropolitan area like London, or rural Ontario, is that I see a lot of these incentives costs to reduce greenhouse emissions as only subsidizing the GTA. We're not getting ...
- Moderator: Why not?

- Speaker 2 : Well because most of the billions of dollars that's going in to rapid transit and Go trains, that's not going to touch us. There's been some talk about it. Most of those things, and mass transit is required to decrease our carbon footprint, but I'm not so sure that I want to fully subsidize basically all the electoral votes in the GTA.
- Moderator: Okay, so you think they're going to collect the 1.9 billion for the cap and trade program and then most of that 1.9 ...
- Speaker 2 : In my opinion, most of the billions of dollars of large infrastructures projects, I don't see a \$2 billion infrastructure project going in Southwest Ontario. Quite frankly, they've left us to rot out there. Sot of our industry is gone now and if you look, the power base is in Toronto. They're the ones who are going to get more of what is beneficial for this cap and trade in terms of investment. I don't see that in the [crosstalk 00:15:54]
- Moderator: Let's go back again. What do we think the actual solution to this is going to be?
- Speaker 1 : Lowering carbon emissions.
- Moderator: How?
- Speaker 1 : Lowering carbon emissions by I would have to go by step based, or increments, that citizens of Ontario can work into, rewarding those that make the step, punishing those that are unable to make the step, but if they're financially not feasible for doing so, you can't punish them on it. Make it a voluntary basis. Electric cars are a voluntary basis right now. If you would like to have a ...
- Moderator: Do you think that's realistic though, to get people to reduce carbon emissions on a volunteer basis? They can do it on a volunteer basis right now?
- Speaker 1 : No, rewarding them.
- Mariette: Yeah, rewards are big.
- Moderator: Well I've got to challenge you on it because isn't that exactly what this is? We set a cap on carbon, then we give industries a target and then we let them trade. If they go over, okay, then they can buy credit to make up for that. If they're under, they can sell the credits. That's incentivize them. Isn't that exactly what they're proposing?
- Katherine: That is, but this isn't, because this is not the same thing.
- Moderator: Well no, because in this case you're the user of gas, so you've got to pay.

- Katherine: Yeah, but we don't have any chance to change that number.
- Moderator: Yeah, you can. You can reduce your use of gas. Sorry, I have to [crosstalk 00:20:27] in that perspective.
- Katherine: You can do that anyway, but that's ...
- Moderator: Forgive me, but your plan Jamie sounded exactly like the premier's plan.
- Katherine: We can reduce our change of gas but we've been doing that anyway [crosstalk 00:20:43] Reduce the heat more. Put on 2 sweaters now.
- Mariette: That's the thing. We are already working to do that before this, so then this comes on and it's like, [crosstalk 00:20:56]. There should be a way for us to not have that there at all, if we do this. That's the way I see it.
- Moderator: Okay, you really want an option not to pay a carbon ...
- Mariette: Sort of like, yeah because more people will work at it if they see there's a way to get rid of that stinking, stupid little number which is little, but people hate stuff like that. They just keep adding little things and little things and little things and when does it stop?
- Speaker 1 : I think a big portion of this is, yeah, this is one perspective of how to go about this, but fast tracking the building codes so that you don't have minimum R rated. If you want to make sweeping, let's not just vilify the automotive industry or the oil sands, let's look at the building, the construction industry, who's ...
- Moderator: Don't penalize the guy that's got a 50 year old house. You've got to get a new house, the prices are way up here and ...
- Speaker 1 : I don't disagree, because they put timelines on retrofitting, but I built my house 8 years ago here. It's Energy Star rated. I've done my part. You want to go one step further? Change the building codes, immediately. There are things that you can do that doesn't mean I have to switch my heating source and I have to worry about all this cap and trade stuff. We've got a large industry that's going on I, again I hate to go back to but I'm talking about Toronto, right? We're million dollar prices.
- If you're going to retrofit in the largest place where people are being enriched it seems like on a weekly basis, or more or less indebted, let them pay. They have 5 and a half million people. They have half the population of the province. Let's look at those things.
- Moderator: It should just be a Toronto carbon ...

- Speaker 1 : To be honest, in a lot of ways ...
- Mariette: It should be percentages based on ...
- Speaker 1 : When you look at ...
- Moderator: Isn't it fairer to just do it on how much gas you use? Why should they pick on Toronto?
- Speaker 1 : That's only one component. To get back to my previous point, the beneficiaries of large infrastructure projects that reduce green house footprint, are carbon emission footprints. They're not coming to Sudbury, they're not coming to London. We have a half a million people here. We went to KW and stuff. There is a substantial number of people. There's no projects talked about here. All we hear about is expansion of transit programs. What does that look like that for the rest of, and like I say, pardon me for saying it's a Toronto program, but that's essentially what it ends up to because we're the rest of the forgotten part of the province.
- George: London is a target by itself. It's a community that you can measure. Toronto is a very giant community and plus the cost of Toronto is twice the cost of London, just to be there. They're paying their share of this carbon thing. Everybody with that 240 square foot condo that's \$400,000.
- Katherine: George, are you saying that this is a lifestyle problem?
- George: It's not a lifestyle problem because everybody has to live, but I like London because London has only got a small amount of people. I can go anywhere in 15 minutes. I lived for 50 years in Toronto, that hour and a half for 30 miles. I used to go on the subway to go home from work. To go from the bottom to the top was what, 45 minutes? To go from the top of Toronto to New Market, Ontario was another hour. It didn't make sense, and today everybody's piled in. Toronto is a wonderful spot, but there's 8 million people.
- Katherine: To visit.
- George: Again, you can't make Toronto pay everything. It's got to be overall.
- Moderator: What do you think about that?
- Speaker 2 : I just think statistically, they benefit the most from it so they're able to mitigate it because again like you say, it's a \$500,000 shoe box, or \$500,000 here gets you what would termed palatial. I don't disagree that in terms of lifestyle, but I can guarantee that all those individuals in the GTA, they're not going to be using the

same kind of cubic meters of a family in London. They're all distributing that over the 6 million people but I just get back to the point, if I'm going to pay into this and I believe in it and I do, that we have to do something, what comes back to rule Ontario and large cities like Windsor and London? What comes back from the province to say, hey, thanks for doing your part too, because I don't see any of that. I don't see any of that on the table.

In my opinion, I'm doing my part to subsidize major infrastructure projects for Toronto. Unfortunately or fortunately that's where the voting riding base is. It doesn't matter what happens in the rest of the province.

Moderator: Okay.

Speaker 4 : I was living in the West Coast, I was constantly having a federal government [crosstalk 00:26:25]

Moderator: Let's just start with the bill, the gas bill so I can keep them all straight. The monthly charge bills. Any more of the monthly charge bills out there? That's it? Very good. Then I'm going to get you to hand me the one page summaries first, just to start. The one page summaries only? This just helps me to save paper. Can I get the articles now?

Okay, very good. Thank you very much, everyone. It's been really helpful. You're going to go out to the desk. You're going to see the young lady there. She's going to pay you your incentive and you're just going to sign that you received it, and I just ask that we do have another group coming in and I kind of want a fresh set of ears there. I don't want them, people want to keep talking about it. "Can you believe what he said there?" I just ask you to please not talk to that in front of them. I'm not asking you to avert eye contact with them or anything.

Speaker 4 : "Boy that hurt."

Moderator: If you could just not talk to them. [crosstalk 00:28:00] about the topic that would be great.

Katherine: Can I ask you a question?

Moderator: Yeah.

Katherine: Let's just, perspective, 6 months down the line this cap and trade thing comes in. I'm a client of Union Gas. I see that Union Gas is charging me a cap and trade. However, I know that some industries are able to reduce and do some trading. How would I ever find out another potential heating, gas offering company, maybe they wouldn't have the cap and trade because they're doing something more globally to reduce it so I don't get charged it.

- Moderator: No, it doesn't work that way.
- Katherine: Nobody's ...
- Moderator: If you're distributing gas, absolutely. If you're, if anybody is selling you gas, they've got to charge you a cap and trade.
- Katherine: I'm going to go with a different company then, who's going to work harder to do a better job to not be over.
- Moderator: It doesn't work because again, Union Gas or any gas company is not the user of the gas. You're the user of the gas, therefore you've got to pay of the gas.
- Katherine: They should be helping me try and reduce my consumption.
- Moderator: Okay. Interesting.
- Jamie: Yeah, because their writing's on the wall.
- Moderator: Okay folks. [crosstalk 00:29:08]

London Group 2 – June 8, 2016

- Moderator: Maybe we ... Where can we squeeze a little bit down. Which side wants to be more efficient? Okay why don't we go on back. This side, can you maybe, a little more room ... I'm sorry about that. While we're here, we may as well include everyone that we can here, and thanks everyone for coming and for being on time. I'll just take you through a couple things here and then I'll give you a chance to answer any questions before we get started, okay? I have to point out that there is in fact a camera there and a microphone and one on the other side as well. We do record audio and video in the session and we do that just to make a transcript for research purposes, okay?

You'll never see yourself on an ad, on TV or on Youtube or anything like that coming out of the session tonight, okay? So the purpose, it really is to make a transcript. A couple things as well, you'll see there's a big mirror back here, it is in fact one-way glass. I do have a colleague who is back there observing. I do have a representative of our client as well. They're back there just so that they're not in the room distracting us from our conversation, okay? You'll notice that your name tag has your first name only so we at the research company who recruited you, we know who you are. We recruited you at random from the telephone book, by the way. We don't share any of your personal information with anyone, including our client.

Similarly, we don't tell you our client's identity as well, okay? It's just so everyone can have a free conversation about the topic we're discussing and there's ... You're never going to be walking down the street, and somebody's going to accost you and say "I know what you said in that focus group, that was terrible. How dare you!" Or anything like that. That will never happen coming out of tonight. If you've got a cell phone, could you please turn it off? I will give you a chance at the mid-point to check any messages or do anything you like. It's just it does interfere with the recording, okay? So it's really important that you turn it off and it is of course distracting and everything else. Tonight's meant of course to be a free-flowing but civil discussion, so feel free to disagree with anything that you hear, even vigorously, but of course do so in a civil and respectful manner, okay?

You're each being paid an honorarium to participate tonight, \$80 in the ninety minutes, which you will receive in cash at the end, once you sign for it. The reason our client's putting that honorarium forward is because they really do want to get your opinion on the topic that we're discussing tonight, so it's really important I hear from each and every one of you as we go through the topics okay? If I see you're hanging back and not saying anything, I'm going to start to pick on you, so you might as well be thinking about what you want to say as we go through. You're not expected to be experts on the topic that we're discussing; you're just expected to react as you would normally to these issues. Frankly, if you were an expert on the topic, I'd have thrown you out already, let me be clear about that.

I just want to be clear there's no right or wrong answers. Nothing's a stupid point, or too small or too silly or anything like that. It's all about hearing the range of views on the topics that we're discussing, okay? If I seem to want to brush past something that you're saying, it's not that I don't find it interesting, please don't take it personally, it's just I have certain things I have to cover as part of the discussion tonight, okay? Again, it's not personal, 90 minutes goes fast, I'm going to give you a quick break at the mid-point, about 5 minutes, so you can check your messages, use the washroom, anything else like that that you need to do. You're going to see that it goes real fast. If something's going in a direction that's not of value to the client let's say, then I've got to move it past it, okay? Just so you understand where I'm coming from and all that stuff.

I'll start by introducing myself. As I said during your intro, we don't share your information. We put your first names only on your name tags. If choose to ... If you say "Hi, my name is Matthew Last Name and I work at a bank," or if you say "I work at the Royal Bank at the corner of X and Y," you're choosing to give up your anonymity in the process and there's not much I can do on that. Again, that's up to you so feel free to introduce yourself in a way that's anonymous, if you know what I mean. My name is Richard, I'm a professional market researcher. That probably shouldn't come as a huge shock to you. I do a lot of focus groups like this across the country and I happen to live in Toronto, so try not to hold that against me. I had a group that wasn't so enthusiastic about Toronto. Are any of you from Toronto for that matter?

- Female: I wish I lived in Toronto.
- Female: You really don't.
- Moderator: There you go, so that's interesting.
- Female: Yes you do. I've been to Toronto before.
- Moderator: A big thing for me, I have a dog, my wife and I have a dog that we love very much and probably most evenings you'll find me at a dog park with my dog, so that's a little bit about me. So you may tell me what you do for a living, maybe something interesting about yourself, it would be appreciated. We're going to start over here with Matthew, we'll go around the room.
- Male: I'm Matt, I manage a fresh produce department at a grocery store. I've been in the job for a bit, and I like working with people.
- Moderator: Very good, thanks, so I'll call you Matt? What's cool with you, do you go by Matthew? Do you prefer Matthew?
- Male: Whatever.
- Moderator: Whatever, okay. I'm going to call him Matt and you Matthew, okay?
- Male: That's fine with me.
- Moderator: Good, please Bonnie.
- Female: My name is Bonnie, I retired about six years ago from Jones [Patterton 00:05:14]. Before that I worked in [McCormack's 00:05:16], the [Lake Palace 00:05:19] up near [inaudible 00:05:20]. I'm currently still working although I'm retired in a [inaudible 00:05:26] shop.
- Moderator: Okay, great, thanks.
- Female: My name's Tara, I work in Customer Service for a major vehicle manufacturer. I like my dogs more than I like most people.
- Female: Hi, my name's Amber. It doesn't really matter what I do. I work to earn enough money to do what I love to do, and that is to paint.
- Moderator: Oh very good. Okay.
- Male: My name is Bruce and I just retired from the Province of Ontario.

- Moderator: Okay, very good.
- Female: My name's Terry, I work for a cleaning company and I love our customers.
- Male: I'm Jeffrey and I'm a retail manager. I've been in Ontario for a few years and used to live in Alberta.
- Moderator: In Alberta? Okay, interesting. Go ahead, Donald.
- Male: I'm Donald, I'm a retired [inaudible 00:06:19] college.
- Moderator: Okay.
- Male: Matthew.
- Moderator: There we go, that's the spirit.
- Male: I design electronics. I'm a consultant for other companies.
- Moderator: Okay, very good, thanks.
- Male: My name's Bruce, I was a high school teacher. I retired 22 years ago and I'm glad I did. A good occupation, but it has lots of pressures. I enjoy traveling.
- Moderator: Okay, very good, so everybody but you can lead off this next first question I'm going to ask. Somebody tell me what's going on in the province of Ontario right now.
- Female: They are trying to push out gas, if I'm right.
- Moderator: Oh okay. Tell me about that.
- Female: I don't know a whole lot about it, all I know is when I heard it [inaudible 00:07:11].
- Moderator: Okay, why's that?
- Female: I just bought a brand new gas high efficiency furnace and the hot water on demand system that runs on gas.
- Moderator: Okay ... So it's a personal kind of thing.
- Female: Very.
- Moderator: Okay, anybody else want to tell me what's going on in Ontario right now?

- Male: I think the government is trying to get people off carbon and I don't believe they are really trying to get rid of your gas furnace, at least not for another 30 of 40 years, so it won't bother me.
- Moderator: Okay, very good. Why are they trying to get us off carbon as you said? I don't understand.
- Male: Because of global warming. They're trying to reduce our impact on the environment.
- Moderator: Okay, anything else? Who's next? Amber you already opened up. Who's next? Tara?
- Female: I don't know, I was just reading the paper and I don't know if this is necessarily relevant, but supposedly the government is on the hook for around 320 million extra dollars for the [Pan Am Gaze 00:08:23] or something like that.
- Moderator: Okay, saw that today? Okay. Anybody else? Going on in Ontario? Bonnie?
- Female: I've been in Ontario all my life and I'm not really sure what's going on!
- Moderator: Not really sure what's going on? Okay, what about anything you've heard about, anything of interest ... Have you heard ... ?
- Female: I've heard about the gas.
- Moderator: What do you think about that?
- Female: Well I was concerned because I have a gas stove and a gas fireplace.
- Moderator: Okay. Matt, what do you think? What's going on?
- Male: I know the Jays are about 500 right now.
- Moderator: Anything going on in the province of Ontario?
- Male: No. Well, nationally, vegetable prices keep rising.
- Moderator: Okay, yeah. Who hasn't had a chance yet? Matthew?
- Male: There's all kinds of things going on, it's a big place, right?
- Moderator: Oh yeah. Anything in particular?
- Male: ... Nothing I can think of off the top of my head that's happened recently that-
- Moderator: Okay, any of these things that folks are mentioning? What do you think about ... ?

Male: Oh yeah. I guess the idea of eliminating natural gas for heating would be a bit concerning.

Moderator: Why?

Male: It's less economical to use electricity for heating than it is to use natural gas.

Moderator: Okay. Donald, you heard anything about this?

Male: Oh yeah.

Moderator: What do you think?

Male: The government's going to do whatever lobby is pitching the most.

Moderator: Okay. Pretty simple. I'm sorry I can't see your name tag too, so it is Bruce, sorry. Go ahead, what's going on in Ontario?

Male: You've heard it all here.

Moderator: Any issue in particular strike you as interesting?

Male: Certainly the climate change response on the gas. I know they want to move quickly to get us off carbon fuels, but-

Moderator: Why do they want to do that?

Male: Well they want to reduce the carbon footprint, but the problem is they can't move us off of natural gas as quickly as they'd like so it creates a realization as much as they want to, they've got a long road ahead of them.

Moderator: Okay, very good. Anybody heard about cap and trade or anything like that?

Male: Yeah.

Female: Yeah.

Male: Don't know much about it.

Moderator: Don't know much about it? Anyone want to take a stab at explaining it? ... Okay, Bruce.

Male: You cap the industries at the current production of carbon that they're at and those that want to go beyond that and purchase credits from others who are producing less than the cap tax so it's a balanced trade system.

Moderator: What do you guys think about that?

Female: It's nothing new. Nations have been doing that for years.

Moderator: Have they?

Female: You buy what a country is not using and that lets you extend your own personal usage.

Moderator: Okay.

Female: Is that right?

Male: More or less.

Moderator: Okay, but you're saying it's not new. Where are they doing this?

Female: It came up, I was reading, when we were looking at the new trade agreement. The Asian trade agreement, which scares the crap out of me.

Moderator: Okay.

Female: It has come up, there's a lot of countries that, they don't have the industries, so for them carbon footprint is a non-issue, but you have somebody like China who is producing great amounts, and the only way they can still look like they're doing that is to buy from another country that doesn't need it.

Moderator: Right. Okay. Anybody else, cap and trade? What they've heard, what they think about it? Tara you seemed to recognize what it was about.

Female: Just a little bit, I'm glad Bruce explained it. I don't know, I hear that people are not really ... They don't feel good about it, I don't know.

Moderator: Why is that?

Female: I don't know. I don't really know too much about it to be quite honest, so I've just heard in general that it doesn't go over too well when people start talking about that. Who is that ... Isn't it? Somebody was running for prime minister, it was one of their things on their platform.

Moderator: Okay.

- Female: They completely ... It wasn't good for their election run, right? A lot of people didn't understand it, that that was ... Does anybody know who I'm talking about? Anybody know? No?
- Moderator: Bruce number 2, what do you think about cap and trade?
- Male: I think a better system might be a straight carbon tax.
- Moderator: Why is that?
- Male: It's very simple, everybody understands, you pay a tax, you use this much carbon, you pay a tax.
- Moderator: Okay. You're nodding your head over there?
- Female: Yes.
- Male: It's very straightforward and would encourage people to reduce their carbon.
- Moderator: Okay, that's interesting. Well we'll return to that. I'm going to pass a couple handouts out, okay? It's actually ... Everybody okay with reading in here? Everybody have their reading glasses or if they need any help, just let me know. I'm going to hand out ... There's a 1 page summary here, if you could take one, pass it down there. Don't forget, Bruce number 2 here ...
- Female: Can I make a comment?
- Moderator: Sure.
- Female: On what he said?
- Moderator: Sure, please. I'm sorry, I didn't mean to exclude you.
- Female: That's okay. What he said about paying a carbon tax.
- Moderator: Yes?
- Female: It reminds me of the water rates.
- Moderator: Okay.
- Female: They push for everybody to buy high efficiency washers and dryers because it's going to save you in the long run.

- Moderator: Yeah.
- Female: What do they do after years? They've saved so much money, they've hiked up the water.
- Moderator: Right.
- Female: So wouldn't they do the same to the carbon tax because people are stepping back from it, not using as much, they're going to hike it up. That's my thought.
- Moderator: Okay, but isn't that a good thing then aren't people using less water?
- Female: They are, but what's the point? You feel like you've been cheated. You use less water and now you're being punished by higher bills.
- Male: You're still paying the same-
- Moderator: Okay, that's interesting.
- Male: When you go up to 7 meters or to 5 meters, you're still paying the same so put your stuff back on, turn your stuff on.
- Moderator: Right, okay. Folks, everyone's got the 1 page summary there and an article there. I'm going to give you, please stay fairly focused on this, sometimes I leave the room and people want to just start talking ... Whoops!
- Male: We need a 2nd ...
- Moderator: Of the 2, of the ... ?
- Male: Of the 2 page.
- Moderator: Yeah, by all means, please do. It's there for your use. There's the article, sorry about that.
- Female: Thank you.
- Moderator: For forgetting, and then I have an extra 1 pager, is that what that is? Okay, thanks. I'm going to give you 5 minutes, please be fairly focused and try and read it as quickly and carefully as you can and we'll come back and we'll talk about it, okay?
- Female: ... Nice summary [inaudible 00:16:00].
- Male: Yeah, it was ...

- Female: ... Electricity bills here in [inaudible 00:17:59].
- Female: Oh yeah.
- Female: We've got the highest electricity rates in all of Canada.
- Female: I'm going to sell my house and live in a van down by the river.
- Female: It's becoming [inaudible 00:18:10] down in the States.
- Female: I've already done it, so I know it can be done.
- Female: I had my mother live with me for a year and a half, she moved out 6 months. Hydro's been off all day and the rates are still the same as when she left, it hasn't dropped whatsoever. The cost.
- Female: [inaudible 00:18:29] again.
- Female: [inaudible 00:18:33] It's getting ridiculous. It goes up twice a year.
- Male: This time it went up because we didn't use it.
- Female: It doesn't pay to own a house, that's [inaudible 00:18:44].
- Female: I have my house paid off and the taxes you have to pay on top of it were paid of, so-
- Moderator: How we doing folks, are we done? Are we still working on it?
- Female: Still working.
- Moderator: Okay. Give you a couple more minutes, okay? ... Okay, who wants to react? Donald? Why don't you tell me about the plan, about what you read?
- Male: Okay. Basically we were discussing one story, phase it out ... They're basically saying here that there were grants and subsidies trying to keep off, what they call, fossil fuels, which actually is a myth but ... Push them towards electric vehicles, but the problem with that is the cost to produce electricity is going to go higher and higher because the grid just can't handle it. It's actually going to end up costing everybody a lot more.
- Moderator: Okay.
- Male: Substantially more, like, take out a 2nd mortgage more.

Moderator: Okay, so you're reacting to the cost part of it, but what do you think about the plan generally?

Male: ... Again, I'm a very cynical person when it comes to the government because I think they're doing this to line their own pockets.

Moderator: Okay. Matt, what do you think?

Male: There's lots of potential obviously and it's going to end up costing us a lot of money for sure. If it's going to be balanced out with solar power, other forms, electric heating and whatnot, then maybe it could work, but at first glance it seems like a money grab for Hydro, absolutely. We do have to reduce our carbon footprint eventually and unfortunately these are the ways it's going to happen, but there's lots of gray area still, for sure.

Moderator: Bonnie what do you think about what you read?

Female: I don't know how they're going to do all this, get rid of all the cars that are around with gas and I don't understand how they're going to be able to ... It's going to be a long process.

Moderator: Okay.

Female: Solar, bring in a lot more solar power and those windmill things, they seem to be a problem with people's health now. I don't know, it's going to be a long haul, I don't think I'll be around to see it. I worry about my great-grandchildren.

Moderator: Why do you worry about them?

Female: I think this is going to be a tough world for them to live in.

Moderator: From what point of view?

Female: Cutting back in every way.

Moderator: You mean the cost?

Female: Cost and-

Moderator: What about that climate change, is there anything about trying to fix climate change about helping you're ... ?

Female: Oh that's ... That'd be helping.

Moderator: You're more worried about the cost financially then ... ?

Female: Yeah, I don't know how they'll manage it all.

Moderator: Okay, that's fair. Tara, what do you think?

Female: I'm certainly all for the fact that we need to take action to save our planet. Whether or not it's too late, I'm not sure. I'm certainly not a scientist. I think that the person, just myself, that owns a house, it's going to be difficult for people to afford a house.

Moderator: Okay, how do you make the connection ... Oh I see, because heating and stuff-

Female: The conversions, all these conversions that they want you to do.

Moderator: Okay.

Female: If I have the money, certainly, and I wasn't working 3 jobs, which I am right now to afford a house, I would have a windmill if I was allowed, if they wouldn't yank my insurance on my house and have all these by-laws, I would certainly be doing all of these things. I would love to tell Hydro to kiss my ass and get off the grid, I would love to do that, but they don't allow you to, they regulate against it.

Moderator: Okay.

Female: I would love to have solar panels on my house, but then again, my house insurance, would they insure my house because I have solar panels on it?

Moderator: Mmm, okay.

Female: Right? It's difficult for me to wrap my head around how, the fact that the middle class is diminishing and that we're basically the rich and the poor, how people are going to be able to afford this? My tax payer money is going into windmills, so why aren't windmills working towards this? Some people are also saying, if we kept our nuclear plants, then we wouldn't have all this problem in the first place as well, right? I don't know, I just ... I'm with Donald, I don't really trust politicians very much. I think you're picking a smaller pile as opposed to a larger pile, which pile do you pick? [Kathleen Wynne 00:25:47] seems to be pissing off quite a lot of people with the decision to sell Hydro and such. It just seems to be something, like she's trying to leverage herself, or make herself look good. I don't know ... Also, having electric vehicles, is that going to effect my job? Right? I would love to drive an electric vehicle, can I afford one? Nope. I can't, right.

Moderator: Okay, but if they subsidize it maybe that'll help.

Female: How much though?

Moderator: Okay.

Female: If I live in an apartment building, are they going to force all the apartment buildings to have charging stations, or do I have to run an electrical cord down from my apartment building to charge my car at night? How are all these logistics ... They're all really nice on paper, but how is it really going to work itself out?

Moderator: Okay.

Female: At what cost to people? People are already choosing ... Okay, do I feed my kids or do I pay my Hydro bill? Do I pay my rent and have a roof over my head, or do I not have electricity?

Moderator: Okay.

Female: It's problematic.

Moderator: Amber?

Female: First gut reaction, I like it.

Moderator: Okay.

Female: One of the biggest problems we have right now is everybody's looking to everybody else, pointing their fingers and saying, "Who's going to make the first move?" "Well it's not going to be me!"

Moderator: Okay.

Female: She's actually stepped up to the plate, she's done it. I agree, the logistics are important, until I can see how these rebates are going to work I'm not 100% behind it.

Moderator: Okay.

Female: There are 2 things that she has to do to get me to buy it.

Moderator: What's that?

Female: One, she has to get the corporations to go first.

Moderator: Okay.

Female: I am tired of these changes coming in, it hits the residential customers, like these meters that are based on a time system and then corporations get a bypass because they're running on hard times and we're digging them out of debt, we're going to help

them through this tough time and it's never getting paid back. The other thing is, if you're going to go against fossil fuels. If you want people to move off of them, stop running the pipelines through Ontario.

Moderator: Okay, okay. Bruce 2, why don't you go first? What do you think?

Male: Yeah, well, I think we have no choice but to reduce our environmental impacts.

Moderator: Okay.

Male: Anything you can do to do that is great. As far as I'm concerned.

Moderator: You think it's a great plan?

Male: Well yeah, there are ... You don't know the specifics of it.

Moderator: Sure.

Male: For a long-range goal, like ... I don't know, 2050-

Moderator: Yeah.

Male: -That's quite a ways into the future-

Moderator: I understand.

Male: -They go in incremental steps and eventually they-

Moderator: You're not worried about the cost? What do you hear when you hear Tara talk about the cost? Sarah and Bonnie about being concerned about ... ?

Male: I think it's going to be more expensive if you don't get off fossil fuels because I think if I had grandchildren, I would be concerned about their future too, but I think that would egg me on to do more.

Moderator: Okay, Matthew?

Male: Well if they're going to be phasing out using natural gas and fossil fuels as a direct source of energy, it has to be replaced by something that doesn't emit more fossil fuels while being manufactured.

Moderator: Okay.

Male: Which means solar panels and windmills are off the table because they both generate way more carbon dioxide to manufacture than the amount of carbon dioxide that they offset while they're running.

Moderator: Is that true? I know that they're ...

Male: Just think of the steel that goes into the towers.

Moderator: Right.

Male: The cost of maintenance, the cost of shipping them around the world, manufacturing costs. If you factor it all in-

Moderator: You think the cost of producing a windmill when you-?

Male: In carbon footprint-

Moderator: In carbon footprint-

Male: -Is bigger than-

Moderator: -Over its lifetime, even the amount, the same energy output.

Male: Yes.

Moderator: Okay.

Male: Definitely.

Moderator: I haven't heard that before, but okay.

Male: Solar panels are worse, there's actually been some studies that say a windmill will produce about 250% of the carbon dioxide that it took to manufacture it, and the same thing with solar panels, but they're close to 1000%. The release of fluorocarbons and stuff that come from producing solar panels is just atrocious, toxic chemicals and all that sort of thing and the fact that they can't be made over here, they're only made in China where there's no laws against doing such things. Then they're shipped across the world to be installed over here. If we're going to actually reduce the amount of carbon that's being produced, that's being released into the atmosphere, about the only thing that's going to be more efficient than what we're doing already is to go nuclear and then we've got other toxic things. If we really want to reduce carbon in the long-term, we've got to find some other way of generating electricity. We just don't have anything else right now.

Moderator: Okay, Jeffrey I haven't heard ... Donald, you already chimed in, right? Jeffrey?

Male: Yeah, I just ... My biggest thing with this is I just see money coming out of our, out of my pocket and I don't see ... There's all these charges that we're trying to do, however you've got countries that are much worse than we are, as far as polluters-

Moderator: Right.

Male: -They're not even adopting anything into this. Ontario, once again, is trying to go, step up to the plate and do their little mark in history. Let's get our other crap together first.

Moderator: Okay.

Male: This here it's-

Moderator: You want to wait ... Your approach would be, let's wait till the whole world is on board and then go?

Male: Not the whole world, but the thing is, right now there are bigger issues that Ontario has.

Moderator: Okay, like what?

Male: Everything from the whole way that Ontario is running right now. The rates, the fact that we're going from 80 to [crosstalk 00:31:35], the fact that we're going to be getting back \$14,000 in rebates for people that buy the electric vehicles and we've got other stuff that we can't even take care of, yet we're doing this when our little footprint for what Ontario, Canada does, when we've got China, when we've got India, when we've got all these other polluters. The US that's doing all this other stuff, we're not going to do a damn thing for us.

Moderator: Okay.

Female: I'm just listening and absorbing. The only thing I can add is one of my quirks is I recognize license plates and I actually had the nerve to walk up to somebody ... There's a lot of license plates in London that start with GBA and they're electric cars-

Moderator: Oh I see, okay.

Female: -Government vehicle ... No, green vehicle, something, something and it bothered me because I couldn't understand what this GB ... It's got to be a special license plate so this woman explained to me, it's because it's an electric car and it's saving on gas and stuff like that.

Moderator: Okay.

- Female: Other than that I'm just absorbing everything that everyone is saying.
- Moderator: Okay.
- Female: Those license plates also let you use the HOV lanes in cities, so you can use the carpool lane even if there's only 1 person in the car. That's what that license plate also allows you to do.
- Moderator: In terms of ... Hold on, in terms of the plan and your reaction to it, what do you think generally? Don't worry about what other people ...
- Female: I kind of agree with him-
- Moderator: With Jeffrey? Okay.
- Female: Yeah, yeah. They're asking us for money that ... Is it going to be worth it in the long run?
- Moderator: Okay. Others?
- Male: It's a broad, comprehensive, long-term plan and as for the money, it's coming from the cap and trade auctions.
- Moderator: Right.
- Male: That's worth a couple billion dollars a year is intended to come from and that's how they're going to pay for it. It's well broken down. The manufacturing, industrial part, transportation sector and the home heating. Home heating itself uses as much as the transportation sector, a good start is to move on the new buildings now as opposed to retrofitting, which is going to take a lot longer to do.
- Moderator: Right, right. Very interesting first reaction there. When you see the plan, what do you ... Does that mean we're ... Jeffrey you just ... I'm trying to square ... You want to kind of wait for the rest of the world, you sort of said ... You heard Bruce say over here that, "I'm pretty concerned about climate change," and you know?
- Male: I don't disagree with the fact that climate change is an issue. Again, as we mentioned here, about going on solar, I'd love to do all that kind of stuff too. Whether it'd be the legislation that we can't or the insurance reasons, or whatever the case, but the thing is, we're trying to, I feel that our government is trying to go and get her name on the map for, "This is what she implemented," and all that. Yet there's all these other things that they haven't done a darn thing about. They're putting all this energy and all this focus into this when she's not even going to be in power when this mostly comes to play. It's going to be her grandkids that are in power when it comes to play.

It's going to have no impact on her, yet we paid all this money, we've made all these changes to it and we can't afford this.

Male: Isn't that what government's supposed to do? Not just deal with today's issues, but deal with tomorrow's and next years and next decades issues, whether than leaving them for somebody else down the road?

Male: I kind of like the idea of-

Moderator: Matt, Amber, Matt, then Amber, okay?

Male: I kind of like the idea of being a pioneer or trailblazer in this subject. Eventually somebody's got to step up to the plate and grab the horse by the reigns and do it and if it's going to cost us a little bit of money along the way, then I think that's something we're all going to have to raise the foot. Some of the highlights in this are really wonderful. I'm an avid cyclist, they're talking about more bike lanes and stuff. Quite frankly this city is a terrible place to ride a bicycle in-

Female: Oh yes. It's horrible.

Male: -The go-stations. I think that's a wonderful idea. Mass transit seems to be coming a long ways in this province. London has a long way to go still, but I think they've made some strides in some of the buses that are on the roads now. At the end of the day I like a lot of the things I see, how it's all going to trickle down and effect our pockets will be interesting, but I don't know ... Someone's got to be the pioneer in it and lead the way eventually.

Moderator: We'll revisit the pocketbook aspect. Amber, sorry to cut you off here.

Female: No, I agree exactly with what you're saying. A politician is supposed to be able to look towards the days to come and make decisions that are going to radically change how we live for the better. I question because while she puts this into play, who's to say that the next person in power, if it's a conservative, who generally leans more towards the best interests of industry, who's to say this is going to be maintained? That's where things gets slippery. There is nothing committing the next politician to this plan.

Moderator: Jeffrey, sorry, you react to that exactly?

Male: That's exactly the point.

Moderator: Okay.

- Male: They're trying to implement things 30 years down the road which there's ... Do what you can do today. Don't try to implement all these extra things, fix what you can fix. That's today, [DORCA 00:37:19].
- Moderator: Right.
- Male: Then worry about making your small things. Again, putting in ... With what Matt was saying as far as the cycling, yeah that's a huge thing. Get that fixed. That's something you can do today. When you're trying to retro-fit and start going and redoing all these buildings and all this kind of stuff, that's just hogwash.
- Moderator: Okay, Sarah, would your end of the day play out a little bit-?
- Female: One thing that I see recurring with a lot of people I know is that we cannot eat money, right? When all of our resources, when all of our water is gone and we don't care about what we're doing to the planet, what are we going to do? Nothing. We can't eat money, we can't eat profit and so, like I said, I think it's a really good idea, but I think also that she needs to stimulate growth in the economy as well so people can afford to do these things, so people can afford an electric car and to complete these upgrades. Would you prefer, as a human being, to try and proactively, for example, not get cancer in your life, right?
- You want to be proactive about something, why would you just want to be reactive and be, "I could have done these things in my life to be able to be a little healthier, instead of just dealing with cancer," and it's the same thing that we're dealing with here. We want to try to be proactive like a couple people said. It's important to be proactive, because we keep putting it off and putting it off and putting it off, there's going to be nothing left for the next generations of people that may be living on the planet, right? We can't keep putting this off because scientists, from what I know, have said we're pretty much at that point where if we don't do something, we're screwed. We're completely screwed. It's a concern for me, I'm very torn about it, as I want to care about the planet, I want to care about people and how people live, but when you're scraping just to get by and maybe your house poor or something, it's hard.
- Male: You're in favor of faster action on these issues, bring them forward, instead of waiting 50 years to get rid of coal fired power plants, electrical plants, you do it today.
- Female: We need to do something because I think we're at a tipping point right now.
- Male: Great, great. That was the impression I was getting.
- Female: No, it's hard because I'm torn because I'm struggling as it is and seeing all these changes that might be imposed on me, I'm going to be ... You can't get water from a

stone, right? In the same chance, we need to make changes, otherwise we might as well start looking for other planets to live on, right?

Male: That's right.

Female: [inaudible 00:40:11], does it not? Could it technically be taken to a vote by Ontarians, literally?

Moderator: Yeah. It's not really the kind of issue they typically take to referendum, but policy change, the government will bring it forward, you want a government that'll do it, you'll vote for the party or the government that will do it. Bonnie, you're hearing this debate a little bit, what do you think?

Female: I'm looking at myself, I live on a street where I'm on a grid.

Moderator: Okay.

Female: Hydro goes out, I don't have Hydro. My next-door neighbor does. It pisses me off. They're watching TV, they're reading, they have things in the microwave and I'm sitting in the dark. If I have an electric car I can't even get out, I can't even go anywhere. I'm stuck in the dark house with no car.

Male: Can you help me to understand, your neighbor's not on the grid?

Female: ... I don't know, all I know is that I'm right in the middle of [Deardiss 00:41:03] and from Deardiss to [South Gow 00:41:05] there's no Hydro and from [inaudible 00:41:09] to Bradley, there is.

Male: They're on the grid, they're just on a different grid.

Female: I don't like it because ... [crosstalk 00:41:19].

Moderator: Okay, so we're at the ... With that point there, we're exactly at about the mid-point here, so it's a good time to break. I have 8:41, if I could ask you to be back in your chairs in 4 minutes, okay? At 8:45, and then we'll finish the last 45 minutes, okay? We'll do some other things, so 4 or 5 minutes, there's a washroom right next door to here. We exit here on your left and right on your life, okay? Thanks folks. Halfway through.

Female: Coffee.

