

# ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF WHITBY HYDRO ELECTRIC CORPORATION

**Whitby Hydro Electric Corporation applied to change its electricity distribution rates effective January 1, 2017.**

**Learn more. Have your say.**

Whitby Hydro Electric Corporation applied to the Ontario Energy Board to change its electricity distribution rates effective January 1, 2017. If the application is approved, a typical residential customer of Whitby Hydro Electric Corporation would see an increase of approximately \$1.93 per month. Other customers, including businesses, may also be affected.

The requested rate change is set using an OEB-approved formula which is tied to inflation and other factors intended to promote efficiency. The rate change also includes Whitby Hydro Electric Corporation's request to refund to customers a balance in a deferral account.

## **THE ONTARIO ENERGY BOARD WILL HOLD A PUBLIC HEARING**

The Ontario Energy Board (OEB) will hold a public hearing to consider Whitby Hydro's request. We will determine whether the company has used the applicable models and formulas required by the OEB and whether to approve Whitby Hydro's request to refund a balance in a deferral account to customers. We will also hear questions and arguments from individual customers and from groups that represent Whitby Hydro's customers. At the end of this hearing, the OEB will decide what, if any, rate changes will be allowed.

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

## **BE INFORMED AND HAVE YOUR SAY**

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

- You can review Whitby Hydro's application on the OEB's website now.
- You can file a letter with your comments, which will be considered during the hearing.
- You can become an active participant (called an intervenor). Apply by **[utility will insert actual date 10 calendar days from the date the notice is posted on the applicant's website]** or the hearing will go ahead without you and you will not receive any further notice of the proceeding.
- At the end of the process, you can review the OEB's decision and its reasons on our website.

The OEB intends to consider cost awards in this proceeding that are in accordance with the *Practice Direction on Cost Awards* and only in relation to Whitby Hydro's proposed clearance of the balance in deferral account 1576 as a refund to customers.

## **LEARN MORE**

These proposed charges relate to Whitby Hydro's distribution services. They make up part of the Delivery line - one of the five line items on your bill. Our file number for this case is **EB-2016-0114**. To learn more about this hearing, find instructions on how to file letters or become an intervenor, or to access any document related to this case, please enter the file number **EB-2016-0114** on the OEB website: [www.ontarioenergyboard.ca/participate](http://www.ontarioenergyboard.ca/participate). You can also phone our Consumer Relations Centre at 1-877-632-2727 with any questions.

## **ORAL VS. WRITTEN HEARINGS**

There are two types of OEB hearings – oral and written. Whitby Hydro has applied for a written hearing. The OEB is considering this request. If you think an oral hearing is needed, you can write to the OEB to explain why by **[utility will insert actual date 10 calendar days from the date the notice is posted on the applicant's website]**.

## **PRIVACY**

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

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