Female: You brought up a point there about Hydro, about an incident that happened on our street a couple years ago that we ... 2 transformers went out between about 4 sets of houses and it blew out the whole grid. It blew off 127 meters off the houses, which is one of ours, and we lost ... Ours was minor, we lost our DVD player, our ceiling fan, a

clock radio, the RSPM, the outlets that test reset, we lost those. I know my next-door neighbor, she lost her freezer, she lost her refrigerator. The neighbor across the street lost his TV, lost his microwave. 2 streets over, they lost their stove and it happened on a Sunday, and it was Wednesday before it was finally announced on the news that this happened. It was considered as an act of God and the only way that you could get your money back, you had to go and purchase it and claim it through insurance. It jacked up everybody's house insurance.

Female: I don't even know what year it was, a few years ago when Hydro went off for a few days. I remember it was hot, in the summertime. Gas stations were even closed down, couldn't even get gas. I remember getting home and we had no Hydro for days and yet our neighbor got his a couple days before we did still.

Female: A different transformer or something.

Female: Yeah, whatever it was, I don't even know. It was a big ... Most of the city, I think, was knocked out.

Male: Oh, most of the province.

Female: Yeah.

Male: Yeah. Yeah, the blackout [inaudible 00:43:38].

Female: I wonder if it was windmills that are causing outages? [crosstalk 00:43:44].

Male: -Korean barbecues.

Female: I just remember when ours went out, everybody came over, "Okay, block party!"

Male: Exactly, it's all going to go bad in a couple day so let's cook it.

Female: When I was in Palm Springs, it was all kinds of windmills there. Hundreds and hundreds and hundreds, all in one place. If you got anywhere near there, it almost blew you over, but here, one [crosstalk 00:44:04] causing so many health problems? Why are people complaining about these ...?

Male: The question is, is it?

Male: Exactly, is it?

Male: It's not been proven that it does or it doesn't.

- Female: I'm a firm believer in, if you run a business like Wind Turbine, you and your family live within 20 to 30 miles of it. If you run an oil rig, you live within 20 to 30 miles of it. You believe that it is safe, prove it.
- Female: You can't tell the long-term effects of it yet.
- Female: That's right, it's not the guys running these windmill farms that are there.
- Male: I think we only have 500 years of research on it so far so ... They've been using them in Holland for centuries [crosstalk 00:44:47]. Once we have about 2000 years of research, we can say they're safe.
- Male: There we go.
- Female: No, there's a lot of them going up, but it's also rather frightening to see how many have gone derelict, they're just so bloody expensive to maintain.
- Male: That's the exact problem right? Like I was saying, they don't offset any carbon because just think of all those tons of steel that went into it, the plastic turbines made of carbon fiber, the oil that goes into the engine. The fact that most of those parts have to come from China so they were put on container ships and shipped over here. If you look at the amount of carbon that went into making that windmill and you compare it to the amount of carbon that you would have burned producing electricity over the lifetime of the windmill, it will never pay back the carbon that it cost.
- Male: To the unformed, they look green.
- Male: Yeah, exactly, and the same thing with solar panels. Solar panels are much worse, they're not green at all.
- Female: There are kids in Africa making solar panels out of pop cans and Plexiglas.
- Male: Those are a different type of solar panel.
- Female: They work, so it doesn't have to be the solar panels that we know.
- Male: Yeah, but electric solar panels. Very, very polluting. There's whole places in China where no one can live now because there was a solar panel plant there, or a silicon semiconductor plant. The water is so toxic that you can't drink it and everyone has cancer, that sort of thing.
- Moderator: Hey folks. How many people here pay their gas bill? Matt, you don't? That's okay. How many people here are on an equal billing plan? Oh, okay, 4? Is that correct?
- Male: Didn't work out so well with [inaudible 00:46:34].

Moderator: Sorry, equal billing plan, can you just hold up your hands for a sec? 1 ... 2 ...

Female: Can I see what it looks like, because my husband takes care of all that stuff.

Moderator: Sure.

Female: I kind of know what it looks like [crosstalk 00:46:51]-

Moderator: Sure, you can have a look as you're passing it to Bruce 1 there.

Female: I'm going to say [inaudible 00:46:54].

Moderator: Okay.

Female: My husband looks after it all the way. I don't know.

Moderator: That's all right.

Female: Can I have one?

Moderator: Oh, yeah, do you want to peek at ... ? I'll give you one anyway, so we're not giving you monthly charges if you're not on equal billing, okay? Here's monthly charges. Everybody else is getting monthly charges.

Male: Equal billing, you should pay the same amount each month.

Moderator: Here you go, monthly charges. Pass this to Jeffrey.

Female: Oh yeah, okay, I want to say yes.

Moderator: Oh, you're equal billing?

Female: I think so.

Moderator: Okay, I'll give you an equal billing, no problem, hold on one sec.

Female: It looks familiar.

Moderator: Here you go, can you pass that down there? Sorry, more of these monthly charge ones ... Amber, Tara and ... Pass those down. Okay. If you want to have a quick look at that ... There's 2 ... The reason it's done like this is you ... They've done, the gas companies and regulators have done research on this and they find that about half the people just want a summary, so that's why the first page. Each of them has a

summary and then you look on the flip side, the back side, we just put it on the same page to save paper, it actually shows the detail, okay? Is that pretty clear?

Male: I think so.

Moderator: Some people like to ... Just want to see a summary, what they have to pay, some people want to see more detail, about 50/50. Then there's a before and after bill, okay? You want to tell me what the difference is from bill one and bill 2?

Male: [crosstalk 00:48:49].

Female: Cap and trade.

Moderator: Okay, got it. A couple of groups, people were like, "Ah let me take a look, I'm not really sure." What do we think about that? This is an average winter bill. What do we think?

Male: The difference between having the cap and trade show and not show, I'm for full transparency. Knowing what it is, showing it there and up front. I'm more of a meticulous person so that's my expectation.

Moderator: Okay, Amber you're nodding in agreement?

Female: Yes.

Moderator: Anything you want to add?

Female: As long as they don't pull a harmonized sales tax again, where they basically hide it after the fact.

Moderator: HSC's not hidden.

Female: No, but it has been in the past-

Moderator: Yeah.

Female: -They'll bring them in and then all of a sudden it just goes away and you're stuck with 2 separate taxes again.

Moderator: Okay. Okay. Who else agrees with ... Does anybody disagree, think, "You know what? I don't want to see it"?

Male: I like it this way.

Moderator: Why?

Male: It's good to know what's coming out of your pocket for the cap and trade program. It's nice to know what exactly this increase in bill one to bill 2 is and it's right there, in front of your face.

Moderator: Yep. Amber?

Female: If this is for corporations, why is it on my bill?

Moderator: Okay, well that's an interesting question. Who's actually using the gas in this case? Is Union Gas using the gas or are you using the gas?

Female: I thought cap and trade was for all industry.

Moderator: Okay, so it's for all users of gas, so who's the end-user of gas in this particular instance?

Female: I mean, wouldn't that cover auto manufacturers?

Moderator: Yep.

Female: All sorts of manufacturing?

Moderator: Yeah.

Female: I'm being charged for all of those industries even though I may not use the product?

Moderator: Yeah.

Female: Okay, that's where I have the problem.

Moderator: Okay, so you saw there, there was on the one pager summary, on the back page there were some estimates for different things, right? Natural gas for small manufacturers first year versus 2030 and so on and so forth, again the difference is here that Union Gas isn't using the gas to build something or make something, they're bringing it to you, right? Here you go, here's your gas.

Female: I don't actually get to buy anybody else's deficit.

Moderator: Oh I see.

Female: As individuals.

Moderator: Okay.

- Female: If this cap and trade is a benefit to the manufacturing sector of the economy, I don't own a cellphone, I don't own a car. I live a very minimal life, I don't buy a lot of the products that these manufactures make.
- Moderator: Right.
- Female: I guess I'm a little curious-
- Moderator: Uh-huh (affirmative), okay.
- Female: -Right?
- Moderator: You're saying, I use ... There's less carbon needed to support me, I should get a break on my natural gas?
- Female: No, I'm not saying that. It's the cap and trade fee-
- Moderator: Okay.
- Female: If it's there to benefit manufactures, why am I bailing them out?
- Moderator: Okay. That's interesting, is it there to benefit the manufacturer though?
- Female: The whole cap and trade program is a place to help manufacturer's meet their green targets, as you know.
- Moderator: Right. It's there to reduce carbon emissions.
- Female: For them.
- Moderator: Okay.
- Female: It's, again, there's been a lot of programs where companies have been brought into place and the manufacturing sector gets-
- Moderator: It's the for them I don't understand, so again, we'll go back to the original explanation on cap and trade, right?
- Female: Yep.
- Moderator: As Bruce pointed out, you set a cap, you set an amount and norms for every industry and based on size and everything else, and then you cap it and then you say, "Okay within that cap though, across the province, this is your industry norm and this is what you have. If you use more carbon, you have to buy credits from those companies that use less", but for all industry and across the province, then the idea is

to dial it tougher every year after that, a little bit by little bit and make it less. I'm not really sure it's to benefit industry.

Female: Okay, so-

Moderator: It's imposed on industry.

Female: Industries are going to get that cap charge on their utility bills as well?

Moderator: Yes.

Female: Okay.

Moderator: Absolutely.

Female: Then that's what I needed to know.

Moderator: Okay, great. Okay.

Male: I think in a situation where you have cap and trade, that it would seem more like a cap and trade system if it was set so that the average amount that people consume, if you consume more, you get a charge, if you consume less, you get a credit. That way you're actually-

Moderator: Okay. You want to participate in the cap and trade process too?

Male: Why not?

Moderator: Okay.

Male: I think you set an average amount that your average person consumes and if you less than that, there's an incentive to lower your cost because you're going to get money back for it.

Moderator: Okay.

Male: You can do that to an extent with your gas bill by using less gas, having a more efficient furnace, adding more insulation, things like that. You can benefit to the extent that you use less gas, therefore you have less of a tax to bear.

Moderator: Right. How do you react to that? That's, I guess, part of the point. If the idea is to get people to use less, you put a price on it and then they're motivated to use less. You want to have the approach, you want to participate, so industries, you use less ... You find a way to use less than the average, you want to go to Jeffrey and say, "Jeffrey I'll sell you my carbon credit and ... "

Male: You can say it that way, but even if you just did the fact that you're using less, you'll pay less money. If you actually flipped it around and you charged the person more, but you gave them a credit so they're still paying the same amount people would be more likely to do it because it would feel more like they were getting something out of it. You don't actually have to lower their bill, you just have to make them feel like you're lowering their bill.

Moderator: I'm not sure anything's going to make them less likely to do it because I don't think anyone's going to have much of a choice on this, but I hear you. Bruce 2? Yeah? I'm not sure who Bruce 1 and 2 is anymore [crosstalk 00:55:07].

Male: I'm 2, yeah. Yeah, well I don't see why this cap and trade is on this bill at all.

Moderator: Why is that?

Male: The consumer, you don't have any choice. You have to heat your house so you're going to pay, or use whatever gas it takes to heat your house. Industry I can see where you try to pressure them to use less.

Moderator: Right.

Male: This one, I don't know.

Moderator: What do you mean? You think it shouldn't show, it should just be buried ... It should just be part of the bill? You don't even want to see the cap and trade amount there?

Male: I don't quite understand why Union Gas, because they're not using the gas, why they have to recoup whatever was in 842. Why'd it have to recoup 842 from the individual consumer?

Moderator: The government's telling them that they have to add this to the gas bill.

Male: Yeah.

Moderator: If they're giving you this much gas, they have to take this percentage from you as ...

Male: They're giving it to the government, rather than keeping it to themselves.

Moderator: Yeah, they're not keeping it themselves, right? To be clear, it's being passed onto the government. Are you saying ... I don't understand, do you want them to show it to you? Or if your bill just goes up and they say, "Here's your new bill," and it's just different, or do you want them to show you why it's different?

Male: This is the only part of the bill I ever look at.

Moderator: Right.

Male: What it cost me at the end of the month. It cost me the same thing every month, so I don't even look at these things anymore.

Moderator: Right.

Male: I can't do anything about it anyway.

Moderator: Right, this one, the summary, it does show it there, but you're saying you're not even going to ... You don't care, okay.

Male: If somebody doesn't want to look at it, then they don't have to look at it, but I think for those who are conscientious-

Moderator: I understand.

Male: -Attentive, should be able to see it. It's the same thing when you buy gas, the list goes into effect, you'll be paying X cents more a liter for the gas you use in your car.

Moderator: Yeah.

Male: I guess-

Moderator: Sorry, let Bruce 2 react and then Matthew and then I'll go to Jeffrey.

Male: No, I agree.

Moderator: Okay.

Male: Who looks at the breakdown of the gas prices at the pump when you fill your automobile?

Female: I know my husband does. He prices out every time.

Moderator: Okay.

Female: Saying, "You realize we paid more for delivery than we do the actual gas used," or whatever. Going through the breakdown. He breaks it right down. It's ridiculous.

Male: That's a waste of time.

Moderator: You want to see it broken down?

Female: Yes.

Moderator: Okay, Jeffrey what do you think?

Male: Yeah, I definitely want to see it broken down because I'm the same way, I'll go through and I'll look at it and say, "Okay, how much am I?" That's how I can look at it. Okay, am I going to reduce it or I did reduce it or I didn't reduce it or-

Moderator: I understand.

Male: -[crosstalk 00:58:00], or even then, every time I see that line it gets me angry again. Filters for me for another 4 years.

Moderator: That's a good thing that you're getting angry for it? Yeah?

Male: It fuels my fire for 4 years down the road.

Moderator: Okay, Donald what do you think? Then I'm going to go to Matt.

Male: ...

Moderator: Do you want to see it?

Male: No.

Moderator: You don't want to see it, you just want to bury it in the bill?

Male: [inaudible 00:58:23].

Moderator: Okay, the usage?

Male: No, that's what I look at.

Moderator: Okay.

Male: Actually, my gas has been free for the last 2 months

Moderator: Okay.

Male: I'm on the equal pay.

Moderator: Right.

Male: I haven't paid anything for 2 months now because I have so much credit.

Moderator: Okay.

Male: I like my usage overpaid. I love how much it cost me.

Moderator: Okay.

Male: Yeah.

Female: Do they pay you interest for overpaying?

Male: Oh yes. Good luck on that.

Moderator: Then, when it comes to the actual bill, you'd rather not even see the cap and trade, if it happens to be up one year over here, when this is introduced, it doesn't matter to you?

Male: The more I see of my bill, the angrier I get.

Moderator: Okay. I guess like Jeffrey, do you want to be angry about it or no?

Male: Nope, don't show it to me.

Moderator: Okay. Matt what do you think?

Male: I'm Matthew right?

Moderator: You're Matt.

Male: I like seeing it, how often is that going to change? Is it annual lock-in or is it going to go from 2.6-?

Moderator: Huh, okay.

Male: -Cents to 6.6 cents next month? Do you know what I mean?

Moderator: Right.

Male: Is there going to be a cap to how much it can be, how much it can vary?

Moderator: Okay. They're really only giving estimates for the first year?

Male: Well yeah, I'd like to see it, but-

Moderator: How are you with the level of ... If that's the average bill?

Male: If it's going to cost me \$11.51 extra a month to make all this happen, I'd be okay with that.

Moderator: You're okay with that?

Male: Yeah.

Moderator: How about \$20 a month?

Male: I don't know.

Moderator: You don't know. Okay.

Male: \$11.51 isn't too bad. \$20 is ... That's a ...

Moderator: How about 50?

Male: 50 is good. [crosstalk 01:00:10] yeah. Especially a month.

Moderator: Okay, Amber is shaking her head there. Bonnie, what do you feel about this bill?

Female: I wouldn't care to see it, but I know my husband would love to see it.

Moderator: Okay.

Female: He wouldn't love to see it, but he would be more interested in that as a way of cutting back.

Moderator: Okay.

Female: I want to do the wash, you can't do it until 7 o'clock.

Moderator: Yeah.

Female: I can't start doing it at 1 minute to 7, I have to wait until 7 o'clock.

Moderator: I understand. Tara, what do you think?

Female: Well the government used to be-

Speaker 1: Okay. [crosstalk 00:00:05]

Tara: I want to see it. Yeah, for sure.

- Speaker 1: If it were just ... If the interview said and it were up one day, how likely would you be to call, say, your natural gas provider and say "What's going on with my bill?"
- Amber: Yeah.
- Tara: Yeah, for sure.
- Speaker 1: You would if it was up? And what if the explanation is there, if it says 'cap-and-trade' you wouldn't call then, right?
- Amber: Oh, I would.
- Speaker 1: You would call either way?
- Amber: Oh, I would.
- Speaker 1: Why's that?
- Amber: This is something that they have volunteered to take out of my pocket without my say so.
- Speaker 1: Oh no, who, Union Gas? They're not volunteering for anything.
- Amber: No, the government is mandating it, so the government has volunteered that money right out of my pocket without my say so. I have a problem with that.
- Speaker 1: Okay, so you're going to call Union Gas?
- Amber: Well the only way anything's going to change is if Union Gas feels pressured by enough of its clients to go back to the government and say look, there's a hurricane.
- Speaker 1: So nobody from Union Gas is in the room, but let me just speculate how the call to the call center when you call Union Gas. [crosstalk 00:01:11]
- So you're going to call the call center and they're going to say to you "Ma'am, you're absolutely right, the government of Ontario has mandated this to us through the Interior Energy Board and through legislation, here is your MPP's number. Please call your MPP."
- Amber: That is true, but I've worked in a call center and I know you have to log every call and every complaint has to be documented. If there's enough records, that information could be pulled from their internal systems to generate reporting.
- Speaker 1: You want them, the company, to go to the government and say "We had 790,000 calls on this and we ..."

- Amber: I can go to my MP and I absolutely would. But if I go to my MP and I can force my provider to do the same thing, it carries more weight.
- Speaker 1: Okay, sure, it makes sense. Anybody else react on that? Are you more likely to call the company or less likely to call?
- Jeffrey: We elected to meet about this, we put this, we voted [crosstalk 00:02:05] We voted the party in that said this is what we're going to do, so it's nothing to do with Union Gas. They're doing what they're told. They're doing what they're mandated. We can call them but they're just going to ... Like we're talking to some call center that's going to say "Great, thanks for calling." That's what they're going to say.
- Speaker 1: Bruce One, what do you think?
- Bruce One: Well if it's not in there then it would ... You need to call because it's clear, it's provided there, some information we know why it's gone up, and that's what it is. Whether you like it or not is a different issue. Why it's there is clear.
- Speaker 1: Okay, no problem. Anything we missed on this topic? Generally it occurs to me that one of the things that gets raised a lot is - and I think we touched on it briefly, but - how much Ontario should lead on this versus follow with the rest of the world. I'm not really clear where different folks in the group stand on that. Some people mentioned there's new plants coming in and in China or manufacturing in India and so on and so forth. Matthew I think you were kind if "Do we really want to do this while other places aren't really doing this?" Is that a fair characterization?
- Matthew: We shut down one coal plant and they open a hundred.
- Speaker 1: And Jeffrey I think you agree with that? Does anyone want to take that position on, disagree with that position?
- Bruce One: I don't know if that's true or not. We still need to make that stuff forward, we need to improve the environment and Ontario shut down all of its coal plants. We did it sooner than [crosstalk 00:09:35] It took a shorter time than most.
- Speaker 1: Okay, I'll take your word for it.
- Amber: You get countries like China. You have England, you have Europe, you have North America. We started on the industrial track hundreds of years, for some of these places, before they did. We have been emitting fossil fuels into our atmosphere for all that time. Some of these other countries are just really getting their industrial revolution rolling, and that's the sad part. We're now going to have to take the next step forward to get them to follow suit. We have to prove that it is a financially viable option.

- Bruce Two: China is actually starting to reduce their dependence on coal. They're downgrading their coal fired plants and getting out of it.
- Speaker 1: It's both about history and also ability is what you're saying? What do you think about that Bonnie?
- Bonnie: I was in China five years ago today! Really very smoggy, I don't know what they're doing to clean up their act there.
- Bruce Two: They're doing something about it. Trying to do something about it.
- Matthew: They're running out of coal.
- Speaker 1: Help me out then, does that mean you feel we should wait for them to become more involved to should we go out on ahead?
- Bonnie: I think we should look after our own country.
- Speaker 1: Okay. All right. Matt, what do you think?
- Matt: Someone's got to lead the way. Someone's got to set an example and whether or not other countries or provinces or continents for that matter are going to jump on board is to be determined, but we'll never get along unless someone tries a bunch of ... I say go for it.
- Speaker 1: And Jeffrey, when you hear that, what do you think?
- Jeffrey: I was listening to the radio today and they were talking about the news that went on today with Ontario announcing the plans. I just caught a little bit of it, so not enough to catch it fully, but they were talking about how California and Quebec, they are both failing in what it is and we're going on that bandwagon like fix your ... We're investing all this energy and time and money into doing this and we're going to look great, yet we've got neighbors to our one side and neighbours to our side who are both huge economies ...
- Speaker 1: The report today was that the carbon market wasn't as big or as expensive as they thought, right? It was raising less through the cap-and-trade, through the carbon tax system than they thought. That's what you're referring to? That gives you some skepticism whether this is ...
- Jeffrey: It's ... exactly [crosstalk 00:12:25]
- Speaker 1: Let me ask the question then: let's say bring in this cap-and-trade program and then for whatever reason, instead of 1.9, it's a billion dollars. How do you feel about that?

- Jeffrey: If that's what it is, that's what it is. They're just going to try to get that point nine somehow, so they've still set the expectation that this is the amount they're going to raise, and if they only raise this, then that means we pay something else. We've got to get everything else fixed, or at least attempt to, or at least go not as aggressively. Tara said earlier, be responsible with the implementations that we're going to do. Don't just go haphazard and go 100% into it because we've got to still balance everything else too.
- Matt: I guess the scary part comes to the - is there going to longevity to it like everyone's talking about? Is this next party going to be on board with it or is it going to be the seven billion dollars spent and then four years down the road it's all off? That hasn't infiltrated enough.
- Tara: Where is the rest of the money going to come from?[crosstalk 00:13:38]
- Speaker 1: Is there some other approach that the government should take to tackle this issue? Amber?
- Amber: I think we need to get the foundation built first. I think ...
- Speaker 1: Okay, tell me about that.
- Amber: They have to prove that electricity is a viable and solid dependable option. They have to build the infrastructure to support this where it's going. What you were talking about, your grid going down, it happens in my neighborhood all the time and I can't feel comfortable, I don't feel safe taking charge unless I know that they've got that foundation built and I trust that.
- Bruce One: That's the point that Amber has said, that we have to have faith and understand that the system is there that the government supply us, because if we theoretically could switch our heating and our cars to electricity overnight, the system we have now simply doesn't have the capacity to support that.
- Tara: We'd have brown outs and all that stuff, right? I mean ...
- Speaker 1: Anything else folks, so far?
- Amber: There is one thing you are missing.
- Speaker 1: Yes?
- Amber: I can understand this change, but what would really help is if they could do an anticipated change on my hydro bill, because right now Ontario is paying the highest rate for electricity anywhere in Canada, and if I suddenly have to move to a fully

electric system, how is that bill going to be impacted? This nineteen, twenty dollars - it's going to be a pittance.

Speaker 1: Okay. All right. Interesting. The people that had the equal billing, could you just please pass those forward? Just the equal billing, please.

Jeffrey: Are they labelled? [crosstalk 00:15:33]

Speaker 1: That's equal billing. Thank you. Equal billing only. Equal billing. [crosstalk 00:15:48]

Donald: Monthly charge. You use so much, you pay so much. You have a credit of this much.

Speaker 1: Okay, hold on. That's the equal billing too? You too say you're on equal billing? Okay now can I get the monthly charge bills, please? Thank you very much. I'm just trying to conserve paper as much as I can here. Everyone's being really helpful and were not marking them on for me. If you could just get the one-pagers, collect up the one-pagers, please? That would be really helpful. The one pagers only. Thank you. Then can I get the Globe and Mail articles there if you could pass those up to me? Thank you very much. I think that's all that you have there. What you're going to do is please go to the desk there and if you see the young lady she'll give you your incentive and you'll sign for it and then please just travel home safely. Thanks very much it's been very helpful.

Windsor Group 1 – June 9, 2016

Speaker 1: Born and raised in Windsor.

Melissa: I'm Melissa. I'm just finishing up school, and I'm also a single parent. I've been in Windsor my whole life.

Tracy: My name is Tracy. I'm a part-time janitor. I used to work at Chrysler. We've all lived in Windsor for way too long.

Moderator: I'm very sorry, folks. I caught that I hadn't yet put the recorder on, as I got there, so could I just ask the three of you to reintroduce yourself? Very sorry about that.

Jim: My name is Jim, and I'm a retired travel agent for CAA. I've lived in Windsor for 35 years.

Peggy: My name's Peggy. I work at the minivan plant here in Windsor, and I've been here in Windsor for about 30 years.

Angela: My name's Angela. I'm a stay-at-home mom that used to work for a cell phone company. I've lived in Windsor for three years.

- Moderator: Okay, super. Okay, so why don't we start off by telling me something that's going on in Ontario right now.
- Tracy: The Wynne government spending billions of dollars to fight ... weather change, when we live across a lake from Ohio. Give me a break.
- Moderator: Okay. Tell me more about that. What does that mean?
- Tracy: Well, we get so much pollution from Ohio. Why are we wasting my Ontario tax dollars to fight it?
- Moderator: Okay.
- Speaker 1: So we can breathe.
- Moderator: Okay. You're next. Go ahead. What do you think?
- Speaker 1: What do I think about what he said?
- Moderator: Yeah.
- Speaker 1: Why spend the money?
- Moderator: Yeah.
- Speaker 1: So we can have good air quality.
- Moderator: Okay.
- Speaker 1: We need to breathe.
- Tracy: Yeah, but we live across from Ohio.
- Speaker 1: Yeah, I know. Isn't it like an endless battle?
- Tracy: That's like blowing against the wind all the time.
- Speaker 1: Yeah, I hear that too.
- Moderator: Okay, Peggy, what do you think about that?
- Peggy: There's nothing you can do. You live next to Detroit, Zug Island, people in LaSalle who've got stuff all covering their homes, their cars.

Tracy: Oh, yeah, Zug Island.

Peggy: You can't put laundry out. It comes back in covered with grit, black ... ash, dust. It's just terrible.

Moderator: Okay, so you [tend 00:02:01] to agree?

Peggy: I agree we need better air quality, but you're not going to get it where we live.

Moderator: Wow. Okay. But what do you think about what they're trying to do?

Peggy: I don't know that much about it. I haven't listened. All I've heard lately is about what she's going to do with natural gas and in the homes.

Moderator: Okay. Jim, what do you think?

Jim: Well, Windsor's just a part of Ontario, and she has to look at the whole province to see what's best for everyone.

Moderator: Right, and so? You think there is a point to it?

Jim: Yeah.

Moderator: Okay, very good. You haven't commented yet. What do you think?

Angela: I don't really have an opinion on it.

Moderator: I'm sorry?

Angela: I haven't really been following it.

Moderator: Sure. What do you think about what you just heard?

Angela: I mean, I definitely think it's important that we have cleaner air, but like he said, it's where we are.

Moderator: Yeah, okay. What do you think?

Melissa: Well, I'd have to say that yes, I agree with the point that yes, we do need cleaner air. However, the only way that we're going to get cleaner air in this kind of an area is if our neighbors clean up their stuff first, because that air is always heading over, back over to the Windsor/Essex County region. Even if we got rid of all these pollutants, what good is that going to do if our neighbors don't do the same?

- Moderator: Okay. Okay. Interesting. Has anybody heard anything about ... You're right, that's something that's been in the news, definitely. It's actually something we want to talk about in a little bit of detail today. Has anybody heard about cap and trade? Anybody know what that is?
- Tracy: Of? Cap and trade of what?
- Moderator: Well, okay. Just generally ... I can't give you any help at this point. Just cap and trade. Have you heard about it?
- Tracy: Well, don't we have cap and trade when the banks hedge fund and cheat? Don't we have cap and trade on emissions from province to province?
- Moderator: Okay. We're actually talking about emissions in this case.
- Tracy: Okay.
- Moderator: What can you tell me about cap and trade?
- Tracy: If I don't reach my cap, I can trade my ... whatever differences to another province, so they can exceed their cap.
- Moderator: Okay, so in this context, actually [inaudible 00:04:13]. Anybody else want to offer a stab at cap and trade? Anybody-
- Speaker 1: What is it?
- Moderator: Okay, you don't know?
- Speaker 1: No.
- Moderator: Okay. Raise your hand if you've heard the term before, "cap and trade."
- Jim: I've heard the term.
- Speaker 1: It's like a [inaudible 00:04:24].
- Moderator: Can you take any stab at it?
- Jim: Nope.
- Moderator: Okay. The idea behind a cap and trade policy is that you set a cap in a jurisdiction, so in this case we're talking about Ontario. You say, "Okay, we're going to cap carbon emissions at X number per year." Then you set ... you give an allowance to different companies, based on their industry and their size and so

on. You say, "Okay, based on your industry and size, your carbon allowance is, again, a number, x." It's based on their industry, okay, to be clear. Then you allow companies, then, to trade, as you've said. If a company uses their cap, if they're at their cap, fine, nothing. They're there. If they exceed their amount of carbon that they give off as part of their business, then they have to buy a carbon allowance from a company that is underneath their allowance. Okay? Basically, it's setting up a market for carbon allowance. If you're in an industry and you're underutilizing your carbon allowance, you're able to sell that unused carbon allowance to a company that needs more, to use more carbon.

Speaker 1: Is this a yearly thing, or is it just ...?

Moderator: Yeah, annual thing.

Speaker 1: Oh.

Moderator: Okay? That's a quick summary of cap and trade. Does anybody maybe ... Is there any other place in the world where this is being done?

Speaker 1: I had never heard of it, so I couldn't even tell.

Moderator: You never heard of it? Okay.

Jim: Probably Europe.

Moderator: Probably Europe? Okay.

Peggy: United States.

Moderator: United States? Okay, yeah. California is a place where it's being done, yeah. Any thoughts on it? I mean, based on what I just told you, what do you think about it? Please.

Melissa: I think that that's interesting, because California's got one of the most number of cleanup sites that are in the United States. There's a couple of them who have really large numbers of cleanup sites because of pollutants. I find that that's interesting that California would do that, considering they've got one of the highest numbers.

Moderator: Okay, interesting. Anybody else? Any thoughts on that?

Tracy: Even if it's cynical?

Moderator: Sure. I'm not pro or against, I'm just trying to-

- Tracy: It just seems like a way for a rich company to pollute more.
- Moderator: Okay. All right. Because they can buy carbon credits from somebody else?
- Tracy: Right. All the credits they want.
- Moderator: Okay, that's interesting.
- Speaker 1: Are we selling ours to the United States?
- Moderator: Well, no. It's actually, again, it's jurisdiction to jurisdiction, okay?
- Speaker 1: Oh, okay.
- Moderator: Actually, I believe that they may be able to do it, maybe if they do enter in [inaudible 00:07:21] in California are doing this, that perhaps you would be able to trade across jurisdiction.
- Speaker 1: [crosstalk 00:07:17]
- Moderator: What about what you said earlier? You said, "Well, it seems pointless to reduce our emissions here when Ohio and Michigan-"
- Tracy: No, no, no. I didn't say "pointless."
- Moderator: Okay.
- Tracy: I said I don't appreciate them spending \$8.3 billion to do something that's going to have no effect, if our neighbors don't cooperate.
- Moderator: I got you.
- Tracy: I'd rather spend the 8 billion suing them.
- Moderator: Right.
- Tracy: I mean, not literally, but to get results from them that would correspond with what we're trying to initiate.
- Moderator: I've got you. Okay, I'm really glad you clarified that. Okay. All right. Okay, so we'll carry on. I'm going to give you something to read here, and then we're going to come back and talk about it, okay? There's going to be a one-page summary that's about cap and trade, and some estimates and some numbers associated with that, if you'd just take one and pass it down.

- Melissa: Thank you.
- Peggy: Thanks.
- Moderator: Here you go. If you could take ... Then a two-page article, if you could take one and pass it down as well, that just recently appeared in the Globe and Mail. I'm going to leave you to read it. I'm going to give you about five minutes, okay? If you could try and get through both, that'd be really super, and we'll talk about it when I get back. Okay?
- Speaker 1: Can we write on our paper?
- Moderator: Please don't. Please don't.
- Speaker 1: Okay.
- Moderator: You should have a notepad. You do have a piece of note paper there. You can write on that. If you do, though, just recognize I will collect that, those notes, from you.
- Speaker 1: Okay.
- Moderator: Okay? Thank you. ... How we doing? You done, or need a couple more minutes?
- Tracy: Almost there.
- Moderator: Almost there? Okay, you can have another minute. ... Okay, who wants to start off, tell me about the plan and what they read?
- Jim: I personally think it's a little overambitious.
- Moderator: Okay, why is that?
- Jim: Well, I'm not thrilled about not using natural gas. Electricity in homes is very expensive. Electric vehicles will have to be vastly improved before they can reach these figures.
- Tracy: Where exactly are we getting this geothermal? I've never heard of that as a practical [viability 00:17:30] to anything. Are we going to be drilling holes in the ground to try to suck up heat from the earth's core? I mean, I realize that's within the realm of human capability, but it does sound a little science-fiction at the moment.
- Peggy: No, I've been in a home that's heated by geothermal.

Tracy: Really?

Peggy: In Collingwood, Ontario.

Tracy: Wow.

Moderator: Yeah. It's not sucking up heat from the earth's core. They basically ... it does work on the basis of the fact that when you dig down, there's more of a temperature difference.

Tracy: Was it a rural neighborhood?

Peggy: No, it's a million-dollar cabin [crosstalk 00:18:07].

Tracy: No, sorry, I said that wrong. It stands by itself?

Peggy: Yes, it does.

Tracy: I just can't see them doing this geothermal on my block.

Peggy: However, it's very expensive to do. It cost him \$56,000 ...

Tracy: Oy. Oy.

Peggy: ... and he's an engineer. He did it himself.

Tracy: Wow.

Speaker 1: Good for him.

Peggy: His only complaint is he built his cottage, or his cabin, too big, because the geothermal doesn't heat the upstairs.

Moderator: Okay, so you're very well-informed about geothermal there. Yeah, they can ... even in what you would call a normal-size home, they can do it. They can lay the tubes, and it does, again, play on the fact that when you dig down a little bit, the temperature is ... it gets warmer. Then you ... It's a very complicated system, I guess, of thermal exchange, but ... What did you say the price was for your friend's system?

Peggy: For him, \$56,000.

Moderator: Okay. My understanding is that he can start to play in there for about \$30,000, depending on the size of the system. Yeah, it does exist.

- Speaker 1: And it doesn't heat upstairs.
- Peggy: No, because you need a heat pump or a heat exchanger to circulate the air. Well, it only goes ... the temperature naturally only climbs on the main floor, and to get it upstairs in the upper level, he's had to install electric baseboards or fireplaces.
- Melissa: Which is an additional cost.
- Peggy: His insurance went up, of course.
- Speaker 1: Really?
- Moderator: Oh, why'd the insurance go up?
- Peggy: Because he has a wood-burning element upstairs, in a wood cabin.
- Moderator: Oh.
- Speaker 1: Oh, okay.
- Peggy: Not because of the geothermal.
- Moderator: Okay. I was curious. All right. Again, just going back - we went down the track a little bit about geothermal there - but anything else about what you read, the plan?
- Melissa: Yes, that by 2030, they want to have quite a bit of the emissions even lower. They want to make it so buildings have to put in either electricity, solar, or geothermal, and they want to make it so most of the vehicles are ... they want to do incentives for electric vehicles.
- Moderator: Okay. What do you think about that?
- Melissa: I'd like to see how, on a street like mine, I would manage to plug in my vehicle at night, considering right now, parking is on the opposite side.
- Moderator: Okay.
- Melissa: I'm just wondering, because I live on a busy street, how you'd maneuver that.
- Moderator: Okay. Haven't heard that one before. Right, so [your 00:20:45] street is ... street parking, yeah.
- Melissa: It's all street parking over where I live.

- Moderator: Interesting.
- Melissa: If it's all street parking and you don't have a driveway, how are you going to plug in your vehicle?
- Moderator: Okay. Haven't heard that one before.
- Speaker 1: Good point, because I'm on a street like that.
- Melissa: You too?
- Speaker 1: Mm-hmm (affirmative).
- Moderator: What do you think about the plan and what you read and the issue?
- Speaker 1: Well, I mean it looks ... sounds great, as far as trying to get rid of this whole carbon thing and go electric, but like you said, the electricity is expensive. Once we drain all the electricity sources, then what? Are we going to go down to the core now?
- Melissa: That was one of-
- Speaker 1: Like are we just poking into every little outlet until we drain it all out?
- Melissa: Well, one of the things-
- Angela: I agree, and ... Oh, sorry, go ahead.
- Melissa: One of the things I was wondering about the electricity is we had that power outage quite a few years back, and it took down everything. If you've got all of these homes, which are all drawing off of electricity, how are you going to prevent the system from-
- Speaker 1: Failing?
- Melissa: ... overboard.
- Tracy: A system that will now be overburdened with everybody plugging in their cars.
- Melissa: Yes.
- Tracy: Right.

- Melissa: Their cars, their homes in the winter. If the electricity goes out, you've got a problem. You will have absolutely no heat.
- Angela: I was saying I agree. It looks great on paper. It sounds awesome, but is it-
- Moderator: Why? Why is that? Why does it sound ...?
- Angela: Well, reducing the emissions and all of that, but is it viable? Like what she said, with the streets, with the street parking and plugging in cars, and the cost of heating with electricity is outrageous.
- Peggy: Where's the money going to come from?
- Tracy: You.
- Speaker 1: Yeah, [crosstalk 00:22:44].
- Peggy: Yeah, exactly. She says here she's going to [get 00:22:46] between \$1 and \$2 billion per year for carbon credits, and she's going to use that to pay for all of this? She's way out of whack. She doesn't have enough money.
- Moderator: They think they can raise \$1.9 billion from cap and trade, from that system and the carbon tax system. That's over some number of years there, so if you raise \$1.9 billion a year and they think that that's the money that they'll use for the subsidies, what do you think about that? You still don't think it's enough?
- Peggy: No, no. It's not enough, because you're going to have to pay for a whole new grid system.
- Moderator: Okay. Does that mean they should just make the carbon tax more expensive and raise the price of carbon more, or how should they deal with that?
- Tracy: That's a fine balancing act. You raise carbon tax on me too much and I'm moving to Ohio, where there is no carbon tax.
- Speaker 1: And then just pollute it over here.
- Tracy: Yeah, and you'll still get my pollution.
- Melissa: Well, the other thing that I would wonder is how much is that going to then increase the unemployment rate.
- Moderator: Oh, okay. Tell me about that.

- Melissa: Well, you've already got a fairly high unemployment rate. If you put all of these workers from Union Gas out of business, they're going to need to find jobs, and how are you going to find jobs for all these people when you can't find jobs for the other people who are unemployed already?
- Tracy: Or here in Windsor, suddenly everybody buys an electric vehicle and they close the minivan plant? You might as well shut the whole city down.
- Moderator: Okay, but, I mean, they're going to-
- Speaker 1: I mean, they can change all that to electric vans.
- Tracy: I'm just saying, on her thing of losing jobs, yeah, there's a lot of potential for job loss.
- Moderator: Okay.
- Peggy: But the price of an electric vehicle is out of reach for the average person right now.
- Speaker 1: Now, yeah.
- Moderator: Okay, but they're going to subsidize. They're going to use this carbon-
- Peggy: They're going to subsidize it, but if I don't have a job, I'm not buying an electric vehicle.
- Melissa: I'm with you.
- Peggy: Especially [crosstalk 00:24:44].
- Tracy: What fossil fuel are we going to burn in more abundance to get all this electricity?
- Moderator: Okay. Well, [inaudible 00:24:50] renewables. They're going to have solar panels and wind farms and ...
- Tracy: Yeah, right. Come on.
- Melissa: Solar panels?
- Moderator: You can't tell me what that ... "Come on." I don't know what that means. Tell me why-

- Tracy: They obviously think that the government can ... a government that rotates every four to five years can actually work hard enough to create enough renewable resources to fill any of these deadlines. That's laughable to me. I don't think they have a chance.
- Peggy: You said wind farms. Where are you going to put them? Everybody I know says, "Not in my backyard."
- Tracy: Right.
- Melissa: Well, the interesting thing with the wind farms is in the UK, they've stopped using them, because they found that there were certain issues that were present, and so we figured, "Hey, why not take it off them?"
- Tracy: That's another thing about this plan: it relies on things that don't exist yet, like ... I'm going to make it up, but 10% they want to get to ethanol fuels, mixed into the gas to make a certain percentage ... We don't produce enough ethanol fuels to come up with these timelines, because you have to have the fuel ready years before you have the pumps ready. No point in building 1,000 pumps if you don't have the fuel to fill them, so I think they're a little ambitious on the research that actually exists at the moment.
- Moderator: Jim, you've been a little quiet. What do you think of all this?
- Jim: Well, I'm pretty well agreeing with the people. I just think it's wanting too much, too soon, and if one little piece of the puzzle doesn't fit properly, the whole system's going to go down.
- Moderator: Okay. What parts of the plan do you think they really should do? What parts of the plan do you like and not like?
- Speaker 1: Anything that doesn't affect us.
- Tracy: Yeah. Yeah.
- Melissa: The only problem is that it's all going to affect us, no matter what.
- Speaker 1: Yeah.
- Melissa: Because a couple years back or over the last year or so, we haven't used enough electricity, and Wynne Utilities increased our electricity charge. My question is, if you're running solely on it, what's going to stop them from increasing the electricity charges to a point where people who are on a fixed income are not going to be able to afford that, or they're going to be sitting back and they're going to be saying, "Well, I've got a choice. I can either have heat or I can have

food, but I can't afford both." It's a lovely concept that they're going to cut back all of these emissions - which should actually decrease, if you think about it, the number of cancers, and it should decrease the number of people with asthma and other breathing issues like that - but on the other hand, if they're not able to afford to eat, that's a problem.

Jim: The Ontario government is trying to get rid of its electricity. It wants to sell it to the open, private market. They lose all control of pricing. They're getting rid of something that they say they need greatly in the future. It's a money-making operation as it is now. They're going in different directions, and not all in a good way.

Moderator: Yeah?

Tracy: Pet peeve: I hate when the province spends money in Toronto.

Peggy: Yeah, do you know the stats?

Tracy: \$354 million towards a GO regional rail network. That really ...

Peggy: Another \$200 million for cycling infrastructure at GO stations.

Tracy: Yeah, that won't be on Windsor streets. That'll be in Toronto.

Melissa: Yeah, but the thing is that that's where the majority of the population is.

Tracy: No, that's where the majority of the votes are.

Melissa: I'll give you that.

Tracy: Aha.

Peggy: And the money.

Tracy: Ah, I guess.

Peggy: How often have you heard "all provincial money stops at London"?

Jim: Yes.

Speaker 1: Oh, yeah.

Peggy: You get nothing down here.

- Melissa: Well, that's for a reason, though. If you look at it, when everybody votes, we don't go with what Toronto's voting. We go with what we figure, which is a problem, because then we don't have equal representation.
- Peggy: No, we don't. We have no representation there.
- Melissa: That's the problem.
- Jim: I agree.
- Peggy: If they want to spend their money, I'll agree: go ahead, do more research, research and development, but to put \$280 million towards helping school boards buy electric buses ... The Essex County School Board is running a deficit.
- Tracy: Yeah, you know what ... and that's not to be ... I am cynical. I'd rather they spend a lousy 84 bucks and put tooth guards. You know, for the kids. I have a little nephew. He's seven, and he chipped his tooth the other day on the bus. I don't need an electric bus. I need a bus that has a seat belt and a little tooth guard, man. Spend my money more practically. For example, cutting natural gas, which is 76% of all heating in this province, will require mass adaptation of green technologies and buildings. In other words, I'm going to have to pay for something in my house because the government doesn't want me to use natural gas.
- Melissa: You're going to need a whole new furnace system.
- Tracy: I actually have electric heat, so it doesn't matter to me. I'm just saying, right? I'm just saying.
- Moderator: Okay, you're ready to go [crosstalk 00:30:22].
- Tracy: What if they force me to switch to some geothermal ...? No, my point is, they're going to put this technology cost on the backs of the homeowners.
- Melissa: I have to ask this question of you: how were your heating bills over the winter?
- Tracy: Ridiculous, but I have no other bills. There's no gas bill. So when I get a \$300 heating bill, I say to myself, "Well, if I was using gas, that'd be at least 100 bucks, so my electrical bill's only ..." I try to justify it. It's not my bill, it's the transportation cost.
- Melissa: [crosstalk 00:30:57]
- Tracy: Years ago, when the government said, "No, no, you can't raise electrical bills," the electrical company said, "No problem, we'll charge everybody for bringing it

to their house." There's no truck that brings it to my house! That's the same wire's been there for 75 years, yet suddenly, there's a transportation cost. That's what irks me. That's terrible.

Moderator: Okay. Again, let's go back to what's maybe good or bad specifically in the plan. If you had to pick one thing that was good about what they're wanting to do here, what would you say that would be?

Tracy: I don't like the geothermal aspect.

Moderator: Okay. What's ...?

Peggy: I don't like the building code. You're going to force the building industry ... New home sales and everything are just going to be horrible.

Moderator: Oh, why is that? [crosstalk 00:31:42]

Peggy: Well, if you have to put in this new furnace system, geothermal system, it's all going to be transferred from the builder to the person who buys that home. Well, if I have to buy my home with natural gas, if it's 175, and the same home, I've got to pay 250 for, because it's got a new geothermal heating system ... It's something I don't understand. Who's going to fix it? What's my maintenance cost on these things? You don't know.

Melissa: I do have to say that I like the idea that they will be bringing in more money, with the cap and trade. I like that idea, because-

Moderator: Why's that?

Melissa: It's going to make it so these corporations are going to have to be responsible, which is a good thing. It means that you're making it so you're saying that if you're going over this, you're going to have to do something, or you're going to have to pay extra into it. I like that idea. However, knowing full well that there's a lot of people who are low income, I'm going, "Can I afford \$56,000 for geothermal? I can't afford that."

Moderator: Right. Well, what about another 10 bucks a month on your gas bill? Can you afford that?

Melissa: That's pushing it, to a certain point.

Moderator: Okay, but isn't that the same thing? Aren't they basically saying, "We're going to increase the costs and you've got to run more efficiently on businesses that are involved, but if you're using natural gas, for instance, we're going to put a cost on it, and if you ... We're going to give you an incentive to use less."

- Melissa: I get that, but then it comes to a point where yet again, you're going to have to be trying to figure out, when you hit the top of your budget, can I afford to either eat, or do I have to turn off everything?
- Moderator: Right, okay. I understand. Yeah? Please.
- Tracy: You use the word "incentive." I see it more as arm-twisting. It's "Here's your incentive. We're going to raise your bill, so that you're going to buy something else." That's incentive? That's not incentive, that's a form of bullying. Government's telling me I have to.
- Jim: Well, from the sounds of things ...
- Moderator: Okay, thank you for that. Jim, yeah?
- Jim: From the sounds of things, we don't have very much trust in our government.
- Moderator: Why do you say that?
- Melissa: Do you?
- Moderator: Who? The people in the room, you mean?
- Jim: No, in general.
- Moderator: Okay.
- Jim: The government is trying to do something, and it's got so many points that it has to get across.
- Moderator: Okay. You're nodding, so do you agree with Jim?
- Angela: Yeah, no, I agree with what he's saying. We don't have trust in our government. It's all on paper, and again, like I said, it sounded all great, but we don't have any trust in the fact that it's actually going to work.
- Moderator: So Jim, are you saying we should have trust in our government, or are you saying we're right not to have trust in our ...? I don't understand.
- Jim: We voted them in to do a job, and they've come up with a theory or a system that they think is going to be practical and work. First of all, we have to give them a chance. They have to fail on their own or they have to succeed on their own. There's always going to be arguments on both sides of these issues.

- Moderator: Absolutely. Okay, so you're prepared to give them a chance?
- Jim: Yeah.
- Moderator: Okay.
- Peggy: I'm not.
- Moderator: Okay.
- Peggy: How many years ago has it been since the Wynne government cancelled over a billion dollars of natural gas contracts, plants that were to be built in the Toronto area? All of a sudden, now they're not. Now we come up with this. Oh, now we're shifting away from natural gas. Well, where's the trust? Where'd all that money go, that wanted over a billion dollars for these gas plants and contracts? Nobody ever found out where that money went, and now we're going, "Oh, we're all going electric, all getting rid of natural gas." How can you trust them?
- Tracy: Just a question: what is the beef with natural gas? I thought it was the cleanest-burning ...?
- Melissa: But then they would have had this conversation about coal how long ago?
- Moderator: Okay, so we're at about the halfway point. We're going to take ... It's exactly 6:40, okay? We're going to take five minutes, okay, if you need to use the washroom, you need to check your messages, anything like that. I'd ask you to please be back in your chairs and ready to go at 6:45 sharp, and we'll finish the last 45 minutes.
- Speaker 1: 6:45.
- Angela: Is there coffee here?
- Speaker 1: Yes, there is.
- Angela: Why didn't I know this sooner? I was like, "It's probably just pretend. There's really not actually coffee in there."
- Speaker 1: I've heard of pumping it early ...
- Melissa: I have to ask, how old are your kids?
- Angela: Mine?
- Melissa: Yep.

Angela: Do you actually want to know?

Melissa: Shoot.

Angela: I have a 7-year-old, an 8-year-old, a 10-year-old, a 12-year-old, a 13-year-old, a 15-year-old, and an 18-year-old.

Peggy: How did you get out of the house tonight?

Angela: The husband's watching them, because I had [crosstalk 00:37:19]-

Peggy: Is this a blended family, or ...?

Angela: Nope. Nope.

Peggy: Wow.

Angela: Me and my husband have been together for 20 years this year.

Peggy: How do you manage?

Angela: My oldest daughter actually just turned 18 on Tuesday.

Peggy: Wow.

Melissa: I have a nine- and a six-year-old.

Angela: Which area of Windsor do you live in?

Melissa: [inaudible 00:37:49].

Angela: Oh, okay.

Melissa: Literally.

Angela: I live near Howard and Tecumseh.

Melissa: Area?

Angela: Central-ish.

Melissa: Which school do yours ...?

Angela: [inaudible 00:38:09]

Melissa: Oh, okay.

Angela: The older ones go to Kennedy. ... All those cookies [inaudible 00:38:20]!

Jim: I just saw them.

Angela: Good eye!

Melissa: I haven't had dinner yet. Here, a healthy cookie, and a not-so-healthy cookie. It's a balanced meal.

Angela: That's right.

Peggy: Good cookies.

Angela: Mm-hmm (affirmative).

Melissa: I wonder where they got them.

Peggy: "Province will build more charging stations at government buildings, including the LCBO outlets." How long am I going to be in the liquor store to charge my car? Come on!

Melissa: Just think: you can get drunk while your vehicle charges!

Peggy: But then I can't drive it!

Melissa: [inaudible 00:42:34]

Moderator: Yeah, yeah, yeah. [inaudible 00:42:40] Everybody's [in 00:42:45]? Yeah, I think we've got everybody. Okay. At one point, I'm going to hand you a couple things here. You said you ... I was going to ask if everybody has a natural gas bill here, but you said at one point you don't. Okay, well how did that happen?

Tracy: My house is electric.

Moderator: Okay, and all your properties are electric too?

Tracy: Oh, no.

Moderator: Okay, so you do pay a natural gas bill somewhere, somehow.

Tracy: Yeah, all my other properties are natural gas.

- Moderator: Perfect. Very good. This is fine. Who here is on an Equal Billing Plan?
- Peggy: Right here.
- Moderator: Raise your hand. Just those last two there? Okay.
- Angela: Well, hold on. I just moved. I was on Equal Billing. I don't think I'm on Equal Billing at my new place now, so ...
- Moderator: Oh. Well, when did you move? Have you gotten one?
- Angela: No, so I mean [crosstalk 00:43:38]-
- Moderator: Let's stick with the Equal Billing. You're more familiar with it, right?
- Angela: Yeah.
- Moderator: I'm assuming the rest of you are on monthly charges?
- Melissa: Yes.
- Moderator: Yeah, okay. Very good.
- Melissa: I've been on Equal Billing before.
- Moderator: But now you're on monthly charges?
- Melissa: Mm-hmm (affirmative).
- Moderator: There's three there. Could you take one and pass them down? They're all the same. Don't worry, one's not a much bigger bill than the other. Then there's one over here, right? Okay. The gas companies and the regulators and all that, they've done research on this. The first page, you're looking at it, is just a summary, right? Gives you a top-line summary. Then you flip the page over. On the back side of the page - we did it so that we didn't waste too much paper here - you'll see there's details. About 50/50. 50% of people like to get a lot of detail on their bill, and 50% just want a summary, so that's how they figured out how to do it. It makes more people happy. Then there's two bills there. There's bill number one and a bill number two. Why don't you have a look at both, and then, can you tell me what the difference between the two bills is?
- Speaker 1: [inaudible 00:44:50]
- Moderator: Okay.

- Angela: The second bill has cap and trade on it.
- Moderator: What's that?
- Angela: The second bill has the cap and trade on it.
- Moderator: Okay. Everybody see that?
- Peggy: Yeah.
- Jim: Yeah.
- Melissa: Mm-hmm (affirmative).
- Moderator: Okay. How do you react to that?
- Speaker 1: They're charging us because we went past our gas limit?
- Moderator: Yeah, okay. No, we get ... I hear that a lot, but that's not how it works, all right?
- Speaker 1: Okay.
- Moderator: The cap and trade plan, as I said, it basically establishes a tax or a price on carbon. You're right, it does tell industries that they have a certain cap level and they have to trade [inaudible 00:45:23] that gap, but there's still a price associated with the carbon as well. In this particular case, the company, Union Gas, aren't people using gas, they're just bringing the gas to you, right? They're distributing. You're the user of gas, so you have to pay a price for that, the carbon cap and trade, or carbon price, on that gas. The cap and trade thing isn't really meant for folks at an individual level. It's meant at an industry level.
- Speaker 1: No, I don't like it.
- Moderator: Okay, can you elaborate a little more?
- Speaker 1: Well, they already charge us for everything else. Whose idea was it to give us gas?
- Moderator: Okay, anyone else want to react to it?
- Tracy: Who set the limit? Why do I have a limit? Who set this limit? Although I can't find it at the moment - you wrote a lot of stuff down - isn't there something in here that says there's no HST charged on companies for cap and trade, and yet, I'm charged the HST on my investment in cap and trade? As it always happens with a

residential home, there's a double standard, so my first question is, what government agency said this is my cap?

Speaker 1: How did they determine the \$11.51 for this person?

Moderator: It's just a percentage. That's an average winter bill.

Speaker 1: Is it?

Moderator: Yeah.

Speaker 1: Oh.

Melissa: What happens if it's colder winter?

Speaker 1: Goes up higher? Because it goes with a percentage ... Are they going to take anything away to compensate that?

Moderator: What would you like to see them take away to compensate that?

Speaker 1: Oh, I don't know. Transportation, storage ...

Tracy: The HST.

Melissa: HST.

Speaker 1: HST. They're already getting money off of us. The government needs more?

Moderator: All right. Okay. Jim, what do you think about your new natural gas bill?

Jim: Well, I don't understand it.

Moderator: Okay, why is that?

Jim: I don't take any interest in it. It comes and I pay it. That's it.

Moderator: Does that mean you don't even want to bother seeing the cap and trade amount? You'd just rather see ... you'd rather they just send you, "This is how much you owe us"?

Speaker 1: That's [inaudible 00:48:00] how I pay it.

Jim: Well, that's the way it's going to work.

Speaker 1: No matter what.

- Jim: I don't have much choice. It comes in. Your tank of gasoline runs dry, you put gas in it. It doesn't matter what your mileage is, or any ... When it's empty, you fill it. When you get the bill in, you pay it.
- Speaker 1: They're doing this at the gas stations too?
- Moderator: I'm sorry?
- Speaker 1: At the gas stations too, for cars, it's going to be [crosstalk 00:48:29] charges?
- Moderator: Yep.
- Speaker 1: [inaudible 00:48:32]
- Moderator: Yeah, who prefers to see it on the bill, or not? Would you rather see it actually shown, or would you rather it just be buried in the price?
- Tracy: Shown.
- Speaker 1: Well, shown. I don't want to be deceived. I want to see what they ...
- Melissa: I would rather that it wasn't there at all.
- Speaker 1: Yeah.
- Melissa: I mean, no offense or anything, but another \$11.51, plus your HST on top of that, I mean ...
- Tracy: Or let it be a little more gradual, like 0.6%, then 1.3%, then ... I mean, 2.6%? You're kicking me in the teeth right off the bat, right? Let's phase it in a little better than just 2.6%.
- Moderator: Okay, you'd like to see them phase it in.
- Melissa: Then who said-
- Moderator: You said too, though, you do want to see it split out, not just included in the price total?
- Tracy: Oh, yeah. I want my bill to be this complex thing that I can read and do the math on every cubic meter that [I've 00:49:37] ...
- Moderator: Okay. Do you want the cap and trade amount shown just in the detailed, or should it be in the summary page too?

- Tracy: No, summary page, so you can ... I see it more as a tax, so I'd like to see it standing out as that tax, rather than hidden within.
- Speaker 1: Could we claim it on our taxes?
- Moderator: [crosstalk 00:49:56] claim a tax on your tax.
- Tracy: I want to be able to trade.
- Moderator: What's that? Then you won't be ... No, you're not able to trade. That's correct.
- Tracy: See, that's not fair. If I don't reach my cap, why can't I trade to my neighbor?
- Speaker 1: Oh, yeah.
- Moderator: Right. No, you just pay by the usage, right?
- Speaker 1: So this should be just cap.
- Tracy: Basically it's a tax.
- Speaker 1: Where's the trade part?
- Tracy: It's nothing you can do about it. It's a tax laid on you.
- Peggy: Who decides the 2.6? Does it go up, down? How often does it-
- Tracy: It'll never go down.
- Peggy: No. It says an adjust ... There are other adjustments here. If it's going to be a tax, then call it what it is, a tax, and let me know ... when the next installment, if it's going up.
- Tracy: Yeah, because I get a school board tax. I don't live in the damn property, I rent it, but I pay my school board tax. I know what it's for. I bitch, but it's for my school board. If you would just be honest and say this is an emissions tax, I would bitch, but I know what it's for, so I would pay my tax. Don't try to cover it up and call it something else, especially with the word trade. Why say "trade" if I can't trade? I want to trade.
- Peggy: If you can't get rid of it.
- Moderator: Okay. Sorry, you were saying, [inaudible 00:51:06]?

- Peggy: I just don't ... I want to know, is that 2.6 going to stay there? Is that a fixed cost, or if ... next year, I'm going to get a statement in the mail, "Oh, by the way, it's gone up to 3.8 cents."
- Tracy: That's why I said they should start at 0.6 and phase it in, so we get used to it.
- Moderator: They are only giving first-year estimates, right? They're not giving multi-year estimates, but presumably the idea is to make people want to use less and less carbon-emitting fuels, right? A good way to do that is maybe raise it over time?
- Tracy: Did that work-
- Moderator: Maybe this is phasing it in. Maybe ...
- Tracy: Did that work with cigarettes?
- Moderator: Did that work with cigarettes? Okay. If you look at the summary ... Let's go back to the one-pager summary there. You see there that it has natural gas prices for homeowners, and it shows - this is on the back side of it - it shows what the sort of yearly average, yearly cost is. The estimates are for 2017; '18, it's about going to be an extra 85 a year, okay? But then you see in 2030, it's going to possibly be as high as 450 a year.
- Melissa: Probably more than that.
- Moderator: You think more than that?
- Melissa: Well, you've got the inflation rate, and it's roughly, what, 2.4% per year?
- Moderator: Right.
- Melissa: If they adjusted that \$85 per year by the predicted inflation rate ...
- Moderator: Yeah? What does that mean, do you think? That's normal, then. It's just inflation. This is okay?
- Melissa: Well, just because there's inflation doesn't mean that everybody gets their checks inflated. You've got people who are retired, and they're on a fixed income. I'm pretty sure that nobody's saying, "Well, hey, you know, the cost of gas has gone up, and you need the gas to heat your home. The cost of electricity has gone up, but you need that to heat your home." I'm pretty sure they're not saying, you know ...
- Speaker 1: "Let's give you a few more dollars."

- Melissa: Yeah! "It's going to cost you another \$85 a year. Here, we'll give you that \$85 on to your check."
- Moderator: Okay, but don't we need to do something about climate change? I mean ...
- Tracy: "We" as in what? The province of Ontario?
- Melissa: What are the other provinces doing?
- Moderator: Because has a carbon tax.
- Melissa: Yeah, and you've got Alberta, which does-
- Moderator: Quebec's doing a cap and trade program too.
- Melissa: You've got Alberta, who has the oil sands.
- Moderator: Yep, yep. Alberta, though, the NDP government there has just announced that they're doing-
- Tracy: On residential homes as well?
- Moderator: ... carbon tax program as well, yeah.
- Tracy: Huh.
- Melissa: Aren't they going to put themselves out of business?
- Moderator: Because you've got to put a price on carbon, right, to reduce it?
- Peggy: But not everything. Don't hit my homes, my cars, my places of business all at once.
- Moderator: Okay. Which one would you like them to hit first?
- Melissa: The government!
- Peggy: Start with the government, research, businesses, schools, big institutions.
- Speaker 1: We already pay that with the taxes, anyway.
- Peggy: Let them start, and they can work, they can fine-tune it, and then pass it on down to the smaller entities like the homeowners, the schools. Maybe get us a break on how things are done, or ... Better research, better programs ...

- Tracy: But it's the government. If you want them to research more, they're going to charge you a research tax.
- Peggy: Yeah, I saw that. 300 and what? \$375 million they want, for research?
- Moderator: Okay. You know, part of the money is earmarked for research and that.
- Melissa: The next tax that they're going to add is a breathing tax.
- Tracy: Well, that's kind of what this is, I suppose.
- Melissa: [inaudible 00:54:59] that.
- Tracy: "You want to be able to breathe better? Here's your tax."
- Moderator: So what do you think about that? When you put it like that, it's pretty fair. Sounds fair.
- Speaker 1: A breathing tax?
- Tracy: No.
- Moderator: No?
- Tracy: I already have COPD, and I chain-smoke cigarettes. What the hell do I care what the air's like? When a Mack truck goes by on your [online 00:55:16] and black smoke spewing out, the government said, "Gee, you should get geothermal heat, Trace." Are you kidding me?
- Moderator: Well, they're going to be paying for that too.
- Tracy: Yeah, but the paying doesn't make the problem go away. Like I said, did it work for cigarettes? I said I'd quit when they were a buck a pack, now they're ten, and I'm still smoking. It doesn't mean the truck's going to spew less fumes, it just means the truck company's going to grease a few more palms, pay a few more bucks, right?
- Moderator: Okay, but they are going to ... There is a cap on emissions, right? They are ...
- Tracy: But you can pay to have higher emissions.
- Moderator: You could pay to buy somebody else's emissions, yeah.
- Tracy: Right, so in essence, all I have to do is increase my cost to the customer, therefore keeping my profit base ...

- Moderator: Help me out. What's, again, the alternative? I kind of heard, "Let's just shift it to big institutions and government." That's ...
- Peggy: Start there.
- Moderator: Start there?
- Melissa: If they're saying that we should have-
- Moderator: We can come back and I'll call all the same six of you into this group ... After five years, they'll do it on government and industry, and I'll say, "Okay, it's government and industry's done now, so now it's your turn." That going to be okay?
- Peggy: Well, show me that they're going to do it and it works.
- Speaker 1: It works.
- Moderator: Okay.
- Peggy: Just don't throw money at places and, "Oh, yeah, but we're just going to keep buying extra emission credits, and we'll get to that in ten years, but you have to do it now."
- Tracy: Yeah, I'll jump on the bandwagon after I see the band play.
- Moderator: Okay
- Melissa: I just ... I look at it and I'm thinking, if they can show that it works in all of these government institutions and they're able to keep their heating costs and everything down ...
- Tracy: Yeah, like if they do electric schoolbuses, and they say to me in five years that the school system saved \$6.3 million on gas and got rid of all these emissions, it's easier for me to buy into that. Now the government's proved something to me.
- Angela: I agree, yeah. Prove it to us. Prove it to us first. What she said. Start with the big industries. I believe it'll have the bigger impact and give us something to see.
- Moderator: Okay. Jim, you've gone quiet again on me.
- Jim: Yeah.
- Moderator: You were kind of defending it before. I don't know, you ...

- Jim: Something has to be tried. Everybody's against it. No matter what they want to do, they're against it. It's not proven yet. It has to be proven, but again we can't be so cynical. Something has to be tried.
- Melissa: That's why I figure, start with the government buildings. Show us how much it's worked. Show us what you've cut back. Show us that you're able to keep everything heated, and then I'm more likely to buy into it, and so's the next person.
- Moderator: Okay.
- Peggy: Start with Canada Post. Take all your mail trucks. Make all them electric. See how that works. See what it costs you.
- Tracy: See, I was going to say earlier for your ... where do I get my electricity? I park on the street. Right beside those stupid mailbox things they're going to put on street corners, they can put electric pumps for people like you. I'd like to see the government doing that and saying, "Well, this'll work for all you guys. You just line up all night ..."
- Moderator: Who would be ... This is sort of the premier, signature type of plan, right? Big announcement, and [inaudible 00:58:49] ... Who would her chief opponent be?
- Tracy: To what, her plan?
- Moderator: Sure, yeah.
- Tracy: In a political sense?
- Moderator: Yeah.
- Tracy: Who would oppose less emissions? That would be political suicide.
- Moderator: Okay, but I mean, who's she competing with to be ... There's going to be an election in a couple years, so who's likely to be her chief opponent in the next election?
- Tracy: Wow.
- Speaker 1: I have no idea.
- Melissa: It won't be Green Party.
- Moderator: Do you have any idea?

Speaker 1: Oh, I have no idea, because it doesn't matter. We all vote, and they still make their own decisions.

Moderator: Okay. Who do you think it could be?

Tracy: You mean like a name of person, or just the party?

Moderator: Sure. Party or person, whatever.

Tracy: Well, her main competition, isn't she a Liberal?

Melissa: She's Liberal, yes.

Tracy: Yeah, so her main competition will be Conservative.

Melissa: Yeah.

Moderator: Okay, so who's the leader of the Conservatives?

Jim: There isn't one right now.

Tracy: No, that's federal, not provincial.

Jim: Oh, sorry.

Tracy: It's that Ambrose chick.

Jim: Oh, okay.

Moderator: Who's the provincial Conservative leader?

Tracy: The only name I can come up with is Bob Rae.

Melissa: That was long ago.

Tracy: I know.

Moderator: Nobody can name the provincial Conservative ...?

Melissa: No.

Tracy: No.

Angela: Nope.

- Moderator: Can you tell me anything, maybe, about their position? What do you think they think about this plan?
- Tracy: Well, I'm sure they'll come out and ridicule it in certain senses and blame Wynne for just ... who said it? Screwing up the natural gas plants and then telling us we can't have natural gas. There's definitely some political fodder there, but you can't come out and say, "I disagree with climate change" or control or emissions or whatever. Everybody wants that. I just don't want it on the back of my shoulders.
- Moderator: Right. What do you think their plan, though, to address climate change would be?
- Speaker 1: Leave us alone.
- Moderator: Okay, so the Conservative leader is Patrick Brown. Has anyone heard that name before?
- Speaker 1: No.
- Melissa: No.
- Moderator: No? Okay. We don't know anything about their plan on climate change?
- Speaker 1: No.
- Moderator: Okay, no.
- Tracy: Obviously they're not doing a very good job.
- Moderator: Okay.
- Tracy: If nobody's ever heard of them and nothing they ... Right?
- Peggy: True.
- Moderator: Okay, so they actually ... their idea is to have a carbon tax as their way of addressing this, just put a price on carbon. They don't like cap and trade plan.
- Tracy: Oh, just-
- Speaker 1: Oh, well it's the same thing, isn't it?
- Peggy: It just changes the name [crosstalk 01:01:05]

- Tracy: Okay, see, I kind of like that, because even though you scared away jobs, you are now forcing companies to reach their cap and stop, instead of being able to trade.
- Moderator: No, no. They're just ... what they're suggesting is just there's going to be a price on carbon, and you'll let companies-
- Tracy: Oh, you can go with no cap?
- Speaker 1: No overboard?
- Moderator: Yeah.
- Tracy: Oh, wow.
- Moderator: What do we think about that?
- Speaker 1: Well, what difference does it make? I mean, if you're going to sell it, it's still getting used. What's the-
- Tracy: No, there'd be no selling.
- Speaker 1: No, no, but I'm just saying-
- Moderator: No, there'll be no trading of-
- Speaker 1: No, I know, but if-
- Moderator: There's no cap.
- Speaker 1: I get that. If there is a cap and you still have that little bit, you're selling it to somebody else who's going to use whatever was left, so it doesn't matter ...
- Tracy: Yeah, I see your point. It might balance out.
- Speaker 1: It's going to get used regardless.
- Tracy: You'll still get the ridiculously bad company, like oil sands, who will just pollute and pollute and pollute, because they can afford to do it.
- Speaker 1: Like Ohio.
- Tracy: Yes. Yeah. I'm not picking on Ohio [crosstalk 01:01:58].

- Moderator: Yeah, I was going to say, what's with that Ohio [crosstalk 01:02:00]?
- Tracy: Because it's right across-
- Moderator: Is it a big tar pit over there? Is it a gigantic smokestack?
- Tracy: Don't you get a lot of conversation about Ohio and Toronto?
- Speaker 1: No, they're in Toronto.
- Tracy: You're right across the lake from them.
- Moderator: Yeah. Well, okay.
- Tracy: It's just-
- Peggy: It's the way the wind blows. It [crosstalk 01:02:14].
- Tracy: Yeah, it's a sticking point.
- Speaker 1: [crosstalk 01:02:15] here, because we're the bottom part.
- Moderator: Okay. A lot of questions there. All right, interesting. Yeah, the plan is just put a price on carbon. You can use as much carbon as you want, you're just going to have to pay more and more.
- Speaker 1: Now, after a certain level, are they going to raise the interest rate?
- Moderator: No, there's no interest rate, it's just you're going to have to pay-
- Tracy: Not the interest, the-
- Moderator: The more carbon you use, the more you pay. More it's like a tax that's set for an amount of carbon-
- Speaker 1: Oh, I guess it'd be like [crosstalk 01:02:38].
- Moderator: Yeah, and the idea being that it's going to discourage people from using too much.
- Tracy: Yeah, I don't like that.
- Melissa: Wouldn't that, though, also put smaller businesses out of business and drive ones which are big enough to move to other countries? Won't that encourage them to go to Mexico, where they're not going to have that?

- Moderator: Okay. All right.
- Peggy: If you put a flat carbon tax, how much will your gas go up, then, if-
- Speaker 1: Well, it goes up all the time anyway.
- Peggy: Yeah, well, it fluctuates daily, but if it's ... What you say is now it's a dollar, but if you say if you're going to add a carbon tax, is it going to go up to \$1.30 a gallon, or a liter? How do you regulate how much tax?
- Tracy: Obviously a large sticking point is government management. It's not just that we all don't trust the government. If they're going to put a carbon tax and it's unlimited, what benefit comes back to the people? Where does that money go? Can we trust the government to manage that?
- Moderator: [crosstalk 01:03:37] give subsidies to these various green initiatives?
- Tracy: Yeah, but these green things won't exist if there was no cap.
- Moderator: Okay. That's fair.
- Speaker 1: Because you need that money.
- Moderator: Okay. All right.
- Peggy: How do you know after the next provincial election, this'll even ...?
- Tracy: Oh, this is great for the next provincial election, because for the ... who, the Conservatives will come along and say, "No, no, no, no. Not 60%! We only want 20%, and we only want it by this time, and we'll gradually tax you instead of doing it all at once."
- Melissa: They're not going to tell you that they'll gradually tax-
- Tracy: In 15 years, it'll all end up being the same thing.
- Peggy: True. [crosstalk 01:04:14]
- Melissa: They won't tell you that they'll gradually tax you. They'll just wait until they get into power and then they'll tax you.
- Tracy: Right, they won't tax me at all until I vote them in.
- Melissa: Yes. Once you've voted them in, then they'll tax you.

Tracy: Can I ask a sidebar question?

Moderator: Please.

Tracy: I've heard this before: "you can't have an opinion and complain if you don't vote." You guys agree with that?

Melissa: Yes.

Jim: Yep.

Peggy: Yes.

Tracy: I don't at all. I have never voted in my life. I am not entitled to an opinion if I don't pay my taxes. If I'm paying my taxes, I can bitch all I want. It doesn't matter if I voted for the murderer or the serial killer or whoever the next weirdo is, coming along. The vote thing doesn't matter. I pay my taxes. I don't know who to complain to, but, I mean ... That was my sidebar. I just wondered if people believed in that.

Moderator: Is there another sort of political party leader in Ontario, besides those two? We talked about Wynne, we talked about Patrick Brown, who no one knew. Is there any-

Jim: Well, there's the NDP.

Moderator: Yeah, okay. Who's the NDP leader in Ontario?

Jim: Audrey ...

Moderator: Audrey?

Jim: Something or other.

Moderator: Something or other?

Jim: I don't know.

Tracy: Isn't it Horwath?

Moderator: Yeah.

Jim: Yeah, okay.

- Speaker 1: Didn't [inaudible 01:05:22] enough.
- Moderator: Andrea Horwath.
- Jim: Andrea Horwath, yeah.
- Moderator: Audrey, Andrea. Anybody heard of ... Who's heard of Andrea Horwath? Raise your hand.
- Peggy: Yeah.
- Moderator: Okay. Oh, okay. All right. Well, can you tell me, what would her view on all this be?
- Speaker 1: What is her views?
- Moderator: Can you tell me anything about her?
- Jim: I feel I'm too cynical to answer some of the questions. The NDP's job is to bitch at the other two parties. It doesn't matter what their plan is, I always support NDP, even though I don't vote. I've actually gone ... no, I've gone to campaigns and helped them.
- Moderator: Yeah, okay.
- Tracy: Their job is to keep the other two parties in balance. I never look at what their platform is, because they'll never be in power to apply it. I just look at what they're against and how hard they fight it.
- Moderator: Right, okay. Can you tell me anything about their plans on climate change or any of this stuff?
- Melissa: I haven't heard anything about their plans on climate change.
- Moderator: Okay.
- Jim: Whatever it is, they're against it.
- Moderator: Whatever ...
- Jim: Yeah. Whatever comes up, they're against it.
- Moderator: Right. Is that what you think? Okay. Again, anybody offer any other guidance on what the NDP might think about this?

- Speaker 1: No.
- Moderator: No? Okay. Interesting. Okay, so then between the two then, cap and trade and ... Sorry, I wasn't clear. I just want to be clear. Let me just go by a show of hands. If you think that the cap and trade amount should be shown on the bill, not just included in the price, please raise your hand high, so I can see it. Oh, okay, so everybody thinks ... Should it be shown just in the detail, or should it be shown in the summary as well? If you think it should be shown in the summary, raise your hand, please.
- Speaker 1: Well, I mean, a 50/50 is not [crosstalk 01:07:07].
- Moderator: Okay, so everybody's in favor of showing it in the summary too. Okay. I just wanted to clarify that. If you got your bill and it was not in the summary, or not shown at all, okay? They didn't show it in the summary and they didn't show it in the detail, they just included it in the price of your gas. Would you be likely to call up Union Gas or some other company and ask them what's going on, or ...?
- Melissa: Yes.
- Peggy: Yes. Yeah.
- Moderator: Would you call them ... You'd be more likely to call them if it wasn't shown than if it ... If you see that it's cap and trade, are you still going to call? If they include it in a summary, then are you going to call Union Gas or some other ... No.
- Speaker 1: No.
- Moderator: Why not?
- Speaker 1: Because it's there.
- Angela: Yeah, because it's there, because-
- Moderator: And you know what it's-
- Angela: I don't necessarily understand it, but it's there. It's showing me ...
- Speaker 1: It's another tax.
- Angela: Yeah.
- Moderator: Right, okay. Okay. Very good.
- Speaker 1: They should give us an incentive. If we don't use all our stuff ...

- Angela: If the numbers all of a sudden have changed-
- Moderator: Who should give you an incentive, if you don't use ...?
- Speaker 1: Well, who's ever charging us the cap and trade. Over a year-
- Moderator: Okay. You'd rather see a system where they said, "You know what? For your size of house, the amount of gas you should be using is X, so rather than just taxing you for every whatever ... square meter or volumetrically a meter of gas that you use, if you go over 200, because that's the average, then you're going to pay 200 bucks for every amount over that you pay." You'd rather see it done that way?
- Speaker 1: Yeah.
- Melissa: I'd rather it wasn't happening at all.
- Angela: If they're doing it with the industries, I don't see why they shouldn't do it on an individual level. I'm making an effort. My neighbor's not. Why shouldn't I pay less because I'm making the effort?
- Peggy: Yes. If I turn my thermostat down at night and you don't ...
- Angela: Yeah, exactly.
- Peggy: I should get a benefit. A credit, or ...
- Angela: Something.
- Peggy: Something.
- Moderator: Okay.
- Tracy: You do, though. You get a lower bill.
- Melissa: That is a benefit.
- Angela: You are changing your climate too.
- Peggy: But over the course of the year, if it's a really cold winter and I turn my thermostat way up so that I don't freeze ... If throughout the year I'm still under my 300-
- Speaker 1: Right, [crosstalk 01:09:16].

Peggy: Say it's 300 cap, and I come in at 285 or whatever.

Speaker 1: Show me the money.

Peggy: Give me a credit.

Melissa: Yeah, but then on the other note, I have to say, what if you got, say ... I don't know, say Joe, who's got a heart issue, and his body can't keep his temperature regulated, so he's got to keep the heat up at a certain point. That way he's not ... you know?

Peggy: There should be a system where he can apply to the gas company and say, "I have extenuating circumstances. I've got a medical condition," and allow him a credit.

Tracy: No, no, no, no, no, no. Everybody gets the same treatment. No, no, no. Stick with this. No, no, because then you'd be fighting with your neighbor because he didn't work as hard as you did to lower something ... No, no, no, no. Let's make it standard for everybody. You start doing that, you'll have neighborhood fights all over the place.

Melissa: Cookie-cutter mold?

Tracy: Hmm?

Melissa: You think you're the cookie-cutter mold?

Tracy: What's that?

Melissa: The theory [crosstalk 01:10:15] same mold?

Tracy: Yeah, yeah, yeah. You know the biggest reason that neighbors fight? Christmas lights.

Melissa: Really?

Tracy: Yes. It's the biggest reason.

Speaker 1: [crosstalk 01:10:21]

Tracy: No, no, no, it's not the electricity, it's just the nuisance. When you started talking, I suddenly realized, wow, if we went that way, people would argue with their neighbors. "Joe, you left your light on too long. We're trying to lower emissions. Bla bla bla, bla bla bla bla." No, no. Keep it standard. Sorry, I talk too much.

Moderator: That's okay, but that sounds to me like ... for an argument of just putting a price on it and making people pay by what they use.

Tracy: Yeah.

Moderator: Okay.

Tracy: You use, you pay, but definitely don't hide it in the bill so I don't know.

Peggy: Yeah.

Moderator: Oh, I've got you. Okay, you've been clear on that. Okay, very good. All right. If you could help me out here, I just need you ... Can you start by passing me forward just the one-page summary sheet? I need to try and ... I'm doing my bit for the environment by keeping all this together here. Then, can you pass me up just the two [inaudible 01:11:16] the article? The newspaper article, the two-pager?

Speaker 1: [inaudible 01:11:23].

Melissa: Yeah.

Moderator: Then can you pass me forward ... Oh, I was just going to start with the Equal Billing Plan one. Now you have to figure out what if-

Angela: That was just us two. Us two.

Tracy: We're all the same.

Moderator: You guys are all monthly?

Angela: Yeah, just those two.

Moderator: These are all monthly, monthly, monthly.

Jim: Which two?

Angela: This one and that one.

Moderator: ... are the equal billing, and that's the monthly. Okay, that didn't work out too ... It can be confusing, and I'll be honest with you, to figure it out. This is the monthly charges ... Okay, anything we missed in the discussion? Any point you think needs to be made about this topic?

Speaker 1: No.

Moderator: No?

Tracy: Why are you interested?

Moderator: Everyone's very excited about their new bills?

Speaker 1: No.

Moderator: Why am I interested? Well, it's my job.

Tracy: No, I mean, who's the guy behind the mirror?

Moderator: Oh, I can't tell you that.

Tracy: No, it's like that episode of The Simpsons, where they're testing kids for toys and there's a focus group behind the chalkboard, right?

Moderator: I told you I wasn't going to tell you that. I'll tell you, obviously they have an interest in cap and trade, yeah.

Angela: I do agree, though, that there should be some trust in there. It should be the opportunity to show us that it's possible.

Moderator: Okay.

Angela: Not just be this-

Moderator: I wasn't getting a whole lot of love from the group during ... Were you just being shy about it during the group here, and now you feel like you went too far the other way?

Angela: No, no, I mean, I see both sides of it. I think there should be some opportunity to prove-

Moderator: Jim, you definitely kind of feel that way too, right?

Jim: Yeah.

Moderator: You think there's [inaudible 01:13:06] be. The other four? You're comfortable being in the "nope, not going to want to participate in this" [crosstalk 01:13:11]?

Speaker 1: No, it doesn't matter what we say. It's going to happen regardless. Okay, yeah, you may want our opinions. That's cute, but they're going to put that on there

anyways. Yeah, we should be responsible for some of the carbon, but I think we pay plenty as it is for everything in our life. Go to the bigger cities. Leave the little ones alone.

Moderator: Oh, okay, so they should just do cap and trade plan on Toronto? Is that the idea?

Speaker 1: Yeah! I mean, these guys already pay triple amount. Continue on!

Moderator: Maybe only cap and trade if your employment level is above a certain level, or something like that?

Speaker 1: Sounds good.

Moderator: That would be fair?

Tracy: Didn't somebody say the [inaudible 01:13:49] stops at London?

Melissa: Yes!

Peggy: I did.

Tracy: Stop the [crosstalk 01:13:52].

Moderator: Okay. Great, you guys. That's really helpful.

Melissa: See, my viewpoint on it is, show me how it works first.

Speaker 1: Yeah.

Moderator: I understand.

Melissa: Show me that you're able to do it first and that you're able to do it on a small-scale model. That builds my confidence to buy into that.

Moderator: I got you. Do me a favor: if you did make notes - okay, I see you made very copious notes there - could you just write your first name only, please, at the top of the page, if you made notes? I'd really appreciate it.

Tracy: I just did math.

Moderator: I see you just scribbled a few numbers there, so don't worry about it. If you could just pass me those notes forward, if you made any. Okay. Very good, guys. You're just going to exit right here. You're going to chat with Amber. Amber's going to pay your incentive in cash there. You'll sign for it, and then please travel home

safely. One request I do have is we do have another group coming in, okay, so I'd ask you not to be talking about the topic here in the hotel.

Tracy: No spoilers?

Moderator: If you do want to keep talking about it, if you could please wait until you're outside. I'm not asking you to avert your eyes when you see anyone or anything, but if you could just try and make it so that I have a fresh group there.

Tracy: Thank you.

Moderator: Yeah, thanks a lot. It was really helpful. I appreciate it.

Jim: Thanks very much.

Moderator: Yeah, thanks. Thanks for coming.

Jim: You first. I [inaudible 01:15:05].

Speaker 8: Oh, are you guys done?

Jim: Yep.

Speaker 8: Okay.

Moderator: Yes, we're done.

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Phil: [Inaudible 00:00:02] right here?

Richard: Anywhere you like.

Phil: That's good.

Speaker 3: [Inaudible 00:00:18].

Speaker 2: Yeah. Okay, folks, thanks for coming. Thanks for being on time. I do appreciate it. I will run you through a couple of things here and then I'll take any questions before we get started, okay? Just a couple of things I got [crosstalk 00:00:37]. You'll see that there is ... I did, I put it on.

Speaker 4: Okay.

Richard: Last time, my last session, I was about 3 minutes in before I turned the recorder on, which I'll explain in a moment. First, you'll see this camera. We're not actually recording any video here, we're just recording audio, etc. Folks are in the other room observing, but we don't actually, we're not doing any video of the session today. Even the audio and/or video for that matter, I want to make sure you understand and reassure you that you'll never see yourself in an ad on TV, or on YouTube, or anything like that out of the session tonight.

It's just for the purpose of making a transcript. We often do video so it's easier to see who's speaking, but for the case of simplicity tonight we're just doing an audio recording and that's how we'll make a transcript, okay. We, the recruiting company, the marketing research firm that recruited you to participate tonight, we know who you are because we called up at random from the telephone book. We don't share any of your personal identifying information with anyone, including our client.

Similarly, we don't share with you who the identity of who our client is either, okay? That way everyone just participates in an anonymous manner and you can feel free to say what you like about the topic that we're discussing, okay? I assure you that no one is ever come to come up to the street one day and say, "Hey, I know you. You said those awful things in that focus group that day. And, you know, I'm really mad about that." That will never happen coming out of this session, okay? I've let you know that we're recording audio in this session.

I let you know that I've got colleagues who I work with who in the other room. I don't have any representatives of the client here tonight. If you do have a cell phone, I see a few cell phones on the table, please turn it off. I understand if somebody has a sick infant at home or something like that, you can turn it on to vibrate mode, but if you do, I'd ask, if you do for some real emergency you need to take a call, you'll have to leave the room immediately, okay? Tonight's meant to be free flowing with, of course, civil discussion, so feel free to agree or disagree with anything that somebody says but, obviously, do so in a civil and respectful manner, okay?

You're each being paid an honorarium of 80 bucks to participate in the 90 minutes tonight. Our client is putting that forward because they really do want your opinion on the topic that we're discussing tonight, all right? It's really important that I hear from each and every one of you as we're going through the topics. You're not expected to be an expert on the topic. In fact, if you're an expert on a topic, I would have screened you out and you wouldn't be coming in to participate tonight. We just expect regular people that react to the things that we're asking you about tonight, okay? So far, so good?

Phil: That you'll get.

Richard: Any questions coming out of that? If I seem to want to brush past something that you're saying, please don't take it personally. It's just that I've got to cover certain things. It's not that I don't find it interesting, it's just there's certain things I got to cover in the 90

minutes that we have to discuss tonight, okay? It's just a matter of I got to get through the topics, so please cooperative with me to the extent that you can, okay? I'm sorry. I don't have name tags for you. I am going to ask you to introduce yourself to the group and to me.

If you just ... Again, feel free just to use your first name and not to give any personally identifying information. Maybe you tell us a little bit about maybe what you do, maybe something else interesting about yourself. If you say, "Hi, my name is Rob, and I work in banking. I really like to go skiing," you're maintaining your anonymity. If you say, "My name is Rob, last name, and I work at the Royal Bank at the Corner of Ouellette and wherever. And my house at 27 blank is ... And I go take," then you're giving personally identifying information and there's nothing I can do, okay? You're choosing not to be anonymous in the process. Everyone understand me?

I'll start by introducing myself. My name is Richard. I'm a professional market researcher. I've been doing this about 15 years. I do a lot of focus groups like this coast to coast. It's not my first time in Windsor either; I've done them here before. I happen to live in Toronto. Probably if you see me on the average night after work, I'm probably at the dog park with my dog. That's pretty much one of the bigger parts of my life right now. So there you go, that's the quick hits on me. If I can get you to go around the table, as clearly as you can, introduce yourself by first name, which I will do my very best to remember as we go through, and maybe just something about yourself too.

Harrison: My name is Harrison.

Richard: You don't have to stand up.

Harrison: Oh, alright. My name is [Jarrison 00:05:08].

Richard: Jarrison?

Harrison: Jarrison, yeah, or Harrison in Spanish.

Richard: Harrison.

Harrison: If you can say, that's fine. If not, I've been called worse.

Richard: Harrison.

Harrison: Yeah, Harrison and I live in Windsor for 17 years now.

Richard: Great. What do you do?

Harrison: I'm a truck driver.

Richard: Very good. Okay. Anything you like to do in your spare time?

Harrison: Yeah. I play basketball. I'm married, so I got-

Richard: [Inaudible 00:05:36]-

Harrison: - a bunch of kids at home.

Richard: - that's something you do in your spare time.

Harrison: Yeah.

Donna: You don't have spare time.

Richard: Very good. Very nice to meet you. Ma'am.

Donna: I'm Donna. I work on payroll and married with 3 kids.

Richard: Very good. Ma'am.

Hina: My name is Hina and I-

Richard: Hina?

Hina: Yeah, Hina. I live here in 6 years. I migrated from the other country. I have 2 kids. I'm working in daycare so I have no time. This job, husband, and 2 kids, that's it.

Richard: That's it?

Hina: That's my life.

Richard: That's all right. I'm just going to keep a little chart here. So, Harrison, Donna, Hina.

Hina: Yep. H-I-N-A.

Richard: N-A?

Hina: Yep.

Richard: Okay. Sir.

Jim: My name is Jim. I've lived in Windsor my whole life. I work for a local utility company. In my spare time I'm a hockey coach. Married with 2 grown kids and they're just not grown enough to get rid of them.

Female: You never are.

Richard: I hear that's an increasingly common problem there, so ... Yes, sir.

Jamie: Hi. My name is Jamie. I moved to Windsor from Toronto 4 years ago. I golf. I'm in the middle of jobs; looking for work right now.

Richard: What industry generally do you work in?

Jamie: The grocery business.

Richard: Okay, very good.

Jamie: Bakery.

Richard: Good. Thanks. Yes, ma'am.

Samantha: My name is Samantha. I'm a married mother of 4. I own 2 separate businesses in the business-finance sector. I golf in my spare time.

Richard: Very good. Yes, sir.

Phil: My name is Phil. I've lived in Windsor all my life. I've been roofing and [crosstalk 00:07:25] side windows last 26 years, own part of my own business. I got 3 kids. I'm very outspoken and opinionated about everything.

Richard: Well, good. Well, then you'll-

Phil: I really am.

Richard: - earn your 80 dollars then.

Phil: I'm not shy.

Richard: [Inaudible 00:07:39].

Phil: I'm not shy.

Richard: Very good. Thanks a lot everybody. Why don't you just start off by telling me something that's going on in Ontario right now?

Phil: A whole lot of nothing.

Richard: A whole lot of nothing, okay.

- Phil: I, myself, personally don't think the government does anything for me.
- Richard: Okay. You want to start with government, that's fine. Anyone else want to tell me what's going on in Ontario.
- Jamie: Yeah. Toronto's going crazy with all the violence.
- Richard: Toronto's going crazy with a lot of violence, okay.
- Jamie: Yeah.
- Richard: Tell me about that.
- Jamie: I don't know. Every time I see on the news, there's a stabbing, or a shooting, or something. It was never that way before.
- Richard: Okay.
- Jim: There is more violence in Windsor now than there's ever been. I've been here my whole life and I'm 48 years old, I'm actually 49 years old, and I don't remember a time where ... I'd say the last 5 years, every weekend in the summer, there's some sort of stabbing, or some sort of violence, handguns downtown. When I was in my 20s hanging out downtown, there was never any of that stuff. Violence is not just a big city problem. We have a lot of violence here.
- Samantha: We are seeing a lot of armed robberies lately, which I never-
- Richard: Seeing a lot of what?
- Samantha: - know ... A lot of arm robberies lately. The community stores, the banks, something I haven't seen in the past.
- Jamie: Pharmacies.
- Donna: Pharmacies, yeah.
- Jim: Pharmacies, yeah.
- Richard: Okay. Maybe if we just switch gears a little bit to what's going on maybe in particular government in Ontario right now.
- Jim: In government, the liberals and their energy policy-
- Samantha: [Inaudible 00:09:09].

Jim: - is, in my mind, working in the utility sector, is ridiculous. They're privatizing to raise cash, but what a lot of people don't know is they are gobbling up small utilities. They're selling off the big assets to have an influx of cash because they're cash strapped, apparently. But they have enough cash to go and pay double the value of a small utility. I'm sure people have heard about the big Brampton Hydro One merger.

Once this merger with 3 utilities plus Hydro One, they're going to be the biggest utility. They're going to have more customers than anybody or maybe they'll be second. I'm not sure if they're first or second. I don't understand quite how the utility can say we have no cash, we need to raise capital, or the government saying you're going to-

Phil: It's called the money game.

Jim: - raise capital.

Phil: That's why.

Jim: Yeah, but-

Phil: They're going to keep getting richer and you're going to get nothing.

Jim: But they still have cash to buy up these other utilities; not only buy them, but pay double the market value for them.

Samantha: So where is all the capital coming from-

Jim: Exactly.

Samantha: - if they're so cash strapped.

Jim: Well, they're coming from us.

Harrison: Yeah.

Jim: It's coming from the tax payers, right?

Richard: Okay. Anybody heard anything about-

Harrison: Just that they want us to, instead of using gas, to heat our house, start using hydro.

Jim: Electricity, yeah.

Harrison: Electricity, which is-

Jim: Isn't that a great idea?

Phil: Yeah.

Harrison: Yeah.

Jim: Hey, we're the-

Jamie: People in-

Richard: Okay. One at a time.

Jim: Sorry, yeah.

Jamie: I know people that lives in Riverdale or Little River-

Phil: Little River, yeah.

Donna: Yeah.

Harrison: Those little houses are all hydro and they pay a lot of money-

Phil: That's because they're-

Harrison: Like 600 or 700-

Phil: - running off baseboards.

Richard: Phil, one second. Let Harrison finish. I promise I'll give you a chance.

Harrison: So I can just imagine. I have just a little bit bigger house than those houses and we barely ... It's expensive. Now hydro whole year around, it's not going to be-

Jamie: No, it ain't.

Harrison: - affordable.

Jamie: We changed our furnace to natural gas, I believe. We turned the whole house into a green like, the way the government wants you to do it. We got water and we got air conditioner all new, new furnace. Our bills are supposed to go down, but I don't know yet-

Phil: You don't see it.

Jamie: - until July.

- Richard: You just got the stuff, then?
- Jamie: Yes.
- Richard: Okay. You haven't seen any yet.
- Phil: You don't see a difference though. I just spent \$6200, with tax \$7000, on a brand new furnace and central air unit. Mine was, I think, 38 years old, my old one. It still ran, so if it ain't broke, don't fix it. My bills were 5, \$600, so I went out and replaced my windows and all that. New system 8 months later, same bills, and they sent me a letter that they're raising my hydro \$30 a year. That makes no sense.
- Samantha: Because maybe you usage may be going down, but your rate's going up.
- Phil: Yeah.
- Samantha: So it's hard to tell.
- Phil: That's crazy.
- Richard: Chime in. Let's hear more about it.
- Samantha: Well, it's a bit of extortion because it is a monopoly.
- Phil: It is.
- Samantha: It's a government run institution, for the most part, that controls our rates. We don't have the opportunity to shop around to look at our options. And considering that the Windsor area isn't overly red, liberal, we don't really have a say in it anyway. Which isn't to say I didn't vote liberal for years, but I didn't this time. I could still not vote liberal next election, but with the rest of the province being as red as it is, we'd still end up with these same-
- Phil: Bills.
- Samantha: - representation.
- Richard: I'm sorry, Hina, you didn't talk about this. You heard anything about all this stuff we're talking about? Any government plans or changes to do with energy in any of these things?
- Hina: Just for energy? We're just talking about energy?
- Richard: Sure.

- Hina: We can pay a lot of bills, but we need employment first of all. Unemployment really so high in this area. First if the government create a lot of opportunity about the employment. There is nothing to pay the bills.
- Richard: Bring more employment here.
- Hina: Yeah, yes.
- Richard: You're okay paying any bills, you don't mind?
- Hina: Yeah, yeah. Obviously, if you are-
- Phil: The highest rate of unemployment-
- Hina: - working good, so you can pay good.
- Phil: - in Ontario, Windsor.
- Richard: Donna, have you heard anything about any of these changes?
- Donna: Yeah, I've heard it. I still think if you're going to raise hydro, they're going to have a lot of shut offs because people can't afford it. All your low-income people who can't afford the bills they're getting now. Now they're going to go up again. It's ridiculous. Where do they think these people are getting the money?
- Richard: What's causing these higher bills in hydro?
- Phil: Because they're paying their workers more money.
- Samantha: Mismanagement.
- Phil: Yeah.
- Harrison: CEO.
- Jim: Incredible mismanagement.
- Phil: You make these people work all weekends, extra hours. Who's paying their wages?
- Harrison: I heard CEO makes over a million, 4 million only in Ontario.
- Richard: Yeah. Any other reasons though that drive ... They're paying the workers more, the CEO-
- Phil: It's a money game.

- Richard: - more. Any other things that are driving the cost of-
- Jim: The windmills.
- Richard: Tell me about that.
- Jim: The windmills that you see on the side of the 401, the rates that those guys are locked into. The guys who put in the investment out to build the wind farms, they're guaranteed a certain amount of money no matter if you need the electricity or we use the electricity. I'm not exactly sure what the rate is, but I know, for instance, people who have the solar panels on their house, they got in early, they're getting I want to say around 80 cents, it's at least 48, but I want to say it's somewhere around 80 cents.
- Meanwhile, they're only, the utility is only getting 6.9, 7.9 cents a kilowatt hour from the user. So who makes up that money? The other mismanagement side of it is we can't use all the electricity that they're making.
- Richard: Why are they going to windmills to begin with? Why are we even having this conversation?
- Jim: Green energy.
- Donna: Green energy.
- Jim: They want to get off of fossil fuels.
- Richard: Why?
- Donna: To save the planet.
- Phil: Save the planet. [Crosstalk 00:15:38]. They should have thought about that 30, 40 years ago.
- Harrison: Yeah, that's what they're saying-
- Phil: Right?
- Harrison: - when they sold me my new furnace.
- Richard: Okay. Well, how do we feel about that, about kind of saving the planet and ...
- Phil: A little too late for that.
- Richard: Too late for that?

Samantha: I think it's-

Richard: Too late for that, so you should just give up?

Donna: I don't think it's-

Phil: Any [crosstalk 00:15:51].

Jim: No, it's not too late.

Samantha: No. It's absolutely important, but we have to find-

Richard: Samantha.

Sam - a balance. If government is supplementing other areas to make the transition more affordable, I know, keeping down hydro rates in the past and now that's kicking out and that's why they're saying, "Okay, we're bumping up." If they were finding ways to maybe supplement these installs. The contracts that you're talking about are 20 year contracts. Maybe we start looking at shorter contracts on those terms so that it is a short term pain, then maybe the government can help to absorb for a longterm gain instead of just throwing it all at us at once and loading all of the debt onto us at once to try and transition.

Donna: Where does Quebec and all the other provinces doing where their rates are so much lower than Ontario's? Ontario has the highest rates in all of Canada.

Samantha: Quebec-

Harrison: With a lot of water.

Samantha: Quebec is-

Phil: [Inaudible 00:16:53].

Samantha: - managed ... It is hydro, but Quebec is managed completely differently on every level from every other province in the country.

Phil: They're not even like-

Samantha: They have different internal government, they have different banking system, they have different laws. Everything is-

Richard: Has anybody heard anything about cap-and-trade?

Male: Cap-and-trade?

Richard: Do you know what that is? Heard anything about that?

Donna: No.

Richard: No?

Samantha: No.

Richard: It's all new?

Jamie: Yeah, what is it?

Harrison: Carbon trade?

Phil: Captain.

Jamie: Cap and trade.

Richard: Cap-and-trade. What do you call ... What did you say?

Harrison: Carbon trade.

Richard: Carbon trade, okay.

Harrison: Carbon trade.

Richard: Kind of on the right idea. Okay, so I'm going to give you some stuff to read, okay? I'm going to give you 5, 6 minutes. If we can, if you can stay fairly focused. I know some people want to keep talking and not, but I'd ask you to really focus on reading this material I'm going to hand you, and then we're going to talk about some of the stuff that's in here, okay? The first thing is a two-sided summary sheet with some information about cap-and-trade there. If you could take 1 and pass it down.

Donna: Thanks.

Richard: And then second is an article that was in the Globe and Mail recently. If you could take 1 and pass it down as well when I hand it to you. As I said, I'm going to give you a few minutes to read it and then we'll, we're going to talk about this, okay? Here you go, sir, Harrison. Phil, here you go, sir. Awesome. Okay, folks, I want you to read it and we'll talk about it.

Harrison: It's crazy.

Donna: Yeah, to say the least.

Samantha: Dreaming.

Phil: Nothing new.

Donna: Yeah, I just can't see it working. Who's going to afford it?

Jamie: No one.

Donna: That's it.

Jamie: Not enough people can afford it.

Donna: Can afford to [inaudible 00:25:30] your house.

Phil: This is an article somebody wrote.

Donna: Yeah.

Richard: Okay, folks. Who wants to lead off with telling me about what they read?

Harrison: It's crazy.

Richard: Oh, wow. Okay. Well, you got adversity. You got to explain why.

Harrison: Oh, boy. Well, I'm new ... I wasn't born here, but I see that kind of [inaudible 00:25:58] trying to do so much in the green emissions. I actually did hear about this in the news, [inaudible 00:26:06]. What about China and India and all over the world and doing, trying? But at the same time, I think, this is my own beliefs, but I think we don't need this carbon emissions that they said greenhouses are creating, the global warming ...

Richard: You don't believe it?

Harrison: I don't believe in that, no. I think earth, it's going ... What I heard in the news and all the documentary on the TV and all this stuff, from years, years back, it's not much hotter or much colder from million years. Actually, I don't think we're doing anything. It's just part of a ...

Richard: Sure. Everybody agree with that?

Harrison: Probably not.

Jamie: No.

Samantha: No.

Jim No.

Richard: Who wants to speak?

Jim: I believe-

Richard: Jim.

Jim: - there is changes going on. Last summer I was out in, out west, in the Rocky Mountains and I was at 1 of the glaciers and took the tour in the ice head. 20 years ago, this glacier was half a kilometer further. It's melting, things are changing. I don't know that, to your point, I don't know that our little footprint in the world-

Harrison: Will do something.

Jim: - will make that much of a difference. If everybody did their little piece.

Harrison: Right.

Jim: But is everybody? I don't know that.

Harrison: But what I mean by ... I know things are different. My country sometime is hotter. I was there in January and it was cold. Everybody was like, what? It's like 50 and it's never been that cold. But at the same time, it's been like earth always going into changing, and then-

Phil: Changing.

Harrison: - goes back-

Phil: Changing too much.

Harrison: - and it goes back and forth, and it's just ... But-

Richard: You don't think it's [crosstalk 00:28:12]?

Harrison: But I think-

Richard: It's just natural?

Harrison: Yeah. I think just politicians are just trying to just take advantage. Another thing that I see in Canada, the gas, the gasoline, you can go from 80 cents to \$1.10 and nobody will say nothing; we just keep pumping up. In the States, they where will be protests and a lot of people [inaudible 00:28:37]. We don't do that. We just keep pumping up.

Richard: Jamie, what do you think?

Jamie: I think we're getting a lot of crazy rain and snow belts. The weather is really changing, that's for sure.

Richard: You think there is climate change?

Jamie: Oh, yeah, I think so.

Richard: Do you think it's caused by people?

Jamie: I think it's caused by ... Yeah, for sure.

Phil: Yes.

Richard: Jim, you agree with that, hey?

Jim: I do, I do. [Crosstalk 00:29:00].

Richard: Who thinks that-

Jim: I do think some people-

Richard: Who believes that there's climate change and that people are having an effect on it? Put your hand up.

Male: I do.

Richard: Put your hand up and hold it up.

Donna: I don't think [crosstalk 00:29:08].

Richard: Hina, what do you think? You don't know? You zoned out for a sec there?

Hina: Yeah.

Richard: Okay. Harrison, I think you're alone then on that.

Harrison: I'm alone.

Jamie: Yeah.

Harrison: I'm alone.

Richard: Okay, no problem.

Harrison: That's okay.

Richard: That's all right.

Jamie: You haven't been here long enough.

Richard: That's all right. Donna, you be next.

Donna: I don't think it's all people. I think it's nature, I think it's a whole combination of things. I don't think it's all just [crosstalk 00:29:29] what we've done to it.

Richard: Okay, but you think it's a part of it?

Donna: It's got to be a part of it.

Phil: Yeah, a good chunk of it.

Donna: The pollution that's out there, yeah, that's got to be part of it.

Richard: Isn't this plan trying to deal with that, then?

Phil: Yeah.

Donna: Yeah, but you know what they do, they're making you get rid of the natural gas, which most people can afford to pay. My natural gas bill is a lot lower than my hydro bill. You got all your low-income people who are never going to be able to afford to retrofit their homes. Then they're going to get charged extra on top of their bills, because they're not going to lower the price, are they?

Richard: Right. Samantha, what do you think?

Samantha: I think cap-and-trade sounds like a good idea.

Richard: Oh, okay.

Samantha: In theory.

Richard: Why?

Samantha: In theory.

Richard: In theory, okay.

- Samantha: Because it's ... I love capitalism, I love free trade. It forces us to balance ourselves, to use only as much as we need. Looking at our entire business plan, can we cut back here to make more here, or do we have to cut back because we can't afford it. But, I see a lot of buts in here. They're talking about not making certain industries have to adhere it, so what pet projects are going to get brushed by? What special interests aren't going to have to-
- Donna: Who's going to have the most money to buy their way out of it?
- Male: Yeah, to do this.
- Samantha: Yes. Yeah, what's special interest group is going to be able to-
- Male: Do all that.
- Samantha: - exert enough influence that they're particular industry isn't going to be vulnerable to cap-and-trade. Is it going to be the biggest polluters, when it comes down it? Is it going to be the small businesses?
- Richard: Let's hit [inaudible 00:31:08]. We kind of skipped right to the ... some of the different issues here. The idea of a high cap-and-trade you set a cap in Ontario, right, for how much carbon we can emit. Then you look at every industry and you say, "Okay, what is the average emissions for an industry?" You look at each particular company, you give each company a cap, an amount of carbon that they can use.
- You put a price on the carbon, right? Then you say, "Hey, if you go over your allotment that's a standard for your industry, your size of company, you have to buy carbon, a carbon quota from a company that hasn't used their carbon amount." Everybody pretty clear on that and how that works? How do you react to that? What do you think about that? In other words, yes, you're right. If they pollute more, they have to buy the carbon credit from a company that hasn't pollute as much. The idea is that you set a cap for the whole province, then over time you tighten it a little bit to-
- Phil: You expect everyone to follow that cap?
- Samantha: And make-
- Richard: Okay.
- Samantha: Yeah.
- Phil: Right?
- Richard: They have to buy [crosstalk 00:32:24].

- Phil: Just because-
- Richard: You're going to know that-
- Phil: - you say this is a cap. You think everyone is going to follow that cap?
- Richard: If you put the carbon price on fuel, you're going to know if-
- Phil: I know, but there is, this is a loophole, right?
- Samantha: I think it's enforceable.
- Phil: This is like reality. Things are this, but things ain't this. It doesn't always work out that way.
- Samantha: I think it's enforceable, but they cover it right here. Certain companies and sectors that are vulnerable to competitors.
- Richard: Okay.
- Samantha: What other certain companies will they decide are-
- Richard: You think that's code for, if you're well connected to the government-
- Phil: Then you-
- Samantha: I think it's a loophole that a lot of big companies could fall through if the right people want them to fall through it.
- Phil: You're talking about companies with millions, right?
- Richard: Okay. Donna.
- Donna: How's it going to keep companies in Ontario when you're saying use this, you go without? It's going to cost you more to live here, it's going to cost you more to work here, it's going to more to [inaudible 00:33:18].
- Harrison: We just move, move province.
- Donna: They will.
- Phil: Move these jobs-
- Harrison: I'd move up from [inaudible 00:33:22]. I guess I can move-

- Richard: [Inaudible 00:33:26].
- Harrison: - to Alberta or Quebec. It used to be-
- Richard: Okay. Let's talk about that, too. I mean other places are doing this too, right? In California they're doing a cap-and-trade plan like this that Ontario's going to be part of, and Quebec is doing as well. Alberta is bringing in a carbon tax. It's not just Ontario that's looking at this.
- Harrison: What I see is that if they want us to go all energy and avoid the gas, so why do they keep raising the energy then?
- Richard: Okay.
- Harrison: Right?
- Richard: Okay.
- Phil: It's just though; you're not going to win no matter what they do.
- Harrison: If we're going all energy, okay, let's make it affordable for everybody then.
- Richard: Hina, what do you think?
- Hina: If they work on, they fix their prices according to the companies, are they taking tax according to their consumption?
- Richard: Right, that's right.
- Hina: Maybe a lot of things are resolved by this.
- Richard: Okay. You think it's fair?
- Hina: Yeah, it's fair.
- Phil: That's crazy.
- Jim: What kind of ... Somebody mentioned earlier about companies will just move. That's great that Quebec is doing it in California, but what's the ... Have they thought of anything they can put in place so that big companies ... Chrysler, they weren't all that sure that they were going to stay in Windsor a short time ago before they just dumped 4 billion dollars or whatever it was into this plant. There was some thought of-
- Male: Moving.

- Jim: In 20 years, does Chrysler go, “You know what, I’m going to Mexico, man. Screw you guys.”
- Richard: Does that mean we should wait until every single place in the world is part of this plan before we do anything about this? Is that what this means?
- Samantha: No. But instead of spending the money that they’re going to make from this cap-and-trade on all of these get-rich-quick pet projects that the Ontario Government seems to have, that keep blowing up in their faces, maybe we can take the proceeds from the cap-and-trade and put it towards actually lowering the energy cost. The companies are paying it in one respect to keep them leveled off, but they’re saving it in other areas of cost.
- Richard: Okay. There is actually one of the things that they plan to subset. The whole point of cap-and-trade is their going to use the 1.9 billion that they estimate they’re going to raise, and they’re going to use it to subsidize things that do lower emissions. But among other things, some of it, I believe it’s 300 million or some odd, for research and things that lower emissions-
- Phil: That’s crazy.
- Donna: Who is that going to ...
- Phil: Yeah, were in the hell-
- Donna: ... help the normal person?
- Phil: Yeah.
- Richard: How you’re going to help the normal person.
- Donna: It’s not going to help them.
- Richard: It’s going to help industry, but it’s not normal people.
- Donna: Exactly.
- Phil: Where do you get the figure of 300 million dollars? Where’s that come from? Where do these figures come from? We never see them until you tell us about them. What does have in meaning to an average person who goes to work every day?
- Richard: If it’s-
- Phil: Nothing.

- Richard: I'm just trying to understand the mechanics of the [inaudible 00:36:22] that you're suggesting here, right? The whole point of cap-and-trade is to make it more expensive for people to use gas so that they don't.
- Samantha: Right.
- Richard: You take the cap-and-trade money and give it back to people to offset the cost of making it more expensive-
- Samantha: Not necessarily.
- Richard: It's kind of a circle, isn't it?
- Sam Not necessarily the gas. They want us to go back to electricity actually affordable.
- Richard: If they said that this plan was, "You're right, we're going to put a price one ... We're going to put extra charges on gas, but every penny is going to be used to make electricity, clean electricity more cheaply." You'd support that?
- Samantha: Absolutely.
- Hina: Yes.
- Donna: As long as it reflected in our bills.
- Harrison: Yeah.
- Richard: As long as it's reflected in your bills. Okay.
- Donna: Yeah, because I looked at my hydro bill before I came here. I used I think maybe 40, \$50 in hydro for the whole month. My bill for just hydro was over a 100 bucks. How do you figure? My water bill is even worse than that, so we won't talk about that.
- Jamie: Water is the worse one.
- Harrison: Yeah. That's another point.
- Donna: How is it? You've got to start bringing the bills down so people can afford it. You keep raising the minimum wage. That's not fixing the problem because that's just putting more people out of work, then they can't afford it.
- Harrison: Just when she said about the bills, I remember that in [inaudible 00:37:39] we'd pay, we paid the water waste. It's more expensive than the-

- Donna: The water.
- Harrison: - water. It's like double dipping. You pay to get in, you pay to get out.
- Richard: Like the sewerage, the sewer fee or whatever.
- Phil: Don't use the water between ... Use it between 7 and 7 and it doesn't affect it. You use it during the day, that's where you get charged.
- Donna: That's electricity.
- Phil: I know, but like your water bill-
- Harrison: You increase it.
- Phil: My water bill was almost \$100 wasted water. It's running laundry during the day, watering the lawn. A month later I just did it between 7 and 7, my bill dropped 30 bucks. A big difference.
- Richard: That sounds okay.
- Harrison: Yes.
- Phil: If I'm saving money like that, that's good.
- Harrison: We got to educate ourselves, right? [Crosstalk 00:38:21].
- Phil: You learn from it, right. You're trying to look at it and learn from it.
- Richard: Jamie.
- Jamie: We just got that soft water in our house. I don't know. The water is more healthy for you; it doesn't have all that shit in it. I don't know where we're going to save money with that either. We're just waiting-
- Donna: What about the housing people? You're saying in 2020 you're not going to allow gas in any new builds, so you're forcing people to use the hydro at a higher rate than what they would at the gas. That's unfair for ... You're going to see a lot of, more older homes being sold than newer ones. You're going to kill the new home [inaudible 00:39:00] too.
- Richard: Okay. Interesting. Okay, we're exactly at the halfway point. I'm going to give you a very brief 5 minute break. I really need you to be back here and in your chairs. I got that it's 8:40 right now, according to [inaudible 00:39:14] at least. 8:45, you'll be sitting here, and we'll finish the last 45 minutes, okay?

- Male: Okay.
- Richard: Thanks, folks. We're just half way through.
- Harrison: 5 more minutes to read this through better.
- Samantha: I'm not sure that I want to.
- Harrison: Wow, this is crazy.
- Hina: Crazy, yeah.
- Donna: I realize something has to be done, but when you're leaving it up to government it's kind of scary.
- Harrison: It just seems like the government is, I don't know, is like leaving-
- Donna: I think it's our level of government in Ontario. That's the problem.
- Samantha: I was sick to my stomach when the federal liberal government came into power, even though I was a staunch liberal for years, because I was afraid even though I liked the federal liberals, I was afraid that they were going to give the provincial liberals more power, and I don't really see them as equal entities. I don't see them as the same party.
- Donna: No, either do it. You know what killed me is everybody knew the liberals were going to get it, it was written on the walls, yet Windsor votes NDP, who has no representation, so that leaves Windsor-
- Samantha: Which is what I'm saying. With the rest of the provinces being red-
- Donna: Yep, and they knew it.
- Samantha: - we don't really have a lot of say.
- Donna: But Windsor has never voted anything but NDP, I think, except when Duane what's his face ... He was a loser. He's the one who killed the race track and everything else. I don't know. I don't know what the solution is. I know it's not raising rates.
- Jim: They're going to do something like this. You got to take it out of the hands of the government.
- Donna: Exactly.
- Jim: The reason why our hydro rates are so high is because of mismanagement. If you look at your bill, there's a debt retirement bill, or debt retirement.

- Donna: It's never going to be retired.
- Jim: Because they mismanaged the provinces' electrical grid and didn't put the money back into it that needed to be. They didn't run it like a business, they ran it like a cash cow, we're paying the higher bills, and when the utilities did the same thing. The reason you pay more for water now is because for years, and years, and years they didn't put any new plant in.
- Donna: Exactly.
- Jim: Then Walkerton came around and everybody went, "Oh my God. We're going to kill everybody." So Windsor said, "Oh, we better get some new water pipe in the ground." That's what happened.
- Donna: We're paying for their mistakes.
- Jim: 5 years ago or whatever, they decided triple your rate. I think the waste water surcharge is my biggest pet peeve, and that's just a hidden tax.
- Donna: Oh, yeah.
- Jim: They take that money and give it right to the city.
- Harrison: Yeah.
- Jim: It has nothing to do with EnWin. It's a sewer surcharge and I argue with them constantly about most of the water used in my house. I put it in my pool, I water my flowers, I water my grass.
- Samantha: Yeah, it's not going to any sewer.
- Jim: But they claim-
- Harrison: Yeah.
- Donna: Because you used it.
- Jim: No, no, you don't pay on those months of outdoor water use. They claim that they only calculate that from May backwards to like October.
- Samantha: So my 30 by 50 ice rink.
- Jim: Well, that's different.

- Samantha: Yeah.
- Jim: So you pay for that.
- Samantha: I do pay for that.
- Jamie: Well ...
- Donna: No, it's ...
- Samantha: No, it is a little bit overwhelming.
- Donna: What I bring in is exactly what they showed going out, and I'm paying twice as much for it going out as I do for it coming in.
- Harrison: It seems like every time liberals are in power, they're just like a free cash, unlimited credit card, and they just cha ching, cha, ching, I think.
- Jim: You're right.
- Samantha: I'm all for spending to make money. I think it's a good ... I think you can't make without-
- Harrison: Yeah.
- Samantha: - spending.
- Donna: What's that?
- Samantha: Making money. But I don't think it's informed spending and when the government admits that, "Well, don't go to a tire shop to buy a diamond ring," I don't think it's the government business. I think they should leave it to the engineers and people who are educated to do those things.
- Harrison: You got your own [inaudible 00:43:29]?
- Samantha: I'm just still for it. [Inaudible 00:43:33].
- Hina: My husband pays all the bills, so I don't know.
- Donna: I worked for a company that has intellectual disabilities, everybody was for it. They're all [crosstalk 00:43:51] trying to make it, pay rent, pay hydro, pay gas; it's impossible.
- Samantha: Not even necessarily geared or low income.
- Harrison: Maybe that's important, too. [Inaudible 00:44:04].

Jim: I know-

Samantha: My husband and I were both working-

Jim: - this as far-

Samantha: - for \$25 an hour and with the 4 children-

Donna: It's hard.

Samantha: - we couldn't make ends meet. And it's not that we live large.

Donna: No.

Samantha: We don't live large.

Jim: [Inaudible 00:44:13].

Harrison: Yeah.

Samantha: We're not on the travel teams and we don't drive [crosstalk 00:44:17] fancy-

Hina: It's [crosstalk 0:44:18].

Samantha: - vehicles.

Hina: It's a ransom. We're not in prison, that [crosstalk 00:44:19] and there is [inaudible 00:44:21].

Samantha: But we were both very well employed. \$25 an hour for the 2 of us.

Jim: That's a good job there.

Samantha: We both had good jobs and I still, because of that, went back to school.

Jim: Wow.

Samantha: It's not even just the low income, it's middle-

Donna: Middle class.

Samantha: - it's upper middle.

Donna: Oh, we're paying for everybody; we're paying for the lower class and the upper class.

Samantha: Um-hmm (affirmative).

Harrison: [Crosstalk 00:44:42] and cookies.

Richard: Okay, folks. Thanks for getting back quickly. Okay, who here pays a natural gas bill? Raise your hand. Everybody. Okay, good. Who is on an equal billing plan?

Samantha: I am.

Male: Not me.

Richard: If you could raise your hand if you're on an equal billing plan.

Jamie: What's that?

Richard: There's 4 of you.

Male: I'm pretty sure.

Jamie: Equal billing plan, what's that?

Richard: That's when you sort of ... They give you the ... It's a consistent monthly bill.

Jamie: No.

Richard: Then you make up the difference at the end of the year.

Jamie: No.

Richard: Okay. I think-

Donna: He [crosstalk 00:45:16].

Richard: - there was 2.

Phil: I just pay-

Richard: I think there was 2-

Phil: I just-

Richard: - equal billing plan over here. [Crosstalk 00:45:23]. You can take 1 and pass it down there.

Phil: - pay what they send me.

Richard: Then the rest of you are on monthly charges then?

Phil: Whenever the bill comes in-

Harrison: Like normal, yeah.

Phil: - is when I pay.

Richard: Okay.

Phil: There is no fixed thing or nothing.

Jamie: Yeah, ours changes too.

Phil: Mine is different every month.

Richard: Oh.

Samantha: Okay. That's what [crosstalk 00:45:36].

Richard: Did I give you an equal billing?

Jamie: Yes.

Richard: Okay. Can you hand that back?

Jamie: Sure.

Harrison: It's like being in a budget, right?

Samantha: Um-hmm (affirmative). That's what they call it, budget.

Jim: Like a fix ... What's that, like a fixed budget?

Samantha: What they do is they take last year's bill, they add up all 12 months worth of bills and then divide by 12 so that they-

Male: [Inaudible 00:45:55].

Samantha: - guess and you pay that-

Richard: Appears monthly charges.

Samantha: You pay that for 11 months then in the 12 month-

Richard: You pay the difference.

Samantha: - there's either a balance-

Phil: No, I just-

Sam -owing or-

Richard: Monthly charges?

Phil Mine could be 102 this month, next month it could 230.

Richard: Okay, you're so you're monthly charges.

Phil: Yeah.

Richard: And a few more monthly charges down there. Okay.

Phil: That's exactly what I do.

Richard: Okay. You can take a look at these bills, give them a good look. There's 2, okay? There's 2 bills, they're front page and back page, okay? They're each one bill.

Male: Oh, okay.

Richard: The front and back page. The reason they do it that way ... You'll notice that there's a summary on the first page and then the flip side, the back of the page, has more details. They've done research, the utilities and the regulators, and they find some people just want to know what they have to pay and they want a simple summary, and some people like more detail so they give you the detail charges as well as the summary, okay? That make sense? Then there's 1 bill is the first bill, then there's another bill, a second bill. Can you tell me the difference between the first and second bill?

Male: Yeah, they're different.

Richard: Why are they different?

Harrison: The price is different.

Male: The price is different.

Richard: Why's the price different?

Harrison: The amount of-

Richard: Is there anything different on-

Samantha: Cap and trade.

Richard: Okay. Does everybody see that on the second bill?

Harrison: Yeah.

Jamie: The total [inaudible 00:47:13].

Harrison: Cap-and-trade, oh.

Phil: Oh, yeah. See, I've never seen that on my bill, I've never seen it.

Donna: It's not there yet.

Phil: Oh, that's the difference of the \$11 or whatever it comes to?

Richard: What do you think?

Hina: Cap-and-trade program?

Richard: Yeah.

Phil: To me, \$11, \$20, \$100 isn't nothing. If you're going to save me thousands-

Harrison: Is that why now they want your bill to be an e-mail, so you don't really-

Donna: See it.

Harrison: - see? You only see-

Phil: Yeah, right.

Harrison: the amount in it.

Phil: Yeah, right.

Richard: Is that what you think why they want to e-mail you a bill?

Harrison: I don't know, maybe. I don't have it, but ...

Phil: Sit down and do the numbers-

Jamie: Where's the [crosstalk 00:47:46] at?

Phil: - and [crosstalk 00:47:45].

Jamie: Where's the carbon tax on here?

Harrison: Right here.

Richard: Well, that's the cap-and-trade.

Phil: On this back one.

Harrison: The second page.

Richard: Do you see it on the second page?

Harrison: Yeah.

Male: [Inaudible 00:47:53].

Samantha: So reading this, it looked like it was only going to be business. Is this business passing-

Richard: All right.

Samantha: - it along to us or is this us under it as well?

Richard: Okay. Remember I mentioned [crosstalk 00:48:00] to the whole point of cap-and-trade is depending on the companies usage of the gas, right?

Phil: Yeah.

Richard: In this particular case, Union Gas isn't using the gas, you're using the gas. They're just selling and bringing you the gas.

Harrison: Yeah.

Richard: You have to pay for it, the carbon price on a cap-and-trade price.

Jamie: I don't get carbon taxes on my new furnace.

Phil: You could bill me that every month-

Richard: You what?

Jamie: I don't think we get carbon taxes on our-

Richard: Not yet.

Harrison: Not yet.

Hina: Not yet.

Richard: No, it's just been introduced today.

Samantha: Today.

Phil: Okay.

Richard: What do we think about this?

Harrison: It looks like right for real.

Richard: No, like for real today, the government did a big announcement, a big thing, at a place in a Toronto and they announced that they're doing this, and this program is being instituting and coming.

Harrison: I was looking at the news before I came here and I didn't see none of that.

Richard: Wow.

Harrison: In Windsor, the Windsor news. Maybe, yeah.

Samantha: So the barn door is already open is what you're telling us.

Richard: What's that?

Samantha: The barn door is already open.

Jamie: Go ahead and send it.

Sam The horses are out.

Richard: Today they announced they're doing this.

Phil: Then go ahead, bill me.

Richard: Bill ya?

Phil: That's nothing to me.

Richard: Nothing to you, okay.

Phil: I mean \$11.50, \$12 a month times 12.

Richard: Yeah.

Phil: You're going to bark at me for-

Richard: That's a winter bill [crosstalk 00:49:18].

Phil: Yeah, but if you're going-

Richard: That's about an average winter.

Phil: If you're going to ask me for a couple hundred dollars a year-

Harrison: I never had this much.

Phil: You can keep it.

Richard: You never had that much?

Harrison: Not that much.

Phil: Yeah, keep it.

Harrison: My winter bill is about the most 90.

Phil: Mine hits \$300 and something dollars.

Richard: It's going to be ... Then the carbon price amount is going to be less for you, too.

Donna: Mine's 65.

Phil: Not mine. I have-

Harrison: At the most.

Donna: Every month.

Phil: Maybe long showers and all that.

Harrison: That's because I have 2 fireplaces.

- Phil: I get Union gas bills like that-
- Richard: One at a time, guys.
- Phil: 260, 270.
- Richard: Okay, sounds to me that like everyone's fine with it.
- Phil: I'm alright with it.
- Richard: No problem here. [Crosstalk 00:49:49].
- Samantha: This is the current bill. We're talking about exchanging ... This is our Union gas bill now, but they want us to exchange our electricity bill for a Union gas bill. This is per cubic meter used. If our gas bill goes down, this is smaller, it really doesn't affect us. Is it going to be going on to our electricity bill in this respect?
- Richard: No. This is how they're going to encourage you to move to electricity. They're either going to make you pay-
- Harrison: So they're pushing us.
- Richard: - a straight amount for your gas.
- Samantha: Oh, that's not going to do it.
- Richard: No, it's not. You're just no problem. I'll suck it up. I'll pay this extra amount.
- Donna: It's a lot cheaper [crosstalk 00:50:26].
- Richard: Where you fill out-
- Samantha: It still leaves it cheaper than electricity.
- Richard: Okay.
- Donna: Oh yeah, big time.
- Jamie: Oh, yeah.
- Richard: Jim, what do you think?
- Jim: I was on equal billing. I have a house that's not very energy efficient and I have a great big, giant swimming pool in the shade, so I was paying about 240 a month 12 months of the year, maybe a little bit more for gas. That's kind of-

- Richard: That's why we say that the averages, right? This is an average winter bill so, obviously, [crosstalk 00:50:57].
- Jim: We have a big house with 4 gas fireplaces. I did get a new gas furnace, but I think I'm around 2. I think it was around 240 a month 12 months of the year. Wintertime, I get closer to 400; summertime I'm around a 100 and a half because of the gas barbecue, gas dryer, all that good stuff. I went to gas because electricity is so high. Now EnWin wants to stick it to me for going to gas.
- Harrison: You said 400 in the wintertime, of gas?
- Jim: Yeah.
- Phil: Oh, yeah.
- Samantha: I have a large home and a family-
- Phil: I mean, it comes down-
- Samantha: - of 6. I thought that was as-
- Richard: Hold back. I'll come back to you.
- Samantha: - bad as it gets.
- Jim: For how much?
- Richard: Again, what are you-
- Samantha: 96.
- Richard: - saying here? How do you feel about that extra 20? In your case it's about double.
- Jim: It sucks. It sucks and I won't vote liberal again, I won't vote liberal. But it's still cheaper than electricity. You don't even want to know what my hydro water bill is.
- Harrison: That's maybe what it's going to come to, with [inaudible 00:52:02] in the government and trying to kick them out and get a new party in that.
- Richard: We'll talk about that too in a minute. To the 1 pager thing here. You have this 1 pager sheet. On the opposite side of it, at the top where it has impact on price of energy. You see some estimates there, right? They think that when it comes to natural gas, prices for homeowners is going to add about 85 bucks a year, and by 2030 it will be about 450 bucks a year for the carbon cap-and-trade price. Phil, you're still no problem?

- Phil: I'm not. Maybe it comes down to how much money you make, but my goodness.
- Richard: No big deal.
- Phil: Exactly.
- Donna: So what they're doing is they're just absolutely giving you absolutely no choice by 2030 to change.
- Male: Yeah.
- Donna: They're taking away all our freedoms and all our choices, forcing us to do this.
- Phil: All I do-
- Harrison: It's like, yeah.
- Richard: But you believed in climate change, so ...
- Donna: I do. But I also think that Canada with their few million people compared to China, India with all their 100s million. If they're not going to do it, our little thing is not going to make a big difference.
- Richard: Okay. So we're not-
- Donna: I mean every little bit helps.
- Richard: We're going to wait until the rest, everyone is doing it?
- Donna: No. But you have to get everybody on board before ... It's
- Harrison: It's adapt.
- Donna: We're not going to make a difference. Like this little group of people are not going to make ... California is not going to make a difference in the whole United States. It will be a start, but that's all it is.
- Phil: It's like trying to do something and only 2% population does it; it doesn't work.
- Richard: Okay. Someone's got to lead on it. Don't you want Ontario to be the leader on this?
- Phil: It's the biggest city-
- Richard: [Inaudible 00:53:42], I think I saw you nodding your head.

Harrison: No, if I-

Richard: First thing you're saying no, but-

Harrison: Because we-

Samantha: I think somebody has to start. I don't think this is the way necessarily we do it, but I do think somebody has to start.

Harrison: Yeah, we got to start making some changes, that's for sure.

Phil: Just go with it.

Harrison: Chances are [crosstalk 00:54:00].

Phil: Look, you see this here.

Richard: One at a time. Phil, then Harrison.

Phil: At 450 a year ... I took off from my wife with 3 kids and I only sent her money. She ... UPS, made 17 bucks a hour. Took care of every single bill and never cried once. It's how you manage your money. When they make changes, you adapt to them changes and you go with it.

Harrison: That's the problem.

Phil: That's what I do. I know how to adapt to-

Richard: Phil, [crosstalk 00:54:26].

Harrison: That's the problem in Canada here.

Donna: Nobody fights.

Harrison: [Inaudible 00:54:30], we just go with it.

Phil: Think outside the box.

Harrison: I think that's problem.

Phil: Think outside the box.

Harrison: It's time that-

- Phil: There's ways around it.
- Harrison: We have to do something.
- Richard: Like what?
- Harrison: Like say something, protest, I don't know.
- Phil: If they're sitting there making-
- Richard: Okay, Phil, you're talking a lot. Go ahead.
- Donna: Have the government talk to the people who are actually are going to be paying these bills and get some of their ideas instead of them coming up with all these things that are, obviously, not going to work.
- Richard: Right. Okay, let's talk about this for a second.
- Harrison: Change government.
- Richard: Change it. Okay, let's talk about that. [Crosstalk 00:55:04]. Let's go right to that since you're interested in it. Who would be ... This is kind of a signature [inaudible 00:55:10] thing that the Premier Kathleen Wynne is putting forward. Who would be her chief opponent in the next election?
- Donna: That's the problem.
- Samantha: That's an ugly question.
- Hina: No one from here.
- Richard: Who would be her chief opponent to the next election? Can anyone tell me who the Premier ... Harrison, you were just telling me how much you're ready to vote Kathleen Wynne out, so who's her chief opponent?
- Harrison: I don't know right now.
- Richard: Nobody can tell me?
- Jim: The problem in Ontario and Canada as well, in my opinion, is everybody's got a short memory. We voted back in the liberals after Mike Harris' government ran them out, right? The liberals almost were not a party, right? Didn't they get beat so bad a couple of elections ago?
- Donna: Kind of the NDP Commissioner.

- Samantha: They almost lost the party status.
- Jim: Yeah, they almost lost their party status, but all of a sudden, things aren't going our way, we don't like Mike Harris because you cut all the hospital funding, you cut all the civil service funding. [Inaudible 00:56:10] were back in the old. All of a sudden, "Oh, we forgot all about the liberals. Let's let 'em come in and spend all our money again," because that's what they do.
- Donna: But you have to-
- Harrison: What's the name of the last Premier in Ontario that was-
- Jim: It was Dalton McGinty.
- Harrison: Dalton McGinty who stole a lot of money and then they're back in power again.
- Donna: The worst part is, is he's going to retire with a really nice pension.
- Richard: Okay. Jim, you're obviously a pretty big conservative there, right.
- Jim: Actually I'm not. I don't want to say because everybody was bashing the NDPs, but I think I might-
- Harrison: I vote NDP.
- Jim: I think I'm a NDPer by default.
- Richard: Okay. We got to go back. Who's the chief for ... Wynne's chief opponent that's [inaudible 00:56:54]?
- Jim: It's got to be the conservatives.
- Richard: You think it's the conservatives?
- Jim: I don't think the NDP-
- Richard: Nobody can tell me who the conservative leader is?
- Male: I [inaudible 00:56:59].
- Samantha: Didn't they just have a change of head after the last election?
- Harrison: Yeah.

Jim: Yeah, that was the federals, right?

Richard: Nobody knows who that is?

Samantha: No.

Richard: Does anybody know what their plan is for addressing climate change or ...

Jim: No.

Donna: No.

Richard: No, no idea? Nobody has any idea?

Jamie: I think they just got a new guy, didn't they?

Harrison: Is it a girl?

Richard: Is it a girl? No. Not a girl. It's a guy by the name of Patrick Brown. Anybody heard that name?

Jamie: Yeah, I've heard that name.

Harrison: Yeah.

Samantha: Sorry, no.

Donna: No.

Richard: No. Can you tell me anything about his policies at all?

Jim: No.

Jamie: No.

Jim: Okay. What about the NDP? Who's the NDP leader?

Phil: Montclair or something-

Richard: Montclair.

Jim: I don't know what his name is. He's stepping down, right? He stepped down-

Richard: That's the federal guy.

Jim: Ah, federal. Yeah, yeah, yeah. No, it's-

Harrison: It's that women.

Jim: I can picture her face-

Richard: It's a woman?

Jim: - with heads on them.

Harrison: McFarland or something.

Richard: Nobody can tell me anything? First thing, you're ready to go out of a roadhouse.

Harrison: Yeah, I'm ready.

Richard: And you can't tell me who he is really is?

Harrison: That's the thing. We get so busy in our own little thing and then we just keep paying.

Richard: You can't tell me anything about ... It's Andrea Horwath.

Phil: Andrea.

Harrison: Yeah, there you go.

Richard: Does that sound familiar, folks?

Samantha: That [inaudible 00:58:06] what kind of questions-

Richard: Can you tell me anything about her appointment? Who do you think she feels about these plans?

Harrison: She's representing now the county, right?

Richard: She's representing the?

Harrison: The county.

Richard: The county?

Samantha: Is she RNP?

Richard: No.

- Samantha: Is what he's asking.
- Richard: No.
- Harrison: NDP, yeah.
- Richard: No, no. She's from the Hamilton area.
- Samantha: Hamilton.
- Richard: Patrick Brown is from like Orillia, north of Barrie.
- Jim: I don't know what anybody else climate ... I mean maybe it's the same thing or something similar, maybe it's worse. I don't know. You should have told us last night when you called us. We could have studied.
- Jamie: I don't follow the government.
- Donna: Do they even have one? If nobody's heard of it, do they have one?
- Samantha: Oh, obviously.
- Richard: Can you even suspect what their plans might be, what the conservative plan might be?
- Donna: Conservative would be sell everything and privatize it.
- Richard: Sell everything and privatize would be a plan? Okay.
- Jamie: I don't know. They're going to go against the [inaudible 00:59:01] no matter what, right? The [inaudible 00:59:02] is going to say one thing and they're going to say another thing. Nobody is right.
- Richard: The MPP haven't really said much yet on this. They're sort of seem to be watching to see what happens. The conservatives actually said, Patrick Brown said, "No, we don't agree with the common trade plan. We just want to put a carbon tax on. We just want to set a price for carbon and put a tax on carbon." What do you think about that as a plan?
- Jim: That would be taxing everybody's use on gas, gasoline, natural gas, any fossil fuels, yeah?
- Samantha: No, it would make it-
- Richard: Pretty much, yeah. That sounds right.

- Samantha: It would make it equally affordable to everyone. It wouldn't be a \$1000 for an equivalent that somebody who got in on the ground level paid 100 for. Where they talking about putting the cap-and-trade tickets per se ... If you're talking about buck tickets for hunting, there's only so many available. If they gave-
- Richard: That's the cap.
- Samantha: Right.
- Richard: What you're talking about is more cap-and-trade kind of approach, right?
- Samantha: Yeah.
- Richard: You're capping the number of-
- Samantha: Yeah. If there's only a 1000 tickets available and there's 20 out there not being used, well those 20 are going to sell an extreme premium. The people that do needs those 20 are going to end up spending a heck of a lot more than if it was just less affordable straight across the board, but would have the same effect. There wouldn't be the guaranteed effect.
- Richard: As you kind of realize with this, the cap-and-trade only applies to industry, right? It doesn't really apply to individuals.
- Samantha: But as you pointed out, crap rolls down hill.
- Richard: You're just concerned that if you do a cap and trade it will raise the cost even more?
- Samantha: We'll see it. They're going to pass it along to their clients regardless. They have to.
- Richard: If it's a carbon tax?
- Samantha: Then it's spread evenly across the board. We get it, they get it, everybody gets it.
- Richard: Do you think that's a better plan?
- Donna: It's just another tax on a tax.
- Samantha: No.
- Richard: No? Okay. Who thinks it's a better plan, just to-
- Samantha: I think it's a different plan.
- Richard: - do carbon tax versus a cap-and-trade? What do you think, Jim?

- Jim: The more I'm listening to everybody talk and the more I'm thinking about this, maybe it's not such a bad idea.
- Richard: What's not such a bad idea?
- Male: This.
- Jim: The cap-and-trade.
- Richard: What? Oh, wow.
- Jim: The idea is it's going to happen anyway. You just said yourself that the other parties also have plans, right?
- Richard: Yep.
- Jim: So we've all pretty much, to some extent, agree that this part of our problem is mandate. Whether it's all or part, things are changing. If this is something that the world has agreed on, that there has to be some carbon limitations or maybe this cap-and-trade's not such a big deal. I don't know that this is going to make me run to get a whole bunch of [inaudible 01:02:00]. But at the same time, this really doesn't reflect into our electrical issues that we have. They're not saying, "We're going to get a whole bunch of cash from your guys. And when we're here, we're going to make it cheaper to use electricity." They're not doing that.
- Richard: I was going to add this kind of point earlier on, right? If they did that, you'd be more on board or not really?
- Samantha: Absolutely.
- Richard: You would be.
- Harrison: What Jim is saying, so basically to the all the people here in Ontario is going to come down to see who's party has the better plan-
- Richard: Yeah.
- Donna: Oh, exactly.
- Harrison: - for the middle, the cheaper, the lower, who's going to hit us more harder than-
- Phil: They'll just sneak it in.
- Harrison: - the other one.

- Richard: Hold on. Yeah, keep going.
- Harrison: That's what it's going to go down. Now we have to decide. People really have to get educated in this and make a better decision of who are we voting in the next time. If these people, the liberals, are doing this way now or conservatives are doing almost the same, but more easy in our pockets. We're going to have a choice to who to vote in.
- Richard: Hina, what do you think?
- Hina: People should aware. Like me, I don't know how the [inaudible 01:03:32]. Same like me, a lot of people there not aware of this. They are just paying the bill and they don't know the plans. First off, they have to know the plans. Why they are paying more in high bills.
- Richard: I didn't really ask about that. If they're going to do this and put a cap and trade price on natural gas and on any product that involves that carbon, should they show it? Do you want Union Gas to show you the cap-and-trade amount on the bill or should they just bury ... should they just include it in the price?
- Donna: No, I think-
- Jamie: Just show it.
- Harrison: It has to be shown.
- Richard: Okay, sorry. Raise your hand if you think it should be shown separately in the bill and raise your hand if you think it should be just included in the price. Okay. Why's that, Samantha?
- Samantha: I don't see the benefit of the extra line except to cause controversy, except to get people up in arms between the parties. I just see this as ammunition for the opposition. They pull the bill and they talk about the cap-and-trade. If it's going to roll down to us, you just put it in the price. It's-
- Richard: Who wants to respond to that? Harrison.
- Harrison: You don't like to see this line here, right? You'd rather not see it-
- Samantha: I don't think-
- Harrison: - and just take the money out? It's like we're going behind you and take the money out of your pocket?
- Phil: Yeah. It's like going [crosstalk 01:04:57].

- Harrison: Now see, if I [crosstalk 01:04:59]-
- Samantha: I don't think a breakdown-
- Harrison: - took a 100, or if I took 20, or if I took 5.
- Phil: If you put that on the bill and show it, then maybe you'll get a response from a lot of the customers by sneaking it in there.
- Richard: So you're saying if they don't put it on the bill?
- Phil: Yeah, just show it-
- Richard: Your price goes up, you're going to be more likely to call the company and-
- Phil: Yeah. If you show it and over time-
- Donna: I think that-
- Phil: - maybe-
- Richard: Who agrees with that? If it just goes up, but they don't show you why, the detail-
- Harrison: I will complain.
- Phil: Yeah.
- Richard: You would complain? You'd call the company? Raise your hand if you think you might be more likely to call the company if they didn't show you why it went up. Raise it so I can see. Okay, there's 3 of you.
- Donna: I think it's-
- Richard: Yeah. Yeah, Donna.
- Donna: I think if you see it on there, you're going to be more aware of it and you take more action to reduce it.
- Jamie: Yeah, you'll have more questions to ask them-
- Phil: You know-
- Jamie: - when you call them up and yell and them.
- Phil: It's not like a hidden cost, you know.

- Jim: It's kind of like that think that some people have on their hydro meter. You got the thing in the house and it shows you when your fridge turns on,-
- Jamie: Yeah.
- Jim - or the lights go on, who, I'm use more ... "Shut the lights off up there."
[Crosstalk 01:06:04].
- Harrison: That's a sign you're getting old.
- Richard: You know why? That's just ... Samantha said they're just it for cost controversy. It doesn't matter.
- Jim: I agree that-
- Harrison: Yeah, it's true.
- Jim: - that the left, the other side, is going to say, "Look at how much they're charging you. But our plan is a flat tax." It could be the same or more. My opinion, if you're going to increase my bill by whatever it is, 13 bucks, show me what you're doing with the 13 bucks.
- Jamie: Yeah, show me.
- Jim: Prove to me that our 13 bucks a month is making a difference, show me that the carbon emissions went down, show me that the Antarctica or the Arctic Circle didn't melt 10 more feet this year.
- Harrison: Educate us more in all this.
- Richard: There's a little bit of space in the bill there. If they have a little thing that said, "By the way, because of this plan, Ontario had this many tons less of carbon emission," that would make you happy?
- Male: Sure.
- Donna: Yeah.
- Phil: It would.
- Jim: It wouldn't make me happy, but it would make it more palatable.
- Richard: More palatable. Okay, all right. You're agreeing with that too? What if they said, "Okay, guys. Great job, Ontario. We reduced our carbon emissions by this much. Hey, sorry to

tell you, because China and India used more carbon, the whole world's carbon went up by this many trillions." How would you feel about that?

Samantha: You can only control yourself.

Phil: Yeah.

Richard: Okay.

Jim: Worry about your own [crosstalk 01:07:24].

Richard: Worry about your own backyard?

Jamie: Yeah.

Jim: Yeah. But at least you-

Jamie: Get everybody working together.

Richard: Get everybody working together eventually you think?

Jamie: Yeah, it will. It will get there.

Jim: If they were go and roll this out. You said earlier California is doing it.

Samantha: Um-hmm (affirmative).

Jim: If they wanted to use California, if it's working, and they want to say, "Hey, California has reduced their emissions by x amount. And if Ontario did it, we foresee or we can forecast that our emissions would be this much less."

Harrison: The problem I see too and you just told us, that this was presented today. In other words, they knew about it.

Richard: Yeah, so you-

Harrison: That we were going to start paying more.

Richard: You know what, they started 2, 3 weeks ago. The article I gave you there, right. It's a real article. We didn't make it up. Does it have a date on it?

Samantha: It's not an editorial?

Richard: May 16th, right?

Harrison: May 16th.

Richard: May 16th they kind of released a little bit, and the news-

Harrison: Where do they do that?

Richard: The newspapers. They released a document. The media got a hold of a document very seriously, and then-

Harrison: Immediate [crosstalk 01:08:32].

Richard: They actually announced the full plan, okay?

Harrison: And the media just put whatever they choose to make a big news about it, right?

Phil: Just take the money.

Richard: What's that?

Phil: Just keep the damn money.

Richard: Keep the money.

Phil: Yeah.

Richard: Yeah, okay.

Phil: I see the bills; I give the money to my wife. She tells me there's, unless I open it up, and it says 357 instead of 157. Yeah.

Samantha: It's kind of what the way we handle it.

Harrison: Yeah, it's-

Samantha: Do we want it to go through or do we not? If we don't, then what do we do about it? When you husband shows up on the lawn with a new truck, do you send them back to the dealership it or does he sleep on the couch for a week and you get past it.

Male: I sleep on the couch [inaudible 01:09:18].

Samantha: Are we going to let Wynne sleep on the couch for a week and get past this, and just let the-

Harrison: That's the thing.

- Samantha: - the hydro keeps going up and the cap-and-trade, and let all these cost continue to build unanswered or ... It's just really not us as Canadians to stand up and say, "No," enough.
- Donna: That's because nobody knows how to. You've tried on Facebook, you try to do don't buy gas on this day of the week.
- Samantha: Yeah, but that, long term, doesn't do anything.
- Donna: At least it's a voice. It's something saying to the gas company. It's like, "Come on." Like even today, it was 99.7. I drove here in [inaudible 01:09:54] it's a \$1.07. How does it go up 10 cents a liter in the 3 hours I was off of work?
- Samantha: That's market though.
- Donna: But you've got to do something. We've got to have a voice in something. This getting-
- Samantha: We do. It's called-
- Donna: - shit on all the time.
- Samantha: - production.
- Harrison: Those windmills, in Europe, they have that in Europe.
- Donna: Did you [crosstalk 01:10:12] for you?
- Richard: Just one at a time right now. Harrison's up now. Yeah, in Europe.
- Harrison: I heard in Europe it was a big disaster; it didn't work out over there. Ontario is doing it. That's what I heard in the news talking about that. It didn't work there, then why, thinking that it might not even work here, or it's not even working here, but we still ... Our government right now, just a credit card with no limit, I guess.
- Jamie: You know it.
- Richard: Anything that we missed so far on this?
- Jim: I just don't trust the government. I don't know which one I would trust.
- Donna: None.
- Jim: But when you hear about the scandals, you hear about the lie, you hear about the cover up, you hear about the amount of money that Hydro One, which is terrible mismanaged, use their executives all the way down to the guys who work on the line. They're all

overpaid and they all have the ... We call it the Hydro One attitude, where that's the price, take it or leave it. And specifically, when they were building the parkway here, Hydro One would roll in and say, "We're not going to be here for a month." The parkway guy is nearly in tears saying, "You're going to hold up the whole project." They get up and walk out of the meeting. They don't care. That's their attitude, right from the top at a million plus a year for the CEO to-

Richard: How do you fix that?

Jamie: You don't.

Samantha: It's in the criminal code under monopoly.

Jim: The way you fix it is you have to start at the top and work your way down. It's a trickledown effect. When the boss at your company makes x amount of dollars, you're going to make money proportionally less to your job level, right? These guys ... If the CEO is making over a million bucks a year, it just goes ... There needs to be accountability. There needs to be accountability. There needs to be accountability. It's a Crown Corporation, all the Crown Corporations. I'm not saying go and smash them all and hack 'em off, but there has to be accountability. And the government needs to be accountable and I don't know that they are either.

Donna: There's got to be a cap on salaries for executives.

Jim: There should be, absolutely.

Donna: There should be for politicians too. There's got to be caps-

Phil: If you were that politician-

Donna: - on these things.

Samantha: There are caps-

Phil: - or CEO-

Samantha: - on-

Phil: - would you be saying the same thing?

Donna: Yeah, I would be. Because I work in the industry serving people. Believe me. I see what these people with low incomes go through.

Phil: Yeah, I know. Unless you can get 33 million Canadians that live in Canada to agree on 1 thing, you'll never change those people.

Donna: It's the people who-

Phil: It's big people with a lot of money and you're that little needle in the haystack. Your voices never be heard.

Richard: What do we think-

Donna: That's the problem.

Richard: I just want to turn again attention ... I'm sorry. We started to go there and then we went off a little bit to that, the impact on the price of energy. We showed natural gas going up from 85 to about 450, the carbon price at 2030 for vehicles. It will start off at about 80 a year and then go up to about 405, it's almost the same amount there. How do we feel about that?

Donna: Honestly, I think you're going to have a lot of people leaving Ontario.

Richard: Leaving Ontario?

Donna: I really do.

Richard: Where are they going to be going?

Samantha: South.

Jim: Somewhere else.

Donna: Somewhere else.

Jim: Are you telling me that all the other provinces or all the other states are going to go up this disproportionately?

Richard: No idea.

Donna: I mean-

Richard: You don't think so, Jim?

Jim: It doesn't seem like it. It seems like just back a few years ago when it came down to Chrysler or Ford getting Ford going between the engine plant here, bringing a new engine here, or going to St. Lois, or where ever it was, Windsor lost out. Lower US dollar, higher-

- Richard: How many people here in the room, if this stuff comes in, are going to move across the river there to Detroit?
- Jim: I'm saying companies. If companies go, jobs go.
- Richard: Okay, let's start with people. How many people here think that they're going to move across the river to Detroit? Nobody?
- Samantha: I already-
- Harrison: Not to Detroit, no.
- Samantha: - have plans to-
- Hina: No, not to Detroit.
- Samantha: - hook up solar on my home.
- Richard: You've already got plans. So you're onboard with this [inaudible 01:14:44]. What about companies?
- Samantha: But not for the right reasons.
- Richard: Do you think companies are going to move away, though?
- Jim: I think so. They can't compete.
- Harrison: Question. Are you buying the panels or you having grass crop? You're renting the space?
- Samantha: No.
- Harrison: That's different. They called me. They wanted me ... They want to put the panels and they're going to give me like \$2000, something like, or \$4000 over a period of 20 years. When you break it down, it's like 20 bucks a year or something.
- Samantha: No, we're looking to purchase the panels-
- Harrison: Purchase it, yeah.
- Samantha: - and put it on our barn, yes.
- Richard: Okay, can you do me a favor? Can you pass forward just first the summary sheet, to the 1-page summary?
- Samantha: What's left of it.

- Richard: If you could pass just that forward, the 1-page summary. Then if you could collect up ... I got all the one-page summaries from everyone?
- Jamie: No, right here.
- Richard: Oh, there you go. All right. Then you could you pass me forward, please, the articles, the 2-page articles. That would be really helpful. Just the 2-page article. If you made any notes on a notepad, that's fine. Will you please write your first name, please, at the top of the sheet and had that forward too, if you made any notes at all. Okay, hold on. These are the articles. Can I get just the equal billing plan ones first so I can keep them all straight?
- Samantha: Mine was equal billing. Mine was the only one on this side.
- Richard: Was the only equal billing plan.
- Harrison: Equal billing, yeah.
- Richard: Equal billing. Any more equal billings? One more equal billing. Thank you.
- Harrison: Yeah.
- Richard: The rest are monthly charges, right.
- Harrison: I was coming here so excited.
- Richard: Somebody give me a monthly charge.
- Harrison: Monthly.
- Richard: Monthly charge.
- Harrison: About the topic, I didn't know and now I'm going home with a lot of ideas. [Crosstalk 01:16:38].
- Jim: I'm going to go home and start reading.
- Harrison: I know. Start reading, yeah.
- Richard: There you go. That's a good thing, isn't it?
- Harrison: I'm going to start telling all my friends, "Hey, you better educated on this."
- Samantha: I was going home to pay bills anyways, so it was going to be [crosstalk 01:16:52].

Richard: There you go. You're more educated on the bills here. Again, if you made any notes, can you please write your first name only at the top of the sheets there, okay?

Jamie: No notes.

Jim: I don't need notes.

Jamie: I just using the paper.

Jim: I just wrote his name down.

Richard: That's okay.

Samantha: Doodles.

Richard: That's okay. I just got to collect up any notes or anything like that.

Male: [Inaudible 01:17:12].

Richard: It doesn't really matter. Thank you. Okay, folks. Just stay here. I shall get my colleague, who is going to hand out the incentives to you, to come into here, okay? He's going to give you incentive in cash and-

Harrison: Now I want a raise on that.

Richard: You want a raise?

Harrison: Now that I know that I'm getting [crosstalk 01:17:31].

Richard: We ended earlier. I give a raise if I go over time.

Harrison: That's okay.

Richard: I actually-

Harrison: CEO make 4 million dollars.

Richard: I was going to cut some off of the incentive.

Jim: Let's talk about something else.

Harrison: Yeah.

Richard: Oh, that's nice to hear.

Jamie: We can't let you off the hook that easy.

Richard: Okay, my colleague's here and he's going to bring your-

Harrison: There's a lot more-

Richard: - incentive-

Harrison: - issues than-

Richard: - and sign you out. Thanks very much everyone. I found it really helpful.

Harrison: Thank you.

Richard: I hope you enjoyed it.

Harrison: Thanks for the cookies.

Richard: I hope it wasn't too painful.

Jim: No problem. Thank you.

Richard: Thanks, guys.

Speaker 4: Harrison.

Harrison: Yes.

Speaker 4: I'll just need you to sign next to your name that you received an incentive and I'll give you the incentive.

Harrison: He said you're having some bonus for everybody?

Speaker 4: No. Nice try.

Jim: She was next door listening.

Harrison: Oh, sign my name.

Phil: She was next door. When she leaves, we'll just take the coffee and donuts.

Speaker 4: That's okay. That's a signature. Thanks. Does anybody need to go quickly? I'll be first if-

Jamie: [Inaudible 01:18:22].

Harrison: Is it raining out there, you know?

Speaker 4: I don't know.

Jamie: Why? Is it supposed to?

Samantha: There was a storm rolling in when we got here.

Harrison: Yeah, I hope not.

Speaker 4: Thank you very much.

Harrison: I'd rather-

Phil: Tell Nick I'll see him around.

Speaker 4: Okay. [Crosstalk 01:18:33].

Harrison: I rode my motorcycle.

Donna: Oh, you have to be a little wet.

Jamie: I got to ride my bike so it's-

Harrison: My sister-in-law left her car in front of the garage and I couldn't get my car.

Samantha: Thank you.

Harrison: I took the bike.

Donna: Bike's more fun anyways, right?

Harrison: Yeah. I don't get to ride it too often.

Speaker 4: 1, 2, 3, 4.

Female: Thank you.

Speaker 4: You're welcome. Thank you.

Harrison: Oh, man. So what are we going to do?

Jim: We're going to pay more.

Harrison: Pay more, that's it.

Jim: We're going to have to do more of these things. Once a month we get together. 80 bucks.

Harrison: Yeah, so we can pay the carbon-

Jim: And gas tax.

Samantha: Move. Get lots of different addresses in the Toronto Scarborough area and start voting up there to make a change, or get a system like the US.

Harrison: I came here for a better place.

Donna: We just need a voice. That's all we need.

Speaker 4: 1, 2, 3, 4.

Harrison: We moved to Canada for better future.

Samantha: And a shovel.

Jim: Nice meeting you guys.

Jamie: Yeah, you too.

Harrison: Nice to meet you, Jim.

Hina: [Inaudible 01:19:29] everybody.

Jim: Take care.

Harrison: Jim, good luck with the big bills.

Jim: Yeah.

Samantha: Yeah, buddy. [Crosstalk 01:19:35]. My family of 6, I thought it we had it bad.

Jim: I'm getting ready to downsize. Once I get rid of them kids, smaller, newer house.

Harrison: You say have 6 [crosstalk 01:19:47]?

Samantha: If you're in Lakeshore, call me. I'll swap yeah.

Jim No. I'm in [inaudible 01:19:49]. I've got 4 gas fireplaces and a furnace.

Richard: Thanks again, all.

Oakville Group 1 – June 11, 2016

Moderator: If you can just come on in here and have a seat please. Anywhere.

Peter: There are five of us here.

Erin: Anywhere but [crosstalk 00:00:39]

Peter: Moderator, yeah, six.

Jim: Anywhere?

Moderator: Yes, anywhere in here except for the front of the room. Hey everyone. Thanks for coming. Thank you for being on time. I know on a day like today you probably had some other things in mind. I really appreciate you're coming in. A couple things, I expect we lost a few to the nice weather. I get it.

I've got to point out a couple things and then I'll take any questions before we get started. You'll see this camera behind me and also audio of you as well. We are recording audio and video in the session today. I want to reassure that you won't see yourself in any kind of advertising on TV or on YouTube or anything like that coming out of this session. It's strictly for research purposes, for the purpose of making a transcript. Okay? It's a very narrow group of people that would ever hear or see the audio or video and we make a transcript. Quite frankly it's a very narrow group of people that would ever read the transcript, and truthfully a probably pretty narrow group that'll ever read the report either. I want to assure you of your anonymity in the process there.

You notice we give you name tags with your first name only. We do that exactly. We had a research company that recruited you. We know who you are. We picked you at random from the telephone book, but we don't share any of your personal information with the client, or anybody else for that matter. That way you can feel free to speak freely about the topic we're talking about. Similarly, we don't share the identity of our client with you either, for the same reasons.

Peter: Certainly.

Moderator: You'll see this big mirror right here. It is in fact one way glass, but I don't have anybody back there. There's no representatives of the client, no other colleagues of mine. Nobody on a Saturday, a nice Saturday like today wanted to come out in here, so it's just me who's with you today. Okay?

If you have a cell phone, if you could please turn it off. It does interfere with the recording and it also is a distraction. I promise I will give you a brief five minute break at the mid point and you can check any messages, anything like that. Okay? You're each being paid an honorarium participate tonight, today I should say. Most of them are tonight, today.

Peter: [inaudible 00:02:55]

Moderator: Exactly. You're each being paid an honorarium of a hundred dollars for the ninety minutes that you participate. We give a little bit extra than normal because I think most of you are coming from over the Oakville, right, a little bit further? It's in recognition that you had to drive and so on and so ... My point is that our client is putting that forward because they really do want to get to hear your opinion on the topics that we're talking about. Okay? It's really important that I hear from each and every one of you as we move through the topics today. Okay?

Again, feel free to agree or disagree with anything anybody else says today. Obviously do so in a civil and respectful manner. Okay? Again, it's about your opinion. You're not expected to be an expert on the topics that we're talking about. You're just expected to react as normal people. Feel free, and please don't feel like if you say something it's going to offend anyone, or it's the wrong answer, or we're looking for a specific answer. We really do just want to hear your opinion on what we're talking about. Does that all make sense so far?

If I seem to want to rush past something that your saying and move the conversation along, please don't take that personally. It's not that I don't find it interesting, it's just there's certain things I've got to cover in the time that we're talking. There is at the bottom there, at the desk, there's a Charter of Respondent rights that the Marketing Research and Intelligence Association puts out. I invite you, if you haven't looked at it on the way in, if not you can look at it on the way out. It'll just make you aware as respondents you have certain rights. Okay? Everything so far so good? Any questions coming out of that?

Okay, so I'm going to start off by introducing myself and then I'll ask you to introduce yourself briefly. Maybe tell us what you do generally, do or did for a living and anything else you want to tell us about yourself, something interesting.

Richard, professional market research, Researcher, I should say. I do a lot of work like this. This is my fifth set of groups in the last six days. Just to give you a sense. We're all across the country. I actually use this facility quite a bit for focus groups for things, for issues and things going on the west end of Toronto and the GTA. In terms of what's interesting about me, probably not too, too much other than I travel quite a bit. Probably if you find me on a week night anywhere not having to work late, I'm probably with my dog at the dog park, it's really what I spend my time doing.

- Suja Singh: My name is J. Singh, and I work for a development company in the accounting department. I've worked for thirty years, and also worked for [inaudible 00:05:36] and I also worked here for different charitable organizations, the Arts and Cultural Association, and also the Captain of the Fine and Emerging Cultural Counsel.
- Moderator: Okay very good. Just feel free to use your first name only as you are introducing yourself. I'll just remind you of that. Singh is quite a common last name in Sikh communities, so I don't think you're giving up your anonymity, so that's okay. Go ahead.
- Linda: I'm Linda. I've lived in Oakville now for twenty years now twenty years-
- Moderator: Okay can you please speak up. Your manner of speaking is very soft and there's no way that the transcriptionist will be able to pick it up.
- Linda: I'm Linda. I've lived in Oakville for about twenty years, I'm a landscape architect with a science background for that. I have two kid who are grown up, if that's of any consequence. I grew up in Toronto, I have parents that are of European background. In terms of interests and things like that, I love a number of sports as far as cycling and skiing and thing like that that I enjoy. I'm trying to work on ... I heard the word retirement zooming around here earlier, I'm trying to do a little bit of that, or working less and enjoying more. That's good.
- Moderator: Very good, thank you.
- Peter: I'm Peter. I've lived in Oakville about twenty years, moved here from Montreal, which was a disaster, moving to Toronto, which was the arch-enemy. Worked for a big financial company for forty years. Started as a little teller, below a teller, really, call it a junior. At the end I was the head of compensation and benefits, which is a big section of the HR section. Retired in 2003. We're sailors. We have sailed down to the Caribbean, and we keep our boat in the Caribbean. We go for five months. We have two boys, who got married, and now we're going to have four grandchildren, two of which live in Melbourne, Australia, so we have to spend a lot of our money to go to see them every so often. That's about it.
- Moderator: Very good.
- Jim: My name is Jim, I work for a major bank, also, in the collection division, the leasing division, as a collector. You don't pay, I'll play. I've been doing it for about ten years. I'm married, no children. Recreation, I guess reading, and then playing Candy Crush. I'm pretty go at it.
- Moderator: My wife plays Candy Crush.

- Erin: My name's Erin. I have no time for Candy Crush, although I wish I did. I have lots of things on my plate. I have four kids, I have a business that does building management. I also am trying to start up a company that does urban farming. I have degrees in a science. I worked, I was at a MVP level at one of the big banks in the compliance area of one of the brokerage firms. I lived in France for twelve years. I just pretty well run around as a Uber driver who is unpaid for my children.
- Linda: Sounds familiar. [crosstalk 00:09:10]
- Moderator: Very good. Why don't we start off, why don't you just tell me something that's going on in Ontario right now.
- Erin: Pipeline being built?
- Moderator: Why don't you tell me about that.
- Erin: There's a pipeline being built to transport gas across Ontario, and [inaudible 00:09:34] In fact we are reversing the flow.
- Moderator: Okay. Anybody else want to tell me what's going on in Ontario right now?
- Peter: Public opinion don't like Wynne anymore.
- Moderator: Okay, tell me about that.
- Peter: Well, everything I guess the previous government may or may not have done, she's I guess inherited, and people think she's hiding a way money and spending money. The oilfield is a good example, where that gas plant where they closed ... Remember there was that gas plant here they were going to build? It cost them a billion dollars to cancel it. It was a hell of a lot of money. I guess we gotta pay that or live with Ontario government, I should say. Other than that, because we thought the first woman Premier being at the same time might have made a difference, but it surely didn't. She's a politician.
- Moderator: Okay. Suja
- Suja Singh: Every time our Premier open her mouth, I have to open my wallet.
- Moderator: Okay. Very good.
- Linda: I guess in a broad brush, I'm concerned about the level of debt that so many governments are going into, not just the issues that are going on, but I think, especially as my kids get older, what they're going to inherit as far as, and how they're going to pay this off. Provincial, Federally, everything is, this whole infrastructure thing seems to be a bit of a ... "Allow me to stay in office."

- Moderator: Very good. Peter, give me your take. What's going on in Ontario right now?
- Peter: I came back after being five months away, and the stuff that I heard was trying to become less energy-dependent. There was a bunch of stockpiling about reducing our use of natural gas, which I said, "Wow, what's this about?" There seems to be, like some people have said, a concern that the Provincial Liberals are doing a bunch of stupid stuff.
- Moderator: Okay, Mike. Mike?
- Peter: Yeah, paying bonuses to the unions for negotiation contracts. That to me is something, whoever decided that had to have rocks in their head.
- Moderator: Okay.
- Peter: There's other things. I understand why they paid the whole bunch of money for the Oakville Plant, all the rich people in East Oakville were mining and that got Kevin reelected.
- Moderator: Okay.
- Peter: They all voted Liberal in East Oakville, and that don't work, normally.
- Moderator: Right.
- Peter: My sense is that they're rudderless right now. There's not a direction that I see them trying to go. They're trying to pull out all these nice to-do's with an empty bank account.
- Moderator: Okay, interesting. All right. What would say is the signature project that the Premier is working on?
- Linda: One of the better ones is certainly Metrolinks.
- Moderator: Okay, tell me about that.
- Linda: There's no doubt that's decades, and decades and decades overdue. You can argue roots and whatnot, and all sorts of things, but the idea of a comprehensive somewhat provincially planned public transit system is long overdue. It's just so badly needed. People are commuting all the way from an hour and half away. It's expensive but it's needed.
- Erin: I wonder if housing prices aren't part of the problem there because as people are having to leave the city and they're further and further away, I find in that sense, the

government is doing Canadians no service by allowing people to come in as foreigners and jack up the prices and ultimately, that's all I see, as a real estate agent, is foreign money. They're not people that are actually living in the houses necessarily, so the houses are being bought for ridiculously high prices, as far as I'm concerned, and then they're left empty. Maybe they're rented out, maybe they're not.

Ultimately it means that you have a community that has less children, may or may not have the same tax base because depending on how you look at it, I'm sure the taxes are paid to the municipalities or the provinces but they're not people who are actually there spending money, helping to support the little grocer at the side corner or buying gas at the local gas stations. They're just absentee, so you have businesses that are struggling in spite of the fact that, in theory, they should be working in a very busy neighborhood. I think that the government needs to step in there and implement something that says, "Look, if you're not planning on being a resident, then I'm sorry, but you've got to pay big time."

Moderator: Right, okay.

Peter: I'd agree with that. There's only certain places in the world that's happening. It's happening in Canada, it's happening in Australia and a little bit in the US. Not as much as Vancouver and Toronto and Melbourne and Sydney. All four of those cities are getting whopped with Chinese money coming in and you're right, a lot of them never live in the house, or it's their children going to UFT and they've got this place that is supposedly theirs, but one person living in a five-bedroom house doesn't really hold water to me. It's like a full family set up.

Erin: If you're a family down the street, you want somebody to play with. You don't want a student, you want other families like a community to live in.

Peter: Yeah, there is ways to deal with that. I think there's ... London is another example of a city whose house prices are astronomically high. Much more than Toronto, and it is foreign money because it's the place to go. They're looking for places to put their money.

Jim: Also a safe haven if they've got to get out of town because the communists in China all of a sudden cracks down on everybody, then "Boom!" They've got a place to go to right away and just come to Canada and boom, move right into their house.

Suja Singh: The house is not empty, even the people who are working people here in Ontario, they cannot afford to buy a house. People are speculating from other countries buying houses here, prices are going up, people are living, working here, they are working poor.

Moderator: Anybody heard about Cap in Trade?

- Group: Yeah.
- Moderator: What can you tell me about that, Peter?
- Peter: Not much. I think I understand the concept of it, I don't know how it works in actual practice. I know it's little carbon emissions from your business versus less carbon emissions, and whenever you can get paid for it by reducing, and, you can pay more if you are a big polluter.
- Moderator: Okay. Linda
- Linda: If company A pollutes a lot beyond what they are allowed to do, they can buy from a lower polluting, or so to speak, and sort of trade off. It doesn't really in the long-term reduce the overall thing. There's a lot of questions whether or not it's sustainable.
- Erin: I think it's ridiculous.
- Linda: Europe basically bailed on the whole deal, and-
- Moderator: Go to Jim and then Erin.
- Jim: Countries have been doing that for a long time. This is not a new concept.
- Moderator: Okay
- Jim: Countries have been doing it between themselves, and given emissions over and trading them off for whatever reasons. It's not a new ... I don't know about if they're doing it here in Ontario now, but-
- Linda: They're contemplating it, it's in the works.
- Jim: That's been going on within other countries long before today.
- Erin: I find it really sad that the government allows corporations to pollute period. I look at places like California-
- Moderator: Yeah. So California is part of the Cap in Trade Plan.
- Erin: But what they've done and they have a history of doing is raising the bar all the time, and quite frankly I don't understand why we're very complacent and we let corporations come in, pollute our land, and then leave.
- Moderator: All right
- Erin: And paying minimal taxes on top of it.

- Moderator: Okay. We'll address that in a second. So Suja, are you aware of what is Cap in Trade? Can you tell me, and do you want to fill in the details?
- Suja Singh: No, nothing else.
- Moderator: Not really, okay. You guys didn't do bad in terms of what it generally is. It is exactly the government in a jurisdiction sets a cap for carbon. Allots a quota to each industry, and then businesses within that industry based on certain certain averages, then basically says, "Okay this is your cap, but if you need to exceed that cap, you have to buy unused carbon quota from a company that hasn't used it, or has reduced their carbon footprint."
- Peter: Okay
- Moderator: The idea being that every year, as well, to your point Erin, that you dial down the carbon.
- Erin: What's the incentive for that?
- Moderator: We'll get to that in a second. Every year they then try to lower the amount that businesses ... First you establish the cap and then tighten it over time. It is the system that they have in California. I think California and Quebec have a Cap in Trade program, which Ontario is suggesting to join. Okay?
- Erin: VC.
- Moderator: No VC has a Carbon Tax. Okay. So generally speaking, and a Carbon Tax is a part of the Cap and Trade as well. We will talk about that in a minute. Basically, how do you react to that plan, to to that? Suja?
- Suja Singh: Well, I have some experience. I used to work in [Haverton 00:19:40], near the [inaudible 00:19:43], all these companies. All kind of pollution of the environment in the air and some polluted water going into in the lake, and when there's too much industrial environment over there and stop that kind of things, and I think they should do something about it.
- Moderator: What do you think about the plan that I just laid out about Cap and Trade. Do you think that sounds good, sounds bad?
- Suja Singh: It sounds good.
- Moderator: Okay. Anybody else react to it?

Erin: It's far from perfect but unfortunately, you're asking why when you look at an overall planning thing, and that's my background, they have to start someplace and they have to kind of gradually try and ratchet it up.

Moderator: Okay.

Peter: I'm sure part of the problem is that right across the lake are states that won't do any of this. It makes us less competitive in terms of a place to put a factory. I'm still in favor about doing it but-

Moderator: Okay.

Peter: Then you have to take that into consideration in your weighting of it.

Moderator: Okay, very good. I'm going to give you some material to read. It's going to put a bit more detail, frankly than I'm able to do in just explaining it to you quickly. The first paper is a summary sheet about Cap and Trade, just generally. You can take one and pass it down. That's okay. Take one and pass it down. It's double sided there.

There's an explanation on one side and some estimates on the other. The second thing I'm passing out is an article that was recently in the Globe and Mail. You can take one and pass it down as well. If you could, I'll ask you to read them both. I'm going to leave the room for a little bit and leave you to read them. If I could ask you to focus on getting through and getting them read, so we can get started again, rather than [crosstalk 00:21:43] If you could read both and we'll come back and talk about it. I'm going to ask you to sort of summarize your view. ...

Moderator: Anybody need more time?

Linda: A little bit.

Moderator: Okay folks. Who wants to react to what they read first?

Erin: It's interesting that we got off coal to go onto natural gas, and we're going a lot of natural gas, and now we got to kick the habit of natural gas and go on to solar-

Moderator: What do you think about that?

Erin: Fifteen years for all those natural gas plants. They built so many around the GTA. What's going to happen with those?

Moderator: Right.

Peter: I get the feeling when I read this that is a very comprehensive plan somebody has come up with, but it will absolutely confuse Ontarians because there's so many

different features of it, it's like getting cut by a thousand knives, or whatever that saying is, when you're dying by all these different hits at you.

Erin: That's death by a thousand paper cuts.

Peter: That's right. Yeah, so I would have thought something that's simple for us to understand as a province, knowing that we're pushing against big Yankee land who is, if they get Trump in there, there going to be firing up all the coal plants all over the place. We're in a marketplace that our province, and our country has to operate in. My understanding the feds were trying to get most of Canada to do the same thing or come up with plans.

Moderator: Okay.

Peter: This seems to have gone too far. I would take a step at a time, and I would build on successes as opposed to try to change the whole world. I know all the big banks' buildings downtown are cooled or heated by the thermal stuff. That's a real ... they did that a long time ago, and maybe there are ways to do that using Lake Ontario. Not everybody has Lake Ontario, that they can draw from.

Moderator: Right.

Peter: I'm not sure where Ottawa would get anything from, they got the Ottawa river but it's not very deep.

Moderator: Right

Peter: That's my thoughts.

Moderator: Anybody else want to react?

Linda: I don't think it goes far enough, to be honest with you, which is kind of funny. I think there's lots of big numbers that get thrown about, but if you look at the overall amount of money coming in, I kind of feel that it's very hard to compare. They say \$3.8 billion for new grants and rebates and subsidies, but at the end of the day, when I'm reading this, there's nothing particularly new in it. If you look at really progressive places, I'm thinking of places like Switzerland, like Austria, places that are really truly green, where literally every house you look at has a solar panel. Anywhere you go in those areas they've been through this. They've been through this twenty, thirty years ago, so why are we not building on what their cutting edge is rather than looking at playing little bit of catch-up, which is what this all seems to be.

I find also some of the ideas behind it are not comprehensive in terms of thing like trying to provide incentives for cars to all go electric. Then they'll consider maybe putting in charging stations in government buildings and this sort of thing. Well,

doesn't it make sense if you're going to buy an electric car that you make sure that you have a charging station. It's not like you can go to work in your government building driving your electric car that you can absolutely guarantee you can charge yourself and get home. To me that would be probably my number one hesitation with buying an electric car is that depending upon how far I go, I don't know whether or not I can charge it enough to get home. I would think that you need- [crosstalk 00:33:59]

Moderator: I would just say that that article wasn't necessarily the entire, in fairness, right so, it isn't necessarily the entire plan, it the take of The Globe and Mail on what's being done, approximately. I guess the main feature is, I know you're reacting to each and every thing, but I guess the main feature is they're saying, on the one hand we're going to set up this Cap and Trade system, because they believe they are going to raise \$1.9 billion a year, and on the other hand we're going to use that \$1.9 billion a year to subsidize free initiatives. I guess that's the bottom line of the plan. Yep, Suja, do you have a reaction.

Suja Singh: If we used to have a coal plant-

Moderator: Yep.

Suja Singh: The we shut down coal plant, we change it to gas plant.

Moderator: Yep.

Suja Singh: Why not change that coal plant to natural gas plant? For example, we have Medicoool for running coal, and today that plant is shutting down. There's nothing going there. It's just a waste of money. I think it's a poor planning on the part of the government and that's what these two are [inaudible 00:35:16] already mentioned the open plan at Mississauga Gas Plant, it's also poor planning. The government had no planning ... the head operator it didn't know that it's going to be a gas plant, and they put it open. The operation of this plant why don't they try to put something else where ... there would be no operation.

I'm just thinking about the industry. [inaudible 00:35:48] depends on industries. If they put some kind of target, or some kind of cap that they have to pay so much, so much, so much, maybe the industry going to move from here or something else.

Moderator: Okay. Does that mean we shouldn't do anything about it?

Suja Singh: We should do something but we should give something-

Moderator: Does that mean we should wait for everybody else to do something?

- Suja Singh: No, some kind of ... we schizoid not put too much burden on industry that they are forced to go somewhere else.
- Moderator: Okay where should we put the burden then?
- Suja Singh: I think burden should be ... also there are some rich people should pay for that.
- Moderator: Rich people should pay for it. Okay. Jim what do you think?
- Jim: I want to know who's going to pay for all the electricity that we're going to be using when we get rid of our natural gas.
- Moderator: Okay.
- Jim: I have a house in Newfoundland, that's where I'm originally from, and I rent it out. Their gas bill, sorry their electric bill in the winter is like \$300 to \$400 a month.
- Linda: Scary.
- Jim: A month. So if we get off natural gas and all these houses here which are on now go to electric, there's nothing in here saying whose paying for that, there's nothing here saying well we can sell you cheaper electricity. I mean, right now the electrical companies are giving away free electricity to the states on a negative price. They're paying them five cents for instance a kilowatt to take it because they're running the electricity and they're not being used because of compensation of whatever we're doing here, and they were saying, we're giving it away free down across the boarder so why don't they give us a discount? They want us to use less, that's fine but they're still charging us \$45 or \$50 a month, I cannot remember the number now, just to supply to you and there's a fee for this, and a fee for that. Whose paying for all this when we turn around and change to electrical. Yeah it's fine to get rid of it, and I understand pollution and all this but you've got four children you said?
- Linda: Mm-hmm (affirmative)
- Jim: There're going to turn around and pay \$300 to \$400 a month for electricity? Instead of right now for natural gas I pay equal billing of \$70 a month. plus electricity of course, but then that extra heating is going to not be \$70 a month. I want to know ... there's noting here they're giving anybody a brake or any dollars. They're just giving it to the big companies and they said if you buy a car, that's probably going to be \$40,000 anyway and there'll be \$14,000 off, so you're still paying the same price for a car, only difference is it's electric instead of gas.
- Linda: I find it interesting when you ... I'm in the process of designing a new house, and it's a lot harder to try to put in green initiatives in house and get the permit passed, than it is just to go with the standard regular insulation. The towns want to see what they

know. They don't want to see new stuff. They're not willing to ... well I guess they probably are willing but they certainly make life a lot more complicated, which then sets up more costs for you as a home owner if you're trying to do something new-

Erin: It's an education process for the tradesmen.

Linda: For instance, if you're thinking of building straw bale walls, which I where these are compressed bales of straw that are super efficient insulators, you have no issue really with fire because there's no oxygen to burn inside the walls, but they're really really, really effective, efficient, cost efficient forms of insulation, and yet difficult to find and nobody knows how to install it and the towns give you problems. As a consumer, are you likely to go that route? No, probably not because it's just too difficult. Why is that, if the government is trying to promote clean energy, why aren't we looking at things that are easy to implement and cost-effective and ultimately will reduce our dependency on energy inputs.

Peter: I would feel comfortable with that, but keep it simple. The more you confuse us, the more we bad-mouth the programs. You listen to the guys that live down in Printer's Cove and down on whatever that island is Salt Lake, Ontario. They will whine all the time about their hydro prices. We call them hydro prices. I used to call them hydro prices. Then they get very upset because of this higher cost and we seem to be ... we put in solar panels, and pay farmers for that, and then we up the cost of the electricity to them, because we're paying them so many cents, and our average cost of electricity goes up. That's not seen as a positive by most Ontarians. You have to do it in little bits at a time and not try to ... and take away, paying a guy \$14,000 to buy a car. I'm not sure that's the right way to go about it.

Erin: I think we tend to live a little bit in a bubble. You were asking why Europe is way ahead. If you .. they have more efficient washing machines. They have the front loaders. They have more efficient dishwashers. They have, from a residential thing, they have more industrial stuff a long ago because after the war everything as 20xs more expensive. Gasoline when I was a kid there was twice to four times more than it is here. They had to go greener faster that we did because we had cheap fuel and the Americans just fueled the whole thing of cheap oil for a long time. We are now catching up.

The whole increase in cost, we don't want it, but if you talk to anybody, and I have family over there, the cost of living in Austria, were gong to have to eventually pay for it. Our cars are going to be more expensive, our ... everything going to be claiming gradually. I remember when I moved here and I looked at my gas bill, and I looked at my parents electrical bill up north and I looked at the square footage, and I went, this is insane. Were going through probably a lot of growing pain.

Linda: What's sad is that were not building on knowledge that's already available. I pay-
[crosstalk 00:42:31]

- Erin: You hit it on the head. There's not a lot of education. If you go to some of the European things, the trades were much better educated. You have to get the stations ... I find sometimes in North America, we put the cart ... oh my, the horse is behind the cart someplace.. if we don't start to educate the public and do a public relations thing so that you're happier to think of going to this because the prices will do this. I mean, a lot of us are going to go no bloody way. And you're going to get resistance. If, on the other hand, you start to educate people and show them, I find in my thing, show people what is working elsewhere. Show them comparative, a little here and little maybe on the East coast, a little bit on the We- show people examples that might be almost comparative with it then we might be able to stomach it. If you're looking at retirement and you're thinking of your cost going up, up, up, up. Retirees are going to-
- Moderator: If I may interrupt for a second, I feel like your saying that they should look in Europe and other places that are going ahead on these things-
- Erin: Doing a good job and also ones that are doing a lousy job.[crosstalk 00:43:40]
- Moderator: Right. A lousy job. They'll say sure, we're doing that and the reason they have more electric cars in Europe is because they have more charging stations for them.
- Erin: The distances are also shorter, too.
- Moderator: But they'll say to you, and you acknowledge that, well in Austria, you'll pay more for everything, but it is more efficient in some ways. I almost feel like they are trying to ... t-they are saying let's ... but the reality is to emulate these other places where they've had success, it also does cost money. Okay
- Erin: I think a lot of-
- Moderator: There's a difference between you, I gather, and the others in the group seem to be saying I don't want this to cost any more money.
- Erin: Of course, because the natural instinct for everybody is you don't want to pay more. [crosstalk 00:44:21]
- Moderator: True
- Jim: But then it's
- Erin: If you have four kids, it's like eww.
- Moderator: I feel like we're missing the point a little bit, but they're saying you're right, so we're doing both. We're upping the cost for using carbon emitting fuels and for the ... we're

recognizing that there's a cost to that so were going to give a disincentive for people to use carbon fuels, and were going to subsidize these other things and try and do these things. It almost does seem like what they're trying to say-

Linda: We have a much more urgent need to do this because as consumers we consume so much more than they do in Europe-

Erin: That's the other thing.[crosstalk 00:44:53]

Linda: It's a heck of a ... our house is ridiculous in size, ridiculous in terms of what square meter-age we need for a family. The distances we drive to drive our kids to soccer, to go shopping. Everything that we do is probably ten times the distance that most Europeans would have to travel, and then everything there is so local. The other thing that I think is really important is really important look at is literally the mindset of north Americans, always wanting it to be bigger, better, newer-

Erin: Throw everything out.

Linda: Yeah, and somehow it has to be more of a societal change, it think, than necessarily just looking at raising taxes, and this sort of thing. I'm just not sure that that's the way to get there.

Moderator: Okay, good. Point well taken. Suja last word and then we'll take a quick break.

Suja Singh: I think everybody has to pay for a greener environment.

Moderator: Okay, who would agree with that? Who thinks that everybody is going to have to pay for a greener environment?[crosstalk 00:46:00]

Linda: How that's divvied out is-

Peter: I think we all should.

Moderator: Raise your hand, wait, lets not tell others what they should do. Just raise your hand if you agree with that statement. Oh okay, everybody does. Okay.

Jim: Reluctantly.

Moderator: Okay.

Suja Singh: I'm also-

Moderator: That's everybody, by the way.

Suja Singh: If it's cost effective to everybody, and the solar system should be introduced to every house. Also, the wind power I have seen on Highway 6, there a lot of wind power they are creating, and these kind of things, they can be self-sufficient for everybody, and they should not pay too much high price for electricity because we cannot depend on one source of energy. There's electric, now we have different sources of energy. It's going to be according to demand and supply.

Moderator: Yeah, I understand. Okay so, we're going to just spread out, we're just a little bit above the half-way point here, so we're going to take a very brief break if we can, we just take three minutes. The time is 12:47. If we can be back in our chairs in three minutes ready to go. The washroom is right across the hall there. If you need to use the washroom or check your messages, or anything like that, we'll be right back in no more than three minutes.

Jim: I don't have my grandkids, I don't need to check my phone.

Moderator: Okay.[crosstalk 00:47:28]

Linda: I always need to check my phone.[crosstalk 00:47:32]

Peter: They call you collect from Australia, you better not anyway, right?

Jim: We have two of them down there.

Suja Singh: My grandchildren are not grown up call me on the cell phone.

Peter: Were not that different. Canada is a big country, geographically big. And that's caused a lot of our organizations to have to think differently and do differently

Linda: How's the game going?

Jim: Absolutely and they create a lot of jobs by using this [crosstalk 00:48:01] sand, this dirty emissions, costs us jobs, people still got to work, you keep moving off shore different jobs and different factories, but Jesus, if we got no jobs how can we buy the stuff they're trying to sell back to us. What are you going to do?

Linda: It's sad though, that you look at manufacturing and manufacturing has all been shipped offshore. So pretty well anybody who comes in as a company, buys the raw materials here, ships them back to china and then sells them back to us for so much money. It's insane, if you think about it, and yet, then they don't pay any taxes because they're all sorts of tax incentives and yet they've polluted everything and left tax payers here to clean up after themselves.

Jim: The rich are getting greedier and like you were saying, the rich should pay because there's a lot of wealthy people, [crosstalk 00:48:56] Walmart just put in the paper

starting next year they're no longer taking credit cards because of the fees. They're not going to want to pay the fees, so they're stopping taking credit cards. Imagine a company that deals with hundreds of millions of customers per year-

Peter: Which company is this?

Jim: Walmart.

Linda: But things like Apple Pay, where you can pay with your cellphone will take off, so then you just go and you tap your phone and you don't need your credit card anymore.

Jim: People got to use their credit cards because everybody don't have cash in the bank to do anything. If they did, because if you ... I don't know if you read, I read ... you were in the banking business too, how many trillions of dollars or hundreds of millions of dollars are on the credit cards right now.

Suja Singh: Almost 95% is credit card-

Jim: If they weren't on there, do you know how many people would be out of jobs because there would be nobody buying this stuff, because they wouldn't have the money to buy this stuff if they didn't have a credit card. The bank in other words is loaning them the money in advance to buy that shirt, that sweater or whatever-

Linda: So then what's going to happen when the housing market crashes and people have to pay [crosstalk 00:49:59]10% interest rates on their mortgages?

Peter: People are not going to stay in their house.

Jim: Well they did before, it was 21, remember when it wa-

Peter: The thing that would hurt most of all is raising the interest rates. I remember back when, when we had 17% mortgage rates-

Jim: It was up to 21 at one point.[crosstalk 00:50:16]

Peter: Early 80s.

Jim: My father was getting 21% on his GICs

Peter: Yeah, well for retired people who have a bunch of money, that's fine.

Jim: You've done very well then.

Linda: But for people who are working-

Peter: And for folks who are paying their mortgage, that sure held the price of houses down.

Jim: Oh yeah, they walked in and just gave the keys back and said, "Here, sue me."

Peter: He must have been in Alberta.

Jim: Me, not me.

Peter: No your brother.

Jim: Who, my father?

Peter: Who handed their keys back in?

Jim: Oh, people in Alberta.

Peter: Yes because of the law. The law said there was nothing else ... they couldn't go after any of their other assets.

Linda: Really?

Peter: If you handed your house back in, and you had a whole bunch of money in stocks, the house was a separate deal.

Linda: Wow, I didn't know that.

Peter: That was the old Alberta rule. And then the mortgage lenders said, we're not lending any more money for mortgages, and Alberta changed the rule.

Erin: Interesting.

Erin: You can't do that in Ontario.

Peter: No. They couldn't go after any of your assets.

Jim: But even back then they didn't want to do it because they didn't want to lose any other assets, they had none. They were working like somewhere, and the job were gone and they were making like \$40,000 a year-

Peter: A house was worth a lot less than they had the mortgage for.

Linda: There were some that did have some assets.

Jim: No, no, there was one, the house could have been worth the value they were living in but at 21% interest, they couldn't pay the monthly payment. They never had the

income to pay a 21% interest charge on their \$300,000 mortgage. The house could have still been worth \$300,000, or around there-

Peter: It didn't start right away. They were all paying 10% for years and years and then it went up.

Linda: It's terrifying, though. When you look at the level of indebtedness of the average Canadian, and you look at the house prices and you look at the mortgage rates, it's a disaster waiting to happen.

Erin: And, our kids are thinking, oh I can go out to dinner,[crosstalk 00:52:17]

Peter: My kids just bought a-

Erin: I can do this, I can buy all that. I can extend, and then they're just putting themselves in total-

Jim: You have to had sold your house for \$1 million when its time to retire and you're going to live in their basement. You just given them a quarter million dollars for four children, right. I know the house price was high, but all of a sudden four of your children not got a quarter million dollars each in their hand to do and make their live a little better.

Linda: That's assuming that I have-

Moderator: Okay folks. Can I get your attention on this for a moment. Who pays their natural gas bill here?

Linda: I do.

Moderator: Everybody. Who is on an equal billing plan?

Jim: Me.

Moderator: Two of you.

Jim: Pay it as it comes, the monthly bill.

Moderator: So monthly bill.

Jim: No, I'm on equal billing, I mean-

Moderator: Okay so I saw two equal billing here. There's one, I believe Linda, and the rest are monthly charges, right? Okay.

- Erin: I'm always curious what other people pay.
- Linda: I'm going to cry when I see this.
- Jim: There are ways you can go and see what your average neighbor's costs are on hydro and stuff.
- Moderator: Okay, if you can have a look at it here. This is an average winter bill. Okay. An average winter bill.
- Jim: This both the same, it's double.
- Moderator: Well we'll talk about that in a second. Why don't you have a look. So you will notice that there's two bills there. One is a before and the next is an after. We'll talk about that in a second. You'll notice that the first page they did ... the utilities and the research companies and the regulators have done research on this and a lot of customers just want to get... about 50% just want a summary, and that's what's on the first page. And then you flip over, we did it to save paper, right, you'll see the second page of the bill has a detailed chart. Okay. And then you'll see there's two bills there, and I want you to tell me when you can figure out the difference between the first and second bill.
- Jim: Oh, okay.
- Linda: Cap and Trade.
- Moderator: Yeah, you can see that. Yeah, you're the first. Everybody see that?
- Jim: Not yet.
- Moderator: On the second bill-
- Peter: Second bill.
- Moderator: That's the difference between-
- Peter: The Cap and Trade program.
- Suja Singh: Cap and Trade program.
- Moderator: Okay.
- Peter: [inaudible 00:54:59]
- Linda: Of course.

- Jim: Where am I looking, sorry.
- Peter: Middle of the second line there.
- Linda: Right there.
- Jim: Oh, on this second ... I thought you meant this second page. Sorry. Okay.
- Peter: On the second bill.
- Jim: Yes there we go. Cap and Trade. They're charging us for that.
- Erin: Basically saying nine bucks isn't the end of the world.
- Moderator: Sorry, can you say that again? [crosstalk 00:55:20]
- Erin: They're trying to make this seem as if the nine bucks isn't the end of the world.
- Suja Singh: Of course they just tease-
- Jim: Actually, sorry nine fifty.
- Erin: When they introduce things they tend to make it really nice and subtle, and then they ramp it up.
- Moderator: Do you think that's subtle?
- Erin: On this overall bill, that's not bad.
- Moderator: But that is what's it's projected to be.
- Erin: I think that many people when they look at something like this and they look at other things, they anticipate a larger percentage, a bigger impact.
- Jim: When you look at what we're paying, I'm paying, I pay for instance \$3,000 a month in bills. Mortgage, property tax, whatever, so \$10 don't look like a lot of money, but it is to them for a million people, and it will be twelve next year, so they're being subtle, like I said, which I don't think is fair-
- Peter: That's what they all do.
- Jim: That's times twelve, yeah.
- Linda: Is yours at 2.6 cents?

- Suja Singh: Yup, 2.6 cents.
- Linda: So is that the rate per cubic meter as opposed to being staggered so that if you have less your incentive is-
- Moderator: Yeah, this is-
- Suja Singh: You use less, then you have to pay less, right?
- Moderator: Yes that's right. If you use less you then you have to pay less but it is flat rate per user. This isn't a case where the company, Union Gas, for instance, isn't part ... It's not a matter of Cap and Trade that they use and then pay for what they overuse. This is a case is all they're providing you the gas, right? They're not using the gas, they're distributing it and bringing you the gas, so you just have to pay that Cap and Trade amount at the cost.
- Peter: You say, the Cap and Trade, is there a set fee-
- Moderator: Yes
- Erin: Yes.
- Peter: Per person, per household, or is it based on your usage?
- Erin: Based on your usage, it's right here.
- Jim: It's 10% of what you use. [crosstalk 00:57:17]
- Linda: I would like it better, I think if [crosstalk 00:57:25] it were done in a way that if you use smaller amounts, you paid a little less-
- Moderator: You do pay less. [crosstalk 00:57:33]
- Erin: But an even greater incentive for conservation type of thing-
- Linda: Like they pay taxes, so if you're below an-
- Moderator: An average.
- Linda: Whatever it happens to be.
- Moderator: Yeah, they're not doing that. They're not doing that.

- Linda: Then I would like to see companies paying the same thing, where if you're using ten billion, you're paying a lot more, and-
- Moderator: Well that they're going to be doing. That's going to happen.
- Linda: Yeah, but it's a flat rate so the incentive for the companies to change is less than the incentive-
- Moderator: So, hold on, in fairness, that is kind of built into the system, right?
- Linda: Well it is and it isn't.
- Moderator: Let me explain. Because they are given an average, but then those that are under can sell their unused carbon credits, but then as demand goes up for it, if you use a lot, demand will go up for those carbon credits.
- Linda: Sure, but the same thing would happen if as, let's take a consumer versus a corporation. A consumer who decides they want to pay to retrofit their house, to make their house really super efficient, will then pay a much smaller amount, they have a much smaller impact on their personal change than a big company would anyway.
- Moderator: Okay.
- Linda: If as a company, you're below the threshold, yes of course you can still pay your Carbon Tax, but ultimately ... or your Cap and Trade credits, but then ultimately, your burden is a lot higher, therefore your incentive is a heck of a lot higher to make sure that you're going to come under. I just find these flat rate things-
- Erin: The monthly charge, just to add what you're doing, the monthly charge, whether you have 10,000 square feet or a tiny little 1500 square feet, is twenty one bucks a month. Why is that?
- Peter: A pipe that comes to your house-
- Erin: Yeah, I know but when you think of some people that have a much reduced bill, and I could get mine way down from here because I put it down to like very low just so my pipes don't freeze when I'm gone. But anyway, there's a disincentive for you to say build more conservation. They want everybody in here to build houses that are really conserving everything, well insulated, got all the bells and whistles to try and conserve energy and have a lower footprint, but right now, the incentive to do that is blah.
- Linda: I would agree.

- Erin: There are some. You have to dig. You have to research. You have to find trades that can actually do it. You have to have an industry that has to really want it. If you're just Joe Blow starting a business, or Joe Blow building or getting a house, there's painfully little incentive to do certain things.
- Linda: On top of it, if you can drive consumer behavior to shrink down and be more responsible in terms of the space and resources you are using, to really-
- Erin: Show an incentive-
- Linda: To go from an 10,000 square foot house down to a 2,000 square foot house, you should have some benefit for that. If you say, I'm going to be smart about what I do and be more responsible, the Government should recognize that.
- Moderator: I guess, so again, there is an incentive, because you will pay less, right? You will use less gas and therefore you will pay less. You're saying you want it to be-
- Linda: More.
- Moderator: Exponential.
- Linda: I do.
- Erin: [crosstalk 01:00:58] Well not necessarily Exponential, but where you get it, say you get a monthly thing, that's fine, but when you're actually billed, like when they had that thing where you change out our furnace and blah, blah, blah, people went on that like crazy. That was, I thought a program, because I knew I had to do my furnace, I ended up-
- Moderator: Sure, so what if they said this? What if they ... so you prefer a system where they said, "Okay, the average amount of natural gas used is this, so no Carbon Tax if you're below the average but boy, you go above that average, two hundred bucks on the spot.
- Linda: I think that's too much, but I think you could say people who are below the average pay maybe a reduced amount of-
- Peter: The fixed charge, because everything else is variable. The only thing that not variable here is the fixed charges.
- Moderator: Okay the fixed charge isn't a government thing, right. The fixed charge is the utility.
- Peter: Yes, but the fixed charges-

- Moderator: So we've got to separate out, and in fairness as well, the Cap and Trade amount isn't taken by the company, it passed right through to the government,
- Jim: It's 25% of the actual gas usage. That's a hell of a lot of money.
- Moderator: Okay.
- Erin: For the monthly charge.
- Jim: Well, no, it's based on 2.6 cents based on the actual usage, my usage is \$40, so it's costing me \$9.50 for Cap and Trade program-
- Erin: Yeah, but gas used is really a stupid thing. [crosstalk 01:02:28]
- Jim: No, I know-
- Erin: You still have to have the transportation, still have the delivery and everything [crosstalk 01:02:31]
- Jim: Forget about that, I know but a Cap and Trade is not built ... I'm not talking about the rest of it. The Cap and Trade is not charging you for transportation storage and delivery. The Cap and Trade is only on the usage. If my usage is \$40, they charge me \$9.50 Cap and Trade, so that's a 25% of premium they charge me. Are they charging to everybody in the world? All the big companies and industrial people who use 300,000 cubic meters a month. Are they getting charged 25% for that? I bet you not.
- Linda: Mine is eleven out of fifty.
- Jim: Well, mine is \$40 here-
- Linda: Is that for both the amounts-
- Erin: You can't just take the usage. They just break that down to give you an idea. The-
- Jim: What do you mean?
- Erin: Your gas bill is all of this. Not just how many cubic meters you use.
- Linda: But it's true-
- Jim: But the cap is only charging on the meters used.
- Linda: On the amount used.

- Erin: Yes because it's just a rate. That's all. You can't take that rate, that \$9 and only divide it by forty.
- Jim: Why not?
- Erin: Because it doesn't make sense mathematically.
- Jim: It does because they are charging you for Cap and Trade on the actual cubic use.
- Linda: I agree with you Jim.
- Jim: It's not on cubic use plus delivery, plus storage, plus monthly charge. The Cap and Trade is charge only on usage, [crosstalk 01:03:57] which is \$40, not on the whole bill
- Erin: It's just a mathematical way to rate it.
- Jim: No it's not.
- Erin: It's not saying that, because you still have to pay-
- Moderator: You know, honestly I don't know the answer as to whether it's calculated as a cost per cubic meter or if it's a percentage of the entire bill.
- Jim: Because it's not [crosstalk 01:04:15]
- Moderator: Suja.
- Suja Singh: Cubic meter times it 2.6.
- Moderator: Okay, that's interesting. You're the first group to call that out, so that's fine.
- Jim: You know because the delivery charge-
- Moderator: Well, lets progress. I got your point, Jim. That's good. What do we think about the amount generally speaking?
- Jim: It's too much.
- Moderator: Too much?
- Jim: Yeah.
- Linda: I think it's a lot for an individual, but again-
- Jim: Percentage wise it's too much.

- Moderator: That's a winter bill. They figure if you go to the one-pager there that I gave you. The one page summary sheet there. It has some estimates, right. In the beginning, 2017/18 it'll be about \$85 a year for natural gas for homeowners. By 2030, it's going to go up to four fifty a year for the Cap and Trade cost by 2030. For vehicles, gas, about eighty a year in the beginning, and then up to four oh five and then you see some other assumptions as well.
- Peter: Is this their ratcheting up? Is that what's causing it?
- Moderator: Yes
- Peter: They're ratcheting it up to have us use less.
- Moderator: That's right.
- Peter: Is that what they're trying to do?
- Moderator: I believe so.
- Peter: Ideally, if I had the same car or a similar car in 2030, then if I got a smarter car, [crosstalk 01:05:43] if I buy an electric car or want to buy a car that's half the size of one I got now, I would pay something less than four fifty.
- Erin: You still have to pay the electricity on that car.
- Jim: Right
- Erin: Unless it's free[crosstalk 01:05:56]
- Peter: So that's-
- Erin: And the car to buy an electric car is going to cost more to manufacturers. We've got batteries to deal with, we've got all kinds of other issues to deal with.
- Peter: That's a way to get the country or get us to change our behavior. When you're talking about buying a smaller house or whatever, we've got to have it in our head this is what's going to cost us and are we going to make a change. My kids have bought a hybrid car. Now, I never thought of buying a hybrid car, but they think about that. They think about ... our children are much better at looking at this stuff than us old guys that are set in their ways. This is something that has to stick in your head, saying, "Next I'm going to do that I'm going to buy something that does this."
- Moderator: Okay, so do you think it's a good approach?

- Linda: If there' education to the-[crosstalk 01:06:51]
- Peter: Having this amount on here, or having-
- Moderator: This approach.
- Peter: I think the amount makes a hill of beans other than the fact that, where does this money go.
- Moderator: Right, into the subsidies they talk about there for green. So it makes sense to you?
- Peter: I would like to see some sort of report saying happened. Where did all this money go and what benefits is it doing. I noticed that the Ontario Business Bureau-
- Moderator: If they sent you a report, or reported back to you this is where the money went and what it was going-[crosstalk 01:07:23]
- Peter: What about all the tax dollars. They build us a lovely new hospital, and they're repairing a lot of roads, but it's almost like, what happened this year?
- Moderator: Okay, and if they did that-[crosstalk 01:07:38]
- Peter: You don't get any credit for it-
- Moderator: It's reasonable, you'd say, okay, it's reasonable?
- Peter: I don't know what I'm basing it against.
- Moderator: Okay. That's fair. One more question before I take more comments on this. Do you think that the Cap and Trade amount should actually be shown on the bill or should be tacked on the bill?
- Linda: Absolutely, you need to have-
- Suja Singh: It should show on the bill-
- Moderator: Okay. Who thinks it should show on the bill? Okay, who thinks ... what about, should it just be in the detail, or is should be in the summary as well?
- Linda: Everywhere.
- Moderator: Who thinks it should be in both the summary and the detail? Peter?
- Peter: Well, I like it like this, whatever that is.

Moderator: So that's in the summary and the detail.

Peter: Yeah.

Moderator: Okay. Okay, why?

Peter: Disclosure.

Linda: Transparency.

Suja Singh: Matter of education. To educate people what the government is doing, where the money is going.-

Moderator: Some people have said to me, you know what, I just want to see what I owe, I don't really care about the detail. I can't do anything about it, just send me the bill and I'll pay it.

Peter: I can guarantee, this stuff here confuses the crap out of me. Now, so much, gas used, yes, I understand that. Price adjustment. What's that? Transportation to Union Gas. Well that could be included in the damn thing. Everything could be there could be lumped into one. That's some sort of disclosure thing over, because some of the union says "Hey, a lot of this stuff, it's not our cost, it's somebody else's cost."

Moderator: I understand. Linda?

Erin: But generally, with all the websites available and people ... I mean, my son is 19, he researches more stuff than I ever did, and I was in science and whatnot. The kids that are interested in ... your kids are a little bit older than mine ... if they're interested, I think a detailed bill counts, full disclosure and whatnot. If somebody just says give me the bill, whatever, he just takes his bill and pays it, has it directly taken out. They don't care, don't read.

Moderator: I understand.

Erin: If they don't show it at all, for those who don't want to read it, just don't read it. If more of us are going paperless anyway- [crosstalk 01:09:51] you just don't read it.

Moderator: You know what, if you notice one month-

Linda: Can I just say something because I've been waiting for a long time?

Moderator: Go ahead, you're right.

- Linda: I think if this was absolutely serious on the part of the government, they would be looking at doing outsource energy production, so that you're not wasting and losing all sorts of money to go elsewhere.
- Moderator: Okay. Let's say, one day they introduced this, they bring this in, and you noticed your bill goes up, and they don't actually specifically point out the Cap and Trade amount, but you notice your bill's up by about ten bucks a month. Would you be likely to call up Union Gas, or somebody to ask them about it?
- Group: Yes.
- Erin: I already noticed it and I already called.
- Linda: Yeah.
- Moderator: Okay. Whereas, if it was actually shown that it was Cap and Trade, that was the reason the bill was up, would you still call Union Gas?
- Jim: A lot of people don't know what that means.
- Moderator: They don't know what it means? So you might call just to find out what it means?
- Jim: I know what the concept is, I heard it, and like you said, but I never knew, heard it in that-
- Moderator: Suja, what do you think?
- Suja Singh: I think that a lot of people don't even read these bills. I have heard that one insurance company was taking money away from one guy, \$150 per month. That guy never noticed that \$150 going away from his account. After ten years, the daughter found out, that \$15,000 or \$30,000 was taken out. Then she claimed it. That one example. Some people look at everything on the bill.
- Moderator: Yeah, yeah. I understand. Okay
- Peter: Most of us, a lot of us are being pushed to paperless statements, which I agree with. I don't have any problem with that, but that also eliminates a lot of the communication because I get on my email, my Union bill is X, click on this if you want to see the details. I never click on that stuff.
- Jim: Me neither.
- Erin: You can click it.
- Peter: Oh, I know I can. [crosstalk 01:11:55]I can get the brochures-

- Moderator: Do you want to see the Cap and Trade amount on the electronic bill too?
- Group: Yes.
- Jim: Everywhere. I want to know every dime I'm giving you. Why?
- Erin: They should be telling us, it doesn't have to be a report that's paper, but online should be telling us where this goes. Some of us may not understand all of it, but if you feel as a consumer that you're being ripped off, you're going to be-
- Moderator: okay anything else on this topic that you want to call our or bring attention to? Anything we missed so far?
- Suja Singh: There is s some kind of new coal for the houses.
- Moderator: Yeah.
- Suja Singh: And some more insulation and more-
- Moderator: Yeah, well lets talk about that in the plan. They want to tighten the building code-
- Suja Singh: I have noticed that. I had a smaller house than I have now, and I used to pay more gas bill than I have new house, than I have less bill, because the more insulation they put R20 in the ceiling is now R40 in the ceiling and instead of R12 in the wall it's R20 now. It's more cost- effective, we using much less gas. This kind of thing I think that they can [inaudible 01:19:09]
- Peter: We would be getting this in our hydro bill too? Because our hydro, whatever they call themselves, they have dispersed that Carbon Credit too, or Carbon Tax.
- Moderator: So, the difference would be there, you're not the user of the gas, the electric company is the user of the gas.
- Peter: I'm the user of the electricity
- Moderator: Yeah, you're the user of the electricity, true, but they're using the gas to generate electricity, right, so they would be paying the Cap of Trade cost, and trading it and so on, rather than just passing it on to you.
- Jim: You don't think they're going to pass it on to me?
- Erin: Of course they're going to pass it on to you.
- Peter: Yeah, I noticed that apparently.

- Jim: Why wouldn't they?
- Linda: They always do.
- Jim: Exactly. Nobody gets a-
- Suja Singh: I can remember the hydro prices. In 1970, the beginning of 1970, hydro was the cheapest hydro in the world at that time. Now look at the price of hydro.
- Jim: Ridiculous.
- Suja Singh: Why? Why is that?
- Peter: Yeah, why is that? Why? [crosstalk 01:20:20]
- Moderator: I can tell you why. It was subsidized much more. It was actually, the governments at the time said, you know what, we need big industry to come here, mining is an important industry, manufacturing, and so on, so the sales pitch was come to Ontario, we have subsidized health care for your workers and we'll subsidize your electricity. That's why.
- Erin: And they gave them tax breaks.
- Moderator: They gave them tax breaks too.
- Erin: And land.
- Moderator: That's why it was subsidized. So, it was subsidized by the taxpayers, right.
- Suja Singh: Premier of Ontario. Fantastic time. My cousin used to work for Ontario.
- Moderator: Okay, but is that what we want to go back to? No, why not.
- Erin: It's not sustainable. Your paying, you have such low prices, it's like subsidizing agriculture it does not make sense. A short term gain for a very long term pain. You know how hydro lines are falling apart. We've got infrastructure that's falling apart. I dealt with infrastructure within a municipality. All that low-cost stuff, now we're paying like crazy to repair it. If we don't pay the real price for these things, the cost now to do what we have to do is costing us even more had we done it twenty years ago, when the Europeans done it, but there was no stomach for it. There was no political will.
- Linda: Can you imagine if every thing were outsourced, though, if everybody's house had their own solar panels, like all geo-thermal.

- Erin: How many people even know that exists? How many people know it exists?
- Linda: I know but that should be what the government is aiming for-
- Erin: They should be teaching it to kids.
- Linda: There's no gre-
- Erin: They should be exposing kids to-
- Moderator: Okay, so they are actually in there pushing people towards geo-thermal.
- Linda: Kids in school have no exposure. My kids got it though the last seven years and things like that. They barely know anything about solar. They're dealing with other science things. Kids should start to be encourage to reduce their carbon footprint like you're trying to do. Because if you don't, they're all just going to want the 406,000 square foot homes if they can afford it. And if they can't afford it, they're going in some little box renting.
- Erin: A one bedroom with a family in it because they can't afford it.
- Moderator: Anything else on this topic? Can I get you to pass forward the one-page summary first please? I'll try to keep this all organized.
- Peter: The one page-summary. This thing?
- Erin: Put it all together.
- Moderator: Just the one-page summary first please. We got all the one-page summaries? Okay, now can I get the articles that-
- Erin: That's the one-page summary.
- Peter: This will go back in his piles.
- Moderator: Okay I just want to try to keep myself organized here. Just the two-pager article first. That's it, very good. Thank you. Can I get just the, sorry on the bills, I'm just looking for the equal billing first. And then can I get the monthly charge bill please. Thank you very much.

Okay, just a quick thing before you go, you'll go down to the desk. You'll see Lin, I believe it is, there. She'll give you your incentive and make you sign out. Do me a favor, we do have another group coming in. Id like to have a fresh set of ears on this, so try to avoid talking about this, so try to avoid talking about the topic in front of

them. I'm not asking you to avert your eyes when you see them, but if you could try to wait till you're outside to keep talking about it okay. Thanks very much guys and travel safe. Thanks for coming, it was very helpful.

Oakville Group 2 – June 11, 2016

Moderator: It's just us here today. You'll notice that you have name tags that have your first name only. That is because we won't, again, identify you to anyone. Similarly, we don't identify of our client too. It's really important that if you have a cellphone now, you please turn it off. I will give you a chance at the midpoint to check any messages. One of the things that our client is putting forth that \$100 honorary for you to participate in the 90 minutes today. They are doing that, because they really do want to get your opinion on the topics that we're talking about. It's really important that I hear from all of you on the topics as we go through.

You don't have to agree with everyone who is sitting around the table or me. If I say something that you disagree with, feel free to say so, or if anybody else says something do so. Of course in a civil and respectful manor. If I seem to want to rush past something that you're saying, it's not that I don't find it interesting, it's just I've got certain things I've got to cover as we move through in only a limited amount of time, even in the context of today to do that.

There was at the bottom of the stairs there, when you came in, the MRIA, or Market Research Intelligence Association charter of respondent rights. I'll just make you aware that such a thing does exist. It does say that we don't disclose your information among other things. Some other things there is you want to look at it on your way out. Any questions about what I've said so far? All seem pretty straight forward?

I'm going to get you started by introducing yourself, which I will do first. Again, feel free to do so in a way that doesn't give up your anonymity as we go through. You say my name is Rob, and I work in banking, and I've lived in wherever for this many years. You're maintaining your anonymity. You can say I work for the Royal Bank at the corner of X and Y, and so on and so forth, and you give your last name, well you're choosing to not be anonymous. It's up to you.

My name is Richard. I'm a professional market researcher. Been doing this about 16 years now. This is something I've been doing this now in a row for six days. This is my fifth day in six days doing groups like this. I do them on a lot of different topics. A lot of work in public affairs, and certain companies in highly regulated industries that particular folks are. We also do work in agriculture, and other commercial type topics too. I live in Toronto, live right down in the city. Lived there really all my life, and have to love travel a lot. I have a dog that I spend a lot of time, if I'm not working, there's a good chance I'm in the dog park with my dog. Because that's one of my favorite things. That's a little bit about me. Why don't you go ahead.

- Rob: I don't care about anonymity, my name is Rob Mclain. I live in Oakville, I'm retired. I have five children, and five grandchildren. I was born and raised in Hamilton, and I lived in either Hamilton, Burlington, or Oakville all my life. I did go to university in Waterloo.
- Moderator: Great, go ahead.
- Helen: Helen [inaudible 00:03:11] I live in Oakville. Immigrant from China in 1999. Right now is quality manager in the mattress company, Serta Simmons.
- Moderator: Okay very good.
- Helen: Two dogs. [crosstalk 00:03:29].
- Rob: I'm partially deaf, and I wear hearing aids.
- Helen: I'm sorry.
- Rob: That's fine, I was leaning in to hear, so don't worry.
- Moderator: Yeah, you speak very soft. I would actually say the same thing. Just because we are trying to make a transcript, so I see that you're softly spoken, and that's okay. If you can make an effort to speak a little more loudly today, so we can all hear you. Okay?
- Helen: One thing to add. I'm a Yoga teacher part time.
- Moderator: A what teacher?
- Helen: Yoga teacher.
- Moderator: Yoga teacher, okay, very good. Okay, super thank you.
- Patricia: Hi am Patricia, and I live in Oakville with my family. Almost all of my family actually lives either in Oakville or Burlington. Definitely live with my immediate family. I work in the GTA, we're a public agency. We deal with natural disasters. Erosion, flood control issues, so things like the July 8th storm are very prevalent to me.
- Moderator: Okay, very good. Thank you.
- Tony: My name is Tony. I lived in Oakville for the past five years with my family. I have two boys and heavily into hokey, so it's a very interesting time for us, and a very busy time. I'm a professional accountant, and I work downtown Toronto in the private equity industry.

- Moderator: Okay, very good. Why do we start off by telling me something that's going on in Ontario right now?
- Rob: Wynne's cabinet is walking out the door on her.
- Moderator: Tell me about that.
- Rob: What do you want to know?
- Moderator: Whatever you just said, Wynne's cabinet is walking out the door, so I need you to explain. I don't know what that means.
- Rob: I think it's a testament on her leadership. A negative testament. I don't think she's in the position where she wants to be, or thinks she is. I think there will be more people retiring before the house reconvenes.
- Moderator: Interesting. Does anybody want to comment on that, or anything else. You've got a quizzical look on your face there.
- Patricia: It's interesting, because I haven't thought too much about this, but I did actually hear on my way here, that the third minister had retired, or third cabinet member had retired.
- Rob: No, he left the cabinet, he's not retired.
- Patricia: That's right, he left cabinet [crosstalk 00:05:40] That's right. That they're looking at reshuffling it. I also know that she's looking at General Parody as part of the restructuring for her cabinet. Which would be prevalent also, that's something that's happening across Canada I think.
- Moderator: Interesting. Tony, any comment on that or anything else?
- Tony: No, I mean I just noticed today that they kicked off their carbon emission reduction plan for Ontario.
- Moderator: Can you tell me about that.
- Tony: I think a lot of flash, and tax incentives, but I don't personally feel that those are really going to take hold.
- Moderator: Why is that?
- Tony: I just think that people are too attached to their current vehicles, and the infrastructure is too bogged down, that I think people are really going to jump at purchasing green vehicles, or really being incentivized to make their homes anymore

efficient. I mean, we've tabled ideas on that for decades, and I don't think any of it has really happened.

Moderator: Interesting. Helen?

Helen: I read article on the government wanting to change the heating system from electricity to ... From ...

Moderator: Natural gas.

Helen: Natural gas to electricity. I don't know what we're going to do.

Moderator: Why do you think, all this stuff we're talking about, why are they looking at this, or doing this?

Helen: Environment.

Moderator: What about it?

Helen: To use the natural gas probably do more damage to the environment for a reason, or beneficial for business to transform from natural gas to ... I don't know the reason.

Moderator: You don't know the reason, all right. Rob, did you react to that at all? What do you think about that?

Rob: To what Helen said, or what Tony said?

Moderator: Yeah, anything that anybody said.

Rob: I agree with them, partially with what both of them said. When I went to buy a new car a couple of years ago, I looked at a green car. Until I found out how long it takes, once that battery is no longer usable in that car, and how badly it will effect the environment. I said to heck with this, these people haven't done their homework.

Moderator: Interesting. Has anybody heard about cap and trade? It's part of the plan that was rolled out. Yeah, you've all heard of that?

Tony: Yeah, in general, just in general. I haven't really heard [crosstalk 00:08:16].

Rob: It's failing all over the world, and now we're trying in Ontario.

Moderator: All right, everybody here has heard about it. A little bit unusual for a group that's all heard about it. Why doesn't somebody, in layperson terms, I don't expect you to be experts. In fact if you were an expert I would have declined to have you in the group

today. Why don't you tell me about, explain in laypersons terms what cap and trade is, or how it works? I'll ask you to all of you to do that. Tony, why don't we start with you.

Tony: Yeah, I think [crosstalk 00:08:44].

Moderator: I'm not going to fail you for ...

Tony: Yeah, correct me if I'm wrong. It's my understanding that you have basically an amount of emissions that you're granted. If you go over that limit, you can essentially pay a tax to increase your emission amount.

Rob: ... Or you can buy credits.

Tony: ... Or you can buy, yeah, you have a certain level, once you reach that level you can either purchase to raise your level, or you pay a fine, or you do other things to get credits against those emissions.

Rob: How does that help that environment? Sorry, that's just an editorial.

Moderator: Well, I'll give you a chance to [crosstalk 00:09:27].

Tony: In my experience, the only way we're ever really going to get people to do things is if it hits them in the pocket book. They trying, in my opinion, trying to make it a fair system, just like anything else. You pay a user fee type of ...

Rob: No problem with that, the problem ...

Moderator: Hold Rob, I'll let you, I'll give you a chance [crosstalk 00:09:47].

Rob: I want to argue.

Moderator: You're right I just want to, there will be a chance for that I promise you. Patricia, you want to give me your take on cap and trade, what it is?

Patricia: Yes, well in my understand is that, they're going to be lowering that cap over a series of years as well. We might start with where we're at right now, and companies are trying to meet that [crosstalk 00:10:11] If they exceed, then potentially they can buy credits from another company, or that company can sell their credits just to maintain that amount. Then over a series of years, they're planning on actually lowering the cap. I guess that would probably raise fines if you exceed that. I know that where I work, they're working towards becoming carbon neutral, and that there's a big push ... Well, I work for a conservation authority ... But there's a big push with all the conservation authorities to try to become carbon neutral in their footprint.

Moderator: Yeah, that would be the type of place where they would be sensitive about this kind of thing, for sure. Helen, do you want to give me your impression about cap and trade, and what you know about it?

Helen: Being Buddhist, sorry, that's my religion. Listen to my master. If we do not take up accountability to the environment in 50 years could be this place is no longer suitable for human. I think Canada, our government is taking the lead to do this for reason. People worry about all the benefit this really transform to families. I personally, I think I will do if everything available, and [inaudible 00:11:47].

Moderator: Very good. Rob?

Rob: I think the whole system should be revenue neutral. I think BC's done it right. Nobody is making money on the carbon tax, or cap and trade. Whereas, in Ontario you can. That has destroyed Europe. Because people were buying and selling credits, and so on, and so forth. Why our government has decided to pick up a failed system that they had in California, and in Europe, and not take a look at what BC's done. Because BC, from what I can read, is doing it right. I'm all in favor of reducing our carbon footprint. Totally in favor of that, but I think they're doing the wrong way.

Moderator: Okay, very good. That's fine. We'll revisit this, and we'll have a chance to talk about the different models and stuff too. I'm going to give you a couple of things to read. I'll give you five minutes, or six minutes, whatever you need really. We're not in a huge rush today, to read this. Somebody wrote on that one, so how about I don't give you that. Take one and pass it to Helen there, and you could each take one, and pass them down. It's a one page summary, two sided there, and then here's an article as well that was recently in the global mail. We're going to talk about that too. Take whatever time you need and read about it. Then we'll come back and talk about it. I will ask you to summarize your understanding of it from there too, so you're on notice.

Rob: Blank piece of paper we can [crosstalk 00:13:17].

Moderator: I can get you that. I am going to need to collect it at the end, but ...

Rob: Yeah, that's fine.

Moderator: If you like some ...

Rob: Take a note instead of writing on your [crosstalk 00:13:27].

Moderator: Sure, no problem. It's the last group, so you can even write on it if you want. Just do me a favor and write your name on the top of the sheet. I will get you some paper. I can't find any not paper Rob, I'll give you my pad, and you [crosstalk 00:14:10].

Rob: I got a pen.

Moderator: You can write on the sheet as you see fair. [crosstalk 00:14:12] Anywhere, in margins, or on either page, right. Feel free. ... Is everyone done? Still working on it Robert, Helen. Need a couple more minutes?

Helen: I'm okay.

Moderator: You're okay. Rob, you're okay too?

Rob: Yep, I'm good.

Moderator: You're just rereading. Who wants to take me through what the plan is first?

Rob: It's expensive.

Moderator: Rob.

Rob: It's expensive.

Moderator: Okay.

Rob: I'm skeptical of their numbers. They're saying they're going to, the numbers seem too low to me to be honest with you. 285 million for electrical vehicle incentives, 280 million to help school boards, 354 for go train, et cetera. The one that really hit me was for buses for the schools. Where do they get these numbers from, I don't know. I wish they would be more upfront as to where they get the math, or how they did the math.

Moderator: Can you just backup, and just tell me a little bit about the plan then, as you understand it?

Rob: Yeah, it's radical. It it works wonderful.

Moderator: Rather than characterize it, can you actually just take me through what the plan is, how it works.

Rob: No, I need to read it again, sorry.

Moderator: Okay. Anyone want to take a stab?

Tony: The issue is I think they're going to layout the rules, and they're going to issue rebates, or essentially subsidize the plan for people to get onboard. To layout the rules, and say, "Look, we've got to be this, but you can take advantage of these incentives now." I don't know what the other costs are, and I don't know where people are going to all of sudden potentially find the money to purchase a new car, even if they get a \$14,000 rebate, what is a new electric car going to cost? A new electric car cost 30,000, well

great, you're getting 14, but can I afford to purchase, or can I afford to layout \$16,000? What the consequence if I don't? I can keep my own car, and potentially the price of gas will escalate.

Rob: How do you control that?

Tony: You can't necessarily make people go out and purchase brand new cars all at once, which that will help the auto industry sell these \$86,000 vehicles. In theory, if everything works properly, maybe this will work without a hitch, but I don't know that ... I think people right now are struggling job wise, and for them to layout all this money to retrofit their home, their cars, to change their businesses. I don't know where they're going to get that money from, even if it is heavily subsidized by the government up front. A lot of people out of [crosstalk 00:26:10] work still. In my mind we've never recovered from the recession. [crosstalk 00:26:17].

Moderator: We'll get to that more in [crosstalk 00:26:17] I just want to go through again, what we went away from it.

Tony: Yeah, sorry.

Moderator: No problem. Helen, and then Patricia. Take me through just how it works as far as you understand it.

Helen: The government will providing to fund for incentive for the families, and people too where is money from? Increase taxes.

Moderator: Right.

Helen: We are already so much burden, so hard to live in the city. Higher and higher taxes. Higher and higher prices. I'm thinking.

Moderator: No problem. Patricia you want to take me through your understanding of the plan?

Patricia: The plan is that the government is going to spend the next four years formalizing their plan, and then roll it out from there. Maybe I'm misinterpreting. It's through a series of trade offs, and rebates, and incentives to home owners to start upgrading their lives basically, to adopt a new model.

Moderator: Let me take you through. Look, this article is written before, so they actually did this announcement formally I believe it was on Friday. The WYNNE government plan did a formal announcement, and they flushed out some more of the details. Let me give you the very quick hits of how this works. Cap and trade, on one hand they're going to setup a cap and trade system. They're going to establish a price for carbon. They're going to go through industry by industry, set industry norms for how much carbon they

should utilize. They're going to give a quota to each company, each industry, and each company to what their carbon quota is. As well as establish a price.

Then they're going to say, okay, those companies that need to use more carbon than their allotment, can buy on used carbon quota from a company that uses less. They establish a market for the carbon. I'll probably give you lots of time to react. This system is supposed to raise 1.9 billion dollars a year, or at least in the first year. That 1.9 billion dollars that they raise through the system, they're going to use to fund all these incentives that they're talking about here. For electric cars, and for charging stations, and for buses, and transit, and so on and so forth. That's the quick hits on what the system is.

If the market, the carbon cap and trade program, is going to be shared with California, that has this system in place for some time, and Quebec also has part of the cap and trade program as well. Those are the quick hits on what the system is. Rob, now you can react.

Rob: They are going to set the price. They being the government, or they being an agency of the government that actually understands how to establish the price? Which one?

Moderator: I don't know. I have no answers, only [crosstalk 00:29:26].

Rob: I'm presuming it's the government, which scares the heck out of me to start with. Then as you're scenario, which is very easy to understand. You're saying okay, this is what this company is going [crosstalk 00:29:36].

Moderator: One thing I didn't say is, of course the established the cap and emissions at the start, but then the idea is they dial it down. Over time they try and reduce. Sorry, I omitted to say that. The idea is to try and reduce emissions over time. First you cap, and then you start to tighten. You allow people to trade within that cap. My apologies, so there's a cap and trade component, and also a carbon tax component that goes with it. The carbon tax part is set by the government, but then the trading that happens after, what one carbon, what one company sells their carbon quota to another company for, no that's established by the market, not by the government. Please.

Rob: The government establishes what the ceiling is before a company has to start paying ...

Moderator: Right.

Rob: ... On a carbon tax.

Moderator: That's right.

Rob: Then they can buy extras from companies that don't need it.

Moderator: Right.

Rob: Well, the government decided that company that doesn't use, what their ceiling is, so there's a flaw right there. They gave that company way too much. They should have started them lower. There should be no buying in selling in the first year from companies, because of the fact that the government number said this is where you're supposed to be. After that, they have to revisit that, and say, "All right, did we start this company too high, and we should lower them?" [crosstalk 00:31:01].

Moderator: Oh, I see what you're saying.

Rob: Did we start this guy too low, and should we raise him?

Moderator: They do that on an industry basis. [crosstalk 00:31:08].

Rob: I watched the transformation in Stelco, and Hamilton, Dofasco, Liquidair, Proctor and Gamble as a kid. I worked in Stelco as a summer student. I watched all that nonsense being spewed into the air, and even then it was upsetting. Yeah, US Steel has bankrupt Setlco, but Dofasco is still one of the most viable steel companies in the world. You don't see that junk going up in the air anymore, because they put in all of the right environmental requirements. Which obviously, based on this, aren't enough. That's not the issue. The issue is that they did make changes. It can be done. I'm just not sure ... I'm not anti cap and trade, I'm anti their system.

Moderator: I see what you're saying.

Rob: I'm anti the government coming in and saying we are the experts, and we're going to decide where the line is. That's my concern.

Moderator: Who should set where the line is?

Rob: Somebody that understands.

Moderator: Well, who's that?

Rob: I don't know. Chemists maybe, environmentalist.

Moderator: They'd have to be working for the government, right? Who else are they going to work for.

Rob: When I asked who it is, is it a politician or [crosstalk 00:32:12].

Moderator: You want to see it as someone [crosstalk 00:32:14].

- Rob: This other business about this aluminium company in Quebec, they're going to be exempt because of competition. Where's the incentive for them to reduce their emissions? The world is about competition. If you can't survive, get out of the way. Very good. You look a little quizzical on this Patricia. Why is that?
- Patricia: Just thinking about a couple of things actually. The aluminium one just threw me off my train of thought. I was wondering ...
- Moderator: Well, they did say they saw the article, yeah just said that [crosstalk 00:32:47] You know that, okay.
- Patricia: I did. I totally did.
- Moderator: They try to make it so that vulnerable industries don't get shut down by this, right? They try to put them in a competitive context.
- Rob: That's what they said about asbestos 50 years too ago though.
- Moderator: Asbestos, sure.
- Patricia: Asbestos, yeah we're still dealing with the asbestos everywhere. Now I have to get back to my train of thought. What I'm concerned about is, if the government is rolling out this program, or they're going to have an agency that sets that. What are they using as their baseline data to set their amounts, and what is the duration of the data they're collecting before they're applying that? Also then, how do we ensure that the government does not end up selling off this package?
- Moderator: Meaning?
- Patricia: The 407, sort of. That's a very simplified example, but do we have an agency that's running this? Is this agency going to be separate from the government, or is it actually going to be a ministry within the government?
- Moderator: Right. I don't know, okay, that's interesting. Do you have ...
- Tony: How do you police it? I mean that's to me that's the, I guess ...
- Moderator: In the context of the company, I guess, to police it is pretty easy, right? You see what they spend on fuel, right? You're doing it on a fuel basis, right?
- Tony: You're going to have to audit them. You're going to have a whole arm of government that goes in and does this.
- Moderator: Yep.

- Tony: I don't think what's put in there is, how much is the government going to spend to even get this off the ground, and how much is this going to cost even to monitor and police it. That's not talked about through here.
- Moderator: That's when I went out to [crosstalk 00:34:24]. Sure, but this is also isn't the whole plan, right? Let's give the benefit of the doubt on some of that. What do we think about the plan generally as [crosstalk 00:34:31].
- Tony: I think we have to do something.
- Moderator: Why is that, why do we have to do something?
- Tony: Because clearly climate change is effecting us. Even in Canada. I think Canada is probably one of the lessor effected countries around the world, but even so I think our summers are more intense, our winters are more intense. There's less rain, or the rain that we do get seems to come down in sheets, and then stop. It's not a gentle rain that's helping our agriculture. We have a lot of flash floods and things like that. Even just in the last couple of years that I haven't ever really witnessed before. Whether that's just a in the last five year thing, or not, but I have to believe it's part of climate change. We're probably one of the lucky countries in the world who are not as effected the most. We should all do something, Canada included, even if we are one the lesser effected countries. It's just a very political, economic, social issue. I don't think there's any perfect answer.
- Moderator: What would you, I know I'm putting you on the spot here, but what would your answer be to this?
- Tony: I don't know. This seems to be a capitalistic approach to putting something in place. You're creating a market to incentivize people to do that. I've always thought of Canada more of a social ... I'd like to think that we could just make those companies have lower emissions. Make people, put in more infrastructure and public transit. I'm just weary of this whole capitalist thing. Buying and selling [crosstalk 00:36:35]. I'm a Canadian first and foremost. I have opportunities to work around the world. I like to stay here because of the social aspect.
- Moderator: You'd rather see it just be, the government comes in and says you, this is your target now. Next year it's this, and this is you just make [crosstalk 00:36:54].
- Rob: That's what they did in the 60's.
- Moderator: In the 60's.
- Rob: Yeah, with Stelco and Dofasco, and all those guys in Hamilton.
- Tony: I'd like to see a more heavier hand of ...

Moderator: What happens when can't?

Tony: ... The ministry [crosstalk 00:37:03].

Rob: If they didn't they shut them down, and that was a great system.

Moderator: I understand. What do you think about that?

Patricia: I think they started trying to reintroduce that a few years ago. I know [inaudible 00:37:14] They had swat teams that were going in, and it was actually called the swat team program. They were talking to monitor all of the different emissions in companies, and to help them [crosstalk 00:37:24].

Moderator: What happens if they can't meet those requirements?

Patricia: Then they would subject to fines, and evaluations.

Moderator: Fines?

Patricia: Yeah. I think that's what we're saying, right? Is if you can't meet your target you pay a fine. This seems like their just formalizing the same thing that may have already existed in [inaudible 00:37:41]. It's just reintroducing it. The thing that really concerns me is that they're using this to raise money first. Then later rule it as incentives later.

Moderator: Subsidies.

Patricia: What happens in that time in between.

Moderator: How do you think about this, having it, there's setting up a market to do this, or just government just come in a say, "This is what you can emit, and if you don't we're going to fine you, or shut you down, or whatever."

Helen: Even though you set a market for this program, and the companies pay money to buy the point.

Moderator: Yes.

Helen: They will have a less margin, and our daily live product will be effected. The price will be higher. Manufacturing industry in Canada is [inaudible 00:38:34].

Moderator: Yes.

Helen: Because we do not have the competitiveness. If the margin for business, getting lower, we are losing competing again. Then our country, what we can supply.

- Moderator: Right, so what do you think then? You're concerned about the cap and trade already being reducing our competitiveness.
- Helen: Yeah, so ...
- Moderator: What about the other approach that Rob is saying, and Tony say, just government come in, and set the target. If the company doesn't meet the target then maybe fine them, and then I don't know, a graduated system, until you shut them down if they can't meet the environmental targets.
- Helen: I think now, nowadays, this maybe possible ways to get this.
- Moderator: You like that system better?
- Helen: Yes. However, industry is effected by this possible effected by this.
- Moderator: Right.
- Helen: We need more analysis to also persuade people [inaudible 00:39:48].
- Moderator: Right. Very good. We are at the halfway point here, so I'm going to give you a brief break. Very brief, like three or four minutes. There's a washroom right across the hall, and then we'll finish the last forty minutes or so.
- Rob: On cap and trade?
- Moderator: We can keep talking that. I have some other materials to give you, and some other stuff. I'll try to keep in interesting, I promise, for the last little while.
- Rob: No, [crosstalk 00:40:10].
- Tony: It's a very interesting topic, very interesting.
- Moderator: There you go.
- Tony: I was having the idea of electricity, to me natural ... Canada is build on natural gas for heating homes. We have a whole infrastructure that's been built over 100 years to do that, and it's going to be, this is very radical change in the course of ten, twenty years, taking it to electricity.
- Helen: Fifteen, because 2015 will be [crosstalk 00:40:36].
- Tony: I'm just saying by 2020, you've got a certain percentage, and then by 2030 [crosstalk 00:40:41] That's not even twenty years from now.

- Moderator: I want to emphasize that was the globes reporting on May 16th, so I think some things were slightly changed when they did the announcement yesterday, so broad strokes.
- Tony: Still something, that's been built up over 100 years, to change in 20 years to electricity it [crosstalk 00:40:59].
- Patricia: Is electricity the right choice too.
- Moderator: Let me stop you, because I want to give some people a break, if you need to have a break. If you don't want to have a break, we'll just keep going.
- Helen: I need a break.
- Moderator: You need a break, that's what I thought. There's always somebody. Washroom is right across the hall, we'll be back in a couple of minutes. You can keep talking, I'm not telling you not to talk.
- Tony: Just to, yeah, like electricity, well, what else is there? Electricity, but then electricity in what form, because nuclear is the only thing [crosstalk 00:41:25] that can ...
- Patricia: Of the known processes, right?
- Tony: That's going to be able to give you enough in a short period of time.
- Helen: Yes.
- Tony: It still takes ten years to build a nuclear plant.
- Rob: Your point is very well taken. They're going to raise billions of dollars in the first year, and then they claim, without any guarantees to us that it's going to go back into all these incentives. Whereas the opposition, and a lot of the right wing press saying, "No, no, no. They're just going to use it to lower their debt, so that they can look better for the next election."
- Tony: What I don't like is they keep claiming, when you go to the pumps and you see this is how much goes to this tax, this tax, and this tax. I think they've been raising gasoline taxes for decades, and I always thought that what they were doing was that money goes back into infrastructure to reduce. Again, I think it just goes into one big giant pot, and then it just [crosstalk 00:42:21].
- Rob: When I was a kid, there were different accounts. Then all of a sudden this thing called the general fund showed up, and everything gets shoved in there. There's no way of doing an audit, for lack of a better expression, on where that money is now being spent.

- Tony: I would have no problem paying more if I knew that that money was going to go into ... It would come back to me in some form in that you're paying that extra penny, because it's going into infrastructure to reduce emission ...
- Rob: Well, I'll give the perfect example.
- Tony: ... Or transit or something.
- Patricia: Also, how do you control that? Because the price of gas, for example, is also speculated on, and so those prices are inflated. Is that going to happen with whatever this new [crosstalk 00:43:02].
- Rob: Well, because as Tony says, there's too many taxes involved with our price and what we pay. Whereas the Americans would never put up with it. All the taxes that we have. To interrupt, but to your point, Bill Davis in 1950 whatever, '5 or '56, as a premier said, "We need better roads in Ontario. The 400 series highways, we're going to start with them." He added, I think it was a cent a gallon. That money didn't go into the general fund. That money went right into transportation and roads. There was a direct line from your tax dollar, and my tax dollar to the 400 series highways. That's why our roads were so good, but unfortunately, they've been ignored for too long now. This new word, infrastructure, that wasn't even in the vocabulary in 1960.
- Tony: If I knew that I was paying a higher price ...
- Rob: I'd be glad to.
- Tony: ... Because I'm paying the extra whatever, five cents a liter, but I know that that money is going to the people that are offsetting it, or that at some point in times it's ... As long as I knew it was going into infrastructure, or transit, or something that in the long run potentially would benefit me. Even when I did switch, I'd have no problem paying that right now, but it's not in the district that I'm paying.
- Rob: It should be.
- Tony: I think it just goes into one big giant pot, and who knows where it goes.
- Rob: That's what Rob Ford tried to do. He tried to get the money out of the general accounts in Toronto, and earmarked to where the money should go. What did Miller bring in? Something to do with a gasoline, or vehicle surcharge, or something that Ford got rid of, but the money in it just ...
- Helen: The registration fee [crosstalk 00:44:54].
- Rob: Was it emission fee, no it was ...

- Patricia: It was a registration fee, when you buy and you pay in Toronto the original fee, I think it was something like that. To buy a vehicle.
- Rob: The clean emission act, or something like that.
- Tony: The other was the grocery bags. You pay like five cents for the things.
- Patricia: That's not actually [crosstalk 00:45:12].
- Tony: That doesn't go anywhere. That's just going into their [crosstalk 00:45:15].
- Rob: It all goes into their general fund. [crosstalk 00:45:17]
- Moderator: Okay, who here pays a natural gas bill. Everybody.
- Rob: My wife.
- Moderator: Your wife, okay. Well, you're going to be the surrogate for your wife here. Do you know if you're on an equal billing plan, or month charges.
- Rob: An equal.
- Patricia: Equal billing.
- Moderator: Sorry, you're going [inaudible 00:45:35]. I think I heard two equal billing plans, and so Rob you're one of them.
- Rob: Mm-hmm (affirmative).
- Moderator: Patricia, you're another equal billing.
- Patricia: Yeah.
- Moderator: Tony and Helen. [crosstalk 00:45:47] Then you're on, oh you're on equal billing plan too, and so you're a monthly charges. Does this bill look familiar?
- Rob: Yep.
- Moderator: If you live in Oakville and have natural gas, this is something like what you should be getting. You'll notice two things, there's actually two bills in your package there. The front and back, and the front and back of two separate bills. The front side is the summary bill. The regulator and the companies do research on this type of thing, and about half the customers say, "You know what, just tell me what I owe on a summary," and about half the customers say, "No, no, I really want the detail, and know what the

charges are, and what they're for." That's why they have the bill like that. Then there's two bills there, a before and after. You want to tell me what the difference is between the two bills?

Rob: One's got a cap and trade cost fee on it.

Moderator: Everybody see that? On the second bill.

Helen: Yeah, then \$9.51 cap administrative fee.

Moderator: Do you see that Patricia.

Patricia: No, I did see it. I'm trying to figure out the math, and where the ... That's really interesting to sort.

Moderator: What do we think about that? That's what your natural gas bill is going to look like when they introduce the cap and trade plan.

Rob: Well, the first thing it should be, it should be HST exempt.

Moderator: Okay, why is that.

Rob: This is nonsense. This is just another tax, on another tax, on another tax. This is what's driving a lot of people out of this country.

Moderator: What do we think about the cap and trade, what your bill is going to look like?

Helen: My question, where is the money from, \$9.51?

Moderator: Where is the money from?

Helen: Yeah, from us. Apparently [inaudible 00:48:04].

Rob: Call it a punishment fee for using natural gas. That's what I do. They're punishing us for using natural gas. They're charging us 9.51 plus HST.

Tony: Is it just, is it a percentage of your use, or what's the [crosstalk 00:48:23]. Everyone that's on natural gas will just get charged whatever, 5% or whatever [crosstalk 00:48:31].

Moderator: Yeah, so remember they establish a tax on the carbon there. In this case, in the cap and trade context, right, Union Gas, or any gas distributor, isn't the user of gas. Right? In this case Union Gas is just bringing you the gas. You're the user of gas. Right, so you guys have to pay the tax. Does that make sense. I'm sorry, you didn't get a chance to

finish, and you're soft spoken, so I'd like you to finish, and then we'll give Tony a chance to ...

Helen: From the two bills, it looks we pay the same, it's not the same.

Moderator: Yeah.

Helen: Should be 102 plus \$9.51.

Moderator: Right. The issue is that you're on an equal billing plan, right? [crosstalk 00:49:15] You know how the equal billing plan works, that you pay them more in the final.

Helen: We have to pay in the final ...

Moderator: Yeah, amount, yeah. [crosstalk 00:49:24]. Even though it shows exactly right there what the cap and trade ...

Helen: We have to pay \$9.51 [crosstalk 00:49:35].

Moderator: Tony I got to, one at a time. Sorry, otherwise the transcript can't do it. Sorry, what was that, Helen?

Helen: We have to pay \$9.51, plus the gas we use, so 9.51 plus HST each month. What will we have to pay at the end.

Moderator: Yeah, this is a typical winter bill. Now in the equal billing context it's a little bit different, right, but yes. What do you think about that? Paying that extra amount per month.

Helen: For us, maybe affordable. For some people in the very low standard lifestyle, it's such a ...

Moderator: Are you willing to pay it.

Helen: Yes.

Moderator: Yes, okay. Tony, now you can go ahead, sorry.

Tony: Where do the incentives come in? Would the incentive come in on this, or would the incentive come in some other form?

Moderator: No, that's raising money. They're not incentivizing the use of gas, right? That's where they're taxing, is the use of gas. To then give the incentive to the alternatives. [crosstalk 00:50:47].

- Tony: The only incentive is, if I converted 100% to electricity, then you would never even get [crosstalk 00:50:53].
- Moderator: And/or use less.
- Tony: ... Or use less, yeah.
- Moderator: What do you think about that?
- Tony: Again, if I knew that the extra money was going into something to reduce, it was going into another product that was then redistributed to incentivize people to get off of it, and if I knew it was paying [crosstalk 00:51:18].
- Moderator: It's going 280 for schools boards to buy electric buses, and 200 million for cycling infrastructure, and ...
- Tony: Go trains.
- Moderator: ... Go train, and 1.2 billion to help factories and other industrial businesses cut emissions, and that's what the money is being used for, so it is, so mission accomplished.
- Rob: No.
- Moderator: Why not?
- Rob: Because, twenty years ago, or maybe even fifteen years ago when McGinty came into power he said, "No more fossil fuels." He encouraged everybody to use natural gas. Now they're punishing us for using natural gas, which they asked us to use fifteen years ago.
- Tony: Yeah, get off the oil, right? It was all [crosstalk 00:52:02].
- Rob: What's next? People convert from natural gas to propane, and now decide that's too dangerous, or too dirty, so we can't use that anymore. I'm very concerned about this, because I don't think they've done their homework, and that's what concerns me more than anything else.
- Moderator: Patricia, how do you react to the bill? What do you think?
- Rob: Looking at me as if you [inaudible 00:52:25].
- Patricia: No, no, no I'm sorry [crosstalk 00:52:28].
- Moderator: Thinking, that's her thinking look.

- Patricia: No, really I just don't, I agree, right? I just I'm concerned that they want to put in these radical change. That's going to impact every single house in where we live right now. All of our houses. The resale values will go down unless you convert. Just like how they used to have baseboard heaters everywhere. We all have natural gas furnaces, and now they're saying those will be garbage, and you'll have to retrofit. They're building new houses between now and 2030 ...
- Rob: Good point.
- Patricia: ... That will be [crosstalk 00:53:09] They have 100 year lifespan, as all houses and buildings do typically. Within that time maybe you would replace your furnace three times. You're saying that the house, let's say that's built in 2025 would be technologically out of date five years later. The value of that house would potentially drop as a result.
- Moderator: Sure. Mind you, they announced this, it is 2016. They announce it now. Maybe the builder is going to reconsider putting in the ...
- Patricia: Hopefully, but you don't know.
- Moderator: Then, presumably the buyer as well is going to say, "Well, wait a second. Five years from now." It stands to reason, right?
- Patricia: I don't know. I'm just saying [inaudible 00:53:54] The way that things are. Since we are in an area of massive development, even right now. The development that's going on in the next two years, are they going to change all of the approved plans to convert them to electrical heating supply instead?
- Tony: Now it's too late.
- Patricia: It's kind of too late.
- Rob: I'm not clairvoyant, but I'm making a prediction, and that is wood burning stoves and fireplaces are going to be on the rise. The garbage, the creosote from the wood that gets into the atmosphere, is far worse than the gas carbons, or a gas furnace. You watch, more people will be getting ... How are they going to heat their homes if they can't use gas anymore?
- Moderator: Helen?
- Helen: Our government implements this program to take a leading role for the environment. For other countries that don't do this, how this single program, or multiple program effect the globe? How you can persuade people here ...

- Moderator: Does that mean we should wait until the whole world is doing this before we do it?
- Helen: No, but I don't know.
- Moderator: You don't know.
- Helen: This is not the answer for me.
- Rob: I have a problem with the fact that the government is coming up with the plan. To Helen's point, maybe we should say to some of these countries that are really, really bad offenders, "We're not buying from you anymore." Our economy is going to take a hit, but it's not going to be very long, because you people are going to have to come back. Maybe we're going have [crosstalk 00:55:38].
- Moderator: Maybe they're going to say, "Yeah, well look who's talking oil sands country over there. Are you going to lecture us about fossil fuels and that stuff." How's that going to go over?
- Rob: Compared to what other countries, other larger countries. Like what is Russia doing? We don't know anything about what's going on in Russian with respect to the environment. They've been managed to keep their ... Poor China, their getting nailed rough right in center, because we know what's going on.
- Moderator: Your position, nope we're not doing anything until the whole world [crosstalk 00:56:09].
- Rob: No, no I think we got to do something. Be damned the fact that they're not. They've got to suffer the consequences of their decisions if they don't do anything. We've got to come up with a system how we can fix that.
- Moderator: Patricia are you ...
- Patricia: No, I'm thinking about that too, right? Yes, I agree that we should adopt something. We need to do something now, and we need to be proactive. Because if we don't, we're just being very selfish. We've already been through a few generations of just focusing on their own selves, and ...
- Moderator: Tony, are you agree with that?
- Tony: Yeah, no.
- Patricia: It's just that the single, your family house, all those things, that's not typical in the rest of the world, right? If we had the opportunity to become leaders in reducing our emissions, and effecting, or minimizing our impact on climate change. How can we force other countries to get onboard?

Tony: One of my concerns is that, how is all of the industries, and manufacturing companies Ontario reacted to this? Because we ...

Moderator: How has who?

Tony: How have, have the government gone out? With the auto industry specifically. Are they just going to move all of their jobs down to the US where they don't have to deal with these issues. I mean, it's fine to be a world leader, but if nobody has jobs to work here, this whole thing is going to collapse. It's very hard to put in something very radical, because you need everyone to buy in to make ...

Moderator: Doesn't that go though for your solution as well. Just setting caps on industry, and saying you got to meet this or else. Then they say, okay well we'll just move to where they don't have these. How is that any different than your point?

Tony: There's certain people that you maybe don't necessarily want to be here. They are obvious polluters that I think do more damage than ...

Moderator: The obvious polluters are going to want to avoid the cost too, so they'll move.

Tony: I don't know if I have the answer. I'm not saying I have the answer.

Moderator: I'm only challenging you to try to get you to [crosstalk 00:58:33] think about how you actually view this plan in the context of everything else that's out there.

Helen: Guys, we should circle less and less manufactures.

Moderator: We should what, less and less?

Helen: This program really enforce some manufactures to move out from Canada.

Moderator: Right.

Helen: We need ...

Rob: This program hasn't done that. It's been happening for years.

Moderator: Which program?

Rob: The cost of electricity.

Moderator: Oh, I see, right.

- Rob: MAC Truck, Massey Ferguson, Firestone, all mainstays in this area for the last 50 years, they're gone.
- Tony: This is going to drive up the cost of electricity.
- Rob: Absolutely. [crosstalk 00:59:14] I guarantee you Ford's out the door.
- Tony: ... The capacity.
- Rob: For is gone from Oakville, but Bombardier in Quebec, because it's a pet project of the government, they're not. They're just a big a polluter as anybody else.
- Moderator: I got to ask you one question. Do you think they should put the ... You looked at your bill, the two different bills there ... Do you think should actually ... Because again, let's just, if you're Union Gas, or some gas company ... Should they actually put the cap and trade program cost on the bill, or should they just bury it in the cost of their bill?
- Tony: If I was Union Gas, I would want it buried in my costs.
- Moderator: Why?
- Tony: Because it's something outside of their control. [crosstalk 01:00:00]
- Moderator: Forget about you being Union Gas, what do you think?
- Tony: No, I would want to see it.
- Moderator: You would want to see it.
- Tony: I would, so that you can clearly see what's impacting you as part of this cap and trade program. Like you see it on the pumps, I'd like to see it everywhere. Just so you know, if you're making a choice to not get onboard with a program, what is it that you are paying.
- Moderator: Got you. Should it be in the summary sheet, or just in the detail, or both?
- Patricia: It should be in both.
- Moderator: In both, why?
- Patricia: Transparency. I also think they shouldn't charge HST on their tax. It's a tax on tax, right?
- Moderator: What do you think, Helen? Should it be shown in the bill, cap and trade, or should it just be included?

Helen: Should show.

Moderator: It should show, why?

Helen: Should show customers know what they are paying.

Moderator: What do you think Rob?

Rob: I think the law, in the way it is now, says they have to show it. I remember the first Union Gas bill I ever [crosstalk 01:01:04].

Moderator: It's actually not a settled issue right now.

Rob: Well, your first Union Gas bill I ever got was one line, one figure, and that was it.

Moderator: Right.

Rob: Then [crosstalk 01:01:11] Special interest groups got this gas price adjustment, transportation fees, storage, delivery, all that added to the bill. It still added to the same dollar figure.

Moderator: Bottom line, do you want to see it show or not?

Rob: Absolutely.

Moderator: You do, on the summary and the detail, or just the detail?

Rob: Doesn't matter. As long as it shows up.

Moderator: As long as it shows up.

Tony: You mean, by the summary, you mean on this part here.

Moderator: Yeah, that's right.

Tony: ... And on [crosstalk 01:01:36].

Moderator: Yeah exactly.

Tony: You know how much you're paying for, yeah, I would say both.

Moderator: Both.

Tony: I would say both.

- Moderator: If you get your bill one day, and it's ten or twelve bucks higher, let's say your winter bill, and it's not shown. Are you more likely to call up Union Gas and ask why your bill is up?
- Tony: Unlikely.
- Moderator: Unlikely.
- Rob: I agree, unlikely.
- Moderator: Unlikely, you don't care, because it's too small an amount, is that it?
- Rob: You're not on equal billing are you?
- Tony: No.
- Rob: The rest of us are, and without it we wouldn't see it.
- Moderator: You wouldn't even know [crosstalk 01:02:12].
- Rob: Exactly, until August. I've always had a rebate in August. I've never used more than we were supposed to. Because I have a programmable thermostat, and I've set at 74 across the board.
- Moderator: You're not [inaudible 01:02:25].
- Rob: No.
- Helen: Government, everything need take consideration any changes. Some type of program in place. Some big companies will take advantage from us. From [inaudible 01:02:45] from families. How government has strategy to not let the big companies take advantage.
- Moderator: That's important to you?
- Helen: Yes.
- Moderator: Okay very good, I understand.
- Tony: Even vice versa, how do prevent companies, from large companies from [inaudible 01:03:02]. With large companies and we're all going to be ...
- Rob: There's no tax base.

- Tony: There's no tax base, there's no [crosstalk 01:03:13].
- Moderator: I don't think Helen lost out in large companies. I think she's been clear about the manufactures, and the concern about it, so I hear you.
- Patricia: Do you think this program will bring in new industry at all?
- Moderator: Well, sot that's the argument. It's one of the arguments the government is making. Is it going to be they're going to boost. There's going to be a huge boom in renewable energy companies, solar panels, windmills, electric batteries for electric cars. Some people are saying, "Oh, it's going to be a revolution." A new industrial revolution in clean energy.
- Tony: Didn't we just try. Remember this whole solar panel were you buy ...
- Rob: California.
- Tony: No, in Ontario. Solar panels, you buy, put the panels on your roof, you contribute to the grid, and all that stuff.
- Moderator: Companies that do that.
- Tony: That never really took off.
- Helen: However, there is a fact for some house have this solar panels, the price low.
- Moderator: Yeah, so there's been studies that have shown, right? [crosstalk 01:04:08].
- Helen: Some house sell the solar panels, the house price get lower.
- Rob: It lowered the value. [crosstalk 01:04:18].
- Patricia: It lowed the values?
- Helen: Yeah.
- Rob: Also, they were going to, you could sell that power to the grid.
- Moderator: Yes, yeah, yeah, yeah.
- Rob: The problem is the grid doesn't need the power, because of all the windmills, and we're giving it away.
- Moderator: There is, so look, again just go and do the research yourself, right? There is companies that do this, and they'll pay for the panels, right? Then there's programs where they

reimburse you, this, that, and the other thing. I'm not going to speak for them. It is growing in popularity as it goes out, and more companies are [crosstalk 01:04:50].

Rob: It's a corrupt system.

Moderator: Okay, why is that?

Rob: You may say it's growing in popularity, but the bottom line is, that once the incentives are taken away from those companies, they're all go bankrupt.

Moderator: That's fair, yep.

Rob: California is the perfect example. When the Obama administration, the first administration, gave unbelievable incentives to companies in California [crosstalk 01:05:11]. As soon as the incentives stopped ...

Tony: These are the manufacturers. [crosstalk 01:05:17].

Moderator: I forget what it starts with a C, one of the ones.

Rob: They couldn't sell them, nobody would buy them. That was the problem.

Tony: As soon as the subsidies went away [crosstalk 01:05:26].

Rob: As soon as the subsidies, they all went bankrupt, yeah. Every single one of them. Not 99% [crosstalk 01:05:31].

Moderator: Is that an argument against subsidizing them, or an argument for subsidizing ...

Rob: Yeah it is. Absolutely. Subsidizing with this money you're going to raise ...

Moderator: The cost of solar panels has also come down dramatically too.

Rob: I don't read anything about solar panels other than the fact that ...

Moderator: There've been studies that have shown that they've dropped by fractions of what they used to cost. Because more are being produced, and there's a bigger ...

Tony: They're not manufactured here though still. Are they?

Moderator: Don't know.

Helen: No.

- Tony: I don't think there are any [crosstalk 01:05:55] I think they're all done over [crosstalk 01:05:57].
- Moderator: Isn't Samsung in that, aren't they in the SouthWest there.
- Rob: Well, that's offshore then.
- Moderator: No, no, no, no, no. In that Southwestern Ontario.
- Helen: I used to work for the company, Electric [inaudible 01:06:05]. Also they have [crosstalk 01:06:07] the product for electric panels, solar panels, now producing it.
- Moderator: All right, that's interesting. Let's talk about the alternatives to this.
- Rob: Someone said BC has come up with a revenue neutral plan that is good.
- Moderator: What do you think about that?
- Tony: I don't know. I don't know what the plan is, so I can't [crosstalk 01:07:34].
- Moderator: It's revenue neutral. If we set a tax on carbon, and you have to pay it on gas, or natural gas, or propane, or whatever. It's 1.9 billion let's say, we're going to raise through carbon tax. We're going to offset then across the province, so that the rest of the tax burden is 1.9 billion lower. Helen?
- Moderator: What do you think about that approach, that Rob said basically laid out, or that I just explained as an alternative to this?
- Tony: The BC approach?
- Moderator: Yeah.
- Tony: I don't know all the details.
- Moderator: Sure. [crosstalk 01:09:29].
- Tony: The way it would incentivize you is, you would have every incentive to lower your overall taxes by consuming less. Is that how it works? As opposed to being forced to pay more taxes ...
- Moderator: There's a carbon tax, but the carbon tax is offset by ...
- Tony: Yeah, so total taxes that you pay a year, whatever [crosstalk 01:09:55].
- Moderator: Not necessarily that you pay, that Ontarians pay.

- Tony: Ontarians, yeah well me as one of the Ontarians.
- Moderator: Right.
- Tony: It might not work out to be [crosstalk 01:10:03].
- Moderator: You may have paid more taxes because you use carbon.
- Tony: Yeah, in general, right now if everybody's income tax, or you pay \$50,000 on, whatever 500 million, I don't know the numbers. It was 250 is your normal, and then the carbon tax was 250, but you could lower your tax burden on the carbon tax, and end up not having to pay as much tax. [crosstalk 01:10:32] You just used less gas. If you chose to drive less, then you would save on that tax.
- Moderator: That's right.
- Tony: That would not in no way effect your income taxes.
- Moderator: Correct.
- Rob: No, it's not geared to income tax. It's geared to sales tax more than anything else.
- Moderator: Again, no details on that yet [crosstalk 01:10:49] They haven't made, they're just saying here's a carbon tax, but don't worry we'll ...
- Tony: Neutralize it somehow.
- Moderator: Yeah, somewhere else government will take in less tax. [crosstalk 01:11:00] That's a good way to put it.
- Patricia: Then they'd be cutting some program other than this one potentially.
- Moderator: Nope, because they'd be raising the same amount of tax together. If Ontario raised two billion, or one billion just to make it easy, in taxes last year. They'll introduce the carbon tax, and then cut taxes elsewhere, and they'll still get one billion next year. That's the idea behind a revenue neutral carbon tax.
- Tony: Whereas this one is two billion extra, and we will put it back into incentives.
- Rob: Trust us where it's going.
- Tony: We'll put it back into incentives. [crosstalk 01:11:35].

Moderator: Let's let everyone react, and then Rob I'll promise. What do you think about that? The no cap, not trade system, no incentive ... Well, yeah, don't know. What do we think about that?

Rob: You lost me there. We're talking revenue neutral, now you're saying no cap at all.

Moderator: No capital?

Rob: Cap at all.

Moderator: Yeah, there's no cap. That's part of cap and trade. That is you want to pollute more, pollute more, you just pay more.

Rob: That's ...

Moderator: That's the carbon tax.

Rob: Yeah, that up.

Moderator: Well, no that's the BC model, my friend. You were the proponent of the BC model, BC model, go fill your boots. Use all the carbon you want, you're just going to pay more.

Rob: Eventually that won't continue forever. Whereas there's no difference between buying carbon credits, and polluting more, it's the same thing.

Moderator: I'm not sure I follow you Rob.

Patricia: Just couched differently, right?

Rob: Yep, exactly. The thing that revenue neutral [crosstalk 01:12:44].

Moderator: No, the point is that your [crosstalk 01:12:46] In cap and trade you have to buy somebody else's quota to use it, but there is a ceiling on what you can use or do.

Rob: There's a ceiling in cap and trade as well.

Moderator: That is cap and trade, that is the definition of cap and trade.

Rob: BC's carbon tax there's as ceiling.

Moderator: There's not ceiling, you're wrong. It's just a carbon tax.

Rob: There is a ceiling then, if you're going to pay a tax, there's a ceiling.

Moderator: No.

- Rob: You pay a tax on nothing, as well as a 100 whatever.
- Patricia: Well, you don't pay any tax on nothing. [crosstalk 01:13:19].
- Moderator: You only pay a tax on fuel, and on carbon things that you use.
- Tony: Cap trade that says that you cannot use as much as you want. You can only use as much as you can buy credits from other people. [crosstalk 01:13:35].
- Rob: You can use as much as you want.
- Tony: No, no, no, no, no.
- Rob: It is in my mind.
- Tony: If there's only ten credits available, you can only, if you're limit is ten.
- Moderator: Yeah, use a round number, ten.
- Tony: If your limit ten, you're only allowed to pollute at a level of ten. You can only pollute more than that to the extent that there are other credits out there. If there's only ten more credits out there, you can only pollute another ten. You can't pollute twenty-one.
- Rob: No, I agree with that.
- Tony: Then what are they going to do? If you do pollute that extra one, what happens? They come and they shut you down?
- Rob: The government has not shown any initiative to the press, to you, to me, to us, that if there's only ten more, that that's it. That they can't find them somewhere else. Your ...
- Moderator: No, that's it. That's it.
- Rob: No it's not. According to the European failure on cap and trade, that is not it. The European failure has created a huge black market for carbon credits. Well, that's your opinion, and I respect your opinion.
- Tony: The thing is, how are they going to police it? How are they going to [crosstalk 01:14:47].
- Moderator: I guess I'm misunderstanding [crosstalk 01:14:49].
- Rob: There is a mafia of carbon [crosstalk 01:14:53].

Moderator: No, let's move off that, because I'm afraid that's just not right.

Rob: Okay, fair enough.

Moderator: Because a company, you can clearly audit what a companies carbon use is, or at least on their audit-able books. You write whether one company goes and does something elicit or whatever. At least in their means of production, and so on, you can police what carbon a company is using. I'm just not sure that's accurate. There may be other problems with Europe, and whatever, but that point [crosstalk 01:15:22].

The point Tony was right, is the same. Let's say there's ten companies, they're each given ten metric tons, so let's use the number ten, but the jurisdiction sets a cap of a hundred. You can trade each your ten. If you need twelve you have to buy two from someone else, but there is a ceiling established. Whereas in just a straight carbon tax system, there's no ceilings established. You want to use more, use more.

I tell you from BC, I do work in BC, as a carbon tax, you want to use more carbon, no problem just pay more tax. Use all the carbon you want. The idea is, the thinking is that it'll ... You're still incentivized, just like it shows up on your bill. Yeah, you're incentivized to use less, because you pay more if you use more. That's the idea with this.

Tony: You're always incentivized to use less, because you want to use less fuel. Forget about the environment, you want to keep you cost as low as possible.

Moderator: Right.

Tony: You're naturally incentivized [crosstalk 01:16:16].

Moderator: That's a business. Without [crosstalk 01:16:21] The carbon tax, you make it more.

Tony: Make it something more expensive.

Moderator: How do we feel about that as an alternative to the that now that ... Let's say my reading of it is the correct one, how do you feel about that as an alternative to cap and trade? Just establishing a tax, a price, but no trade, no ceiling?

Rob: Therefore the BC model?

Moderator: Yes.

Rob: I don't have a problem with it. [crosstalk 01:16:46] It's human nature we'll say, "Man, we can't afford this. This is nuts, we've got to do something." Helen, what do you think about that?

- Helen: There is both advantage, and other advantageous. As BC the policy, for companies, how much more you pay if you're over the limit?
- Moderator: A fixed amount set by the government, so it's as tax.
- Helen: That will not effect the businesses for overall margin and everything. They will not take serious action to [crosstalk 01:17:27].
- Moderator: You think they'll just pollute more, they'll just be polluting, and they'll just pay the tax.
- Helen: Yeah, you need to get higher percentage to for the companies.
- Moderator: You don't like this alternative to the cap and trade? If you had to choose?
- Helen: I have to choose.
- Moderator: If you had to choose, which would you choose?
- Helen: Hesitating.
- Moderator: Hesitating.
- Helen: Yeah.
- Tony: Could you not use the carbon model, but then you also force environmental regulations on certain companies?
- Moderator: What do you thing Patricia, which one do you prefer?
- Patricia: I can see benefits in both sides. Then there are also quite comparable actually in the overall guidance. I think that if you don't have a cap, then it will insight change more slowly, but it might be more sustainable. If you introduce a radical change now, it's going to be very volatile.
- Moderator: Tony, you're, where do you fall on this question?
- Tony: I would tend to agree. I think the cap is much more radical approach. It might be more palatable to introduce slowly. Just make things more expensive.
- Helen: What your opinion on it?
- Moderator: Me, I don't have any opinions. I'm a market researcher. I'm paid to get other people's opinions. I don't have an opinion.
- Tony: Me personally ...

- Moderator: Thank you for asking. I've never been asked that before. What's your opinion?
- Tony: Me personally, I'm fortunate that my wife and I are both employed, and we've saved, and I don't think something like this will really effect me all that much. Is this going to make me change, probably not.
- Moderator: That's interesting.
- Tony: Which is I think probably anti [crosstalk 01:21:27].
- Moderator: When would you change, so okay I have ten bucks. If it's fifty bucks a month, how do you feel then?
- Tony: I don't know I have to look at what's the alternative? The thing is I don't have enough information to know what my alternatives are. To me, is this just ...
- Moderator: When do you start looking for your alternatives?
- Tony: Well, I don't know.
- Moderator: Let me ask you that.
- Tony: Is this just gouging me for money now?
- Rob: Tony, I'll tell you, when you start looking for an alternative. When you have four kids in university at the same time, and you holy Christmas, what's going on here.
- Tony: That's a few years away, but still I hear you.
- Rob: I had that. I had four at the same time, and it was expensive.
- Tony: My kids are eight and ten, so I don't have to worry about that for [crosstalk 01:21:58] I mean to me it's do I pull the trigger on spending tens of thousands of dollars to retrofit my house to go to electricity, or do I bear the brunt of spending \$12 a month for ... then how do I know that the next government isn't just going to unwind everything that's been done, and I've spent \$20,000 to convert to electricity, and everyone is back to natural gas. Electricity, or home and electricity now is much more expensive than natural gas.
- Moderator: I hear that too. [crosstalk 01:22:38].
- Rob: ... By the way.
- Tony: I mean I ...

Moderator: Gas prices are low now too.

Tony: Gas, yeah, and they've been low for a long, long time. Do I convert and take advantage of the rebates, but I'm still actually paying more in electricity costs, then what I would if I was just paying natural gas. Now, I'm just being gouged for paying this cap and trade tax, and so I've lost overall anyway. I'm still, do you know what I mean? To heat my home in electricity would be much more than natural gas, so why would I switch without these incentives, because I'd be ... There's no incentive.

Moderator: Like I said, I won't really give my own opinion on it, because it's not really relevant, but this is the last group of ten that I'm talking to, right? I've been at this five days, and this is the smallest, they've all been eight or nine people. Today is such a nice day. I mean, I'm hearing some of the similar things. They range from, I've heard groups we got to do something about the climate. This is ambitious, but we got to do it, we got to be the leaders. I've heard that, and then ...

Rob: We've said that, but we question the how.

Moderator: You guys are more on the other side of the spectrum generally.

Rob: I don't think we are.

Moderator: It's more, I'm more cautious about it. It's a little more caution, is my takeaway here.

Rob: That's because we're all paying our own bills.

Moderator: That's interesting. Yeah, there's been a range, but it's go to do something, willing to pay, some, they range. I really haven't had any no we're not. Nobody has said this isn't worth tackling. I guess is what I would say there. It's just more just which approach. I haven't heard too many that prefer the carbon tax approach over cap and trade and approach. That's not been my experience. They're like, well you just pay more an pollute more, that doesn't make any sense.

Tony: Who cares?

Moderator: I've heard a lot of that.

Rob: My whole point is, I have all faith in the world in the power of the people. If people see company X polluting more, they're going to stop using company X.

Moderator: I'm not sure you would know.

Patricia: Unless you increased your media, and started complaining more about them polluting more [crosstalk 01:25:05] Right, it's got to be associated [crosstalk 01:25:07].

- Moderator: Other than that, it's ranged across the spectrum.
- Rob: Do you read the labels on stuff, where you buy stuff in the grocery store?
- Helen: Yes, I do.
- Rob: Where it comes from?
- Helen: I do.
- Rob: Why?
- Moderator: It's just a little bit different. Most folks are not, yeah you're going to know what company is polluting more, or whatever. You ain't going to know. That's just, yeah it's a really range of a process. Look it's not for us, it's not to characterize who, what, where our opinion isn't, this is what people decide, and our opinion of these are the things the breadth of people what people are saying. Right, it's this is everything. Try and get everything that everyone might say on the topic, new, and novel, or different, or whatever. Now you go out scientifically test which one is actually a majority opinion. We're not at that stage yet.
- Patricia: Because I'm curious to know what the millennials are, what they have to say about this. There's twenty to thirty people.
- Richard: Again anecdotally, because we haven't yet gone into that phase of the project. The one's anecdotally that I have talked to were all like, "Got to do something, got to tackle this problem, don't care what it cost. Got to deal with this, got to be the leaders." That's the thing, it tends to be people who are older, who are more ... Actually that's not a fair characterization, because I've seen both. I've seen no we got to do something very important, and like, eh. Then I've heard a lot of skepticism in government. I would say that would be this table, would be the skeptical of government fixing he problem, or trying to fix the problem, or motive, and/or execution. I've definitely heard a lot of that, that's not unique to this group. There's a mix. Then I've heard a lot of, everyone will do this not matter what. We might as well just suck it up and start doing it. I've heard a mix, it's been interesting.