

LH Response to CCC-22:

If you disagree with these priorities, please explain what you think the priorities should be.

There should be something about reducing your costs so you can pass that on to us the customers.

I agree with them as named, but not as listed. Reducing environmental impact should be #1 and mitigation to deal with severe weather events #2.

I noticed over the winter/fall a number of London Hydro trucks idling around the City's neighbourhoods. These were not trucks that the teams were operating out of, in fact they seemed to be sitting there on their own. This is a major concern for me as a customer and as a city resident. Many cities in Canada have anti-idling laws and I think London Hydro can do more to lead the way in preventing idling and the air/noise pollution that is a product. Reducing environmental impact should be a higher priority.

Two additional priorities - encouraging and enabling customers to adopt rooftop photovoltaic generation and net metering - and - fiscal responsibility, ensuring that customers pay a fair price for Lon Hydro distribution. Priorities should be to stop charging people extra during a pandemic.

I find it hard to believe that previous surveys done by customers stated that those were their so-called "top priorities". I think these are bloated statements made up by London Hydro, and you expect me to believe that a mere 19% covers all that?? What about billing and customer service? You forgot that?! And data breaches aren't on our shoulders - as a company it is ON YOU to be trusted (expected!) to protect our private information. Our bills are high enough ESPECIALLY those struggling to make ends meet right now. And why did you change PEAK Priority: Make it less expensive.

Invest in renewable energy. SOLAR energy. The thing is that no one believes you give a damn about the environment nor invest to improve the services. It's all about the profit for the ones sitting at the top.

London Hydro should strive to be more Efficient and cost effective. The wages London hydro workers is too much plus it seems like the the only way to get a job there is if you know someone.

Should also be making sure all costs are kept to minimum without reducing the above priorities.

Lowering costs

I agree with the above priorities. However, I also think London Hydro should focus on reducing overhead costs and passing those savings on to customers to lower our monthly bill.

Environment, maintaining equipment

I do agree however it should also state that these priorities are done in the most cost effective manner.

Sometimes the bottom line is just that...money.

I agree with them but also think that there needs to be a focus on helping low income residents lower hydro bills to ensure they are never disconnected.

I am still not in agreement that I am paying 1/5 for my own usage and the other 4/5 go to these ventures.

Though I do agree there has to be a contribution on each customers part.

I agree with these priorities but they must be balanced by the need to keep London Hydro's operations as lean and cost-efficient as possible.

The first 3, I agree with completely. The 4th, I would not assume there will be more frequently severe weather, however, it makes sense to weather-proof the system as much as reasonably possible but without the need to spend excessively based on expectations of a so-called climate crisis. Again, with #5 the level of investment in this area should be realistic and in accordance with real environmental damage that the local hydro system may cause, eg. by controlling the expulsion of real pollutants in local water, soil and air, without the insane sole focus

The entire system requires modernization not patch work repairs This includes central monitoring of the entire electricity supply area including the antiquated rural system. The outage website is also micky mouse (understaffed and quickly swamped), literally useless for major outages and for monitor lacking rural outages. London Hydro's operations are typical for London, "no leadership ,penny pinching conservative).

You're never going to eliminate and probably will never reduce the damage from severe weather events. That's just wishful thinking, so why make it a priority? The items that blow up are the fuses of your delivery network. Getting them replaced quickly is and should be the focus. Just need to reword item 4 to align with reality.

2 and 3 should be reversed in my opinion.

**To keep electricity charges at an affordable price to ALL Ontario's residences ALL the time and not because of Pandemic, nor of your maladjusted time of use schedule.

I agree with most, but think that keeping hydro affordable for residents/small businesses should also be a priority. The environmental issues are not as urgent as most people make out,yes,consider the environment but we are still one of the best countries in the world for respecting the environment. NOW at a time when people are struggling to keep bills paid and buisnesses open,thats my priority

I neither agree nor disagree. I do not know enough about the topic to be able to answer this question.

Reducing environmental impact should be higher priority.

All of the above are important.

transitioning over to wind and solar power for hydro

1-Maintaining and upgrading equipment to ensure a safe and reliable supply of electricity

2-Investing in projects to reduce the environmental impact of London Hydro operations.

3-Investing to ensure that more frequent and severe weather events will cause less damage to the distribution system

4-Reducing response times and frequencies of outages

Please no "climate change" initiatives that don't make financial sense.

Do more to mitigate environmental harm caused by power generation and distribution.

Allow me to install a grid tied solar array on my roof. I was refused tie in.

What about supplying electrical power from more "greener" sources?

How prepared is London Hydro for the influx of electric cars needing power to charge their batteries?

Reducing costs for customers, by removing delivery fees and users paying only for hydro use

Cheaper power.

I like to add important note, since Canada population contain different races, i would recommend to add more languages to satisfied the other cultures.

The upgrading of equipment should also include the burying of transmission lines wherever and whenever possible. It seems counterproductive to simply replace transmission poles when roadwork projects sic involve Would add ensuring affordable services for the London community

Finding efficiencies to reduce the cost of generation, incentives to upgrade to more sustainable power sources

I agree with these priorities in general, although I would prefer statements that include: prioritizing renewable sources, demonstrating an abiding stewardship to the environment in all business practices, and cultivating a caring commitment to London residential customers that those in financial need will receive London Hydro's assistance to maintain enough power for essentials (heating, air conditioning, hot water, major appliances). The listed priorities sound like a PowerPoint slide at an annual report to shareholders.

I am not sure what you mean by environmental impact. I would like to think that cost savings to customers should be a priority

Also pay attention to keeping costs down.

Nos. 3 & 4 are basically the same.

No. 5 should be expanded with "environmental and visual impact".

Add "program of replacing wood poles with longer lasting material ones that perform the same function for far longer periods"

I have no idea

But affordable product and service is also very important.

Integrating distributed and small-scale generation to reduce the cost for end-users.

There are ways for free energy

Need to educate kids more about safety with electricity

lower costs

Since you said that this survey is only about electricity delivery then I don't think these 2 items are applicable:

- Prevent data breaches and system disruptions from cyber attacks
- Investing in projects to reduce the environmental impact of London Hydro's operations

Getting hydro to families at the lowest cost possible

Reducing costs to consumers should be first

Although I have had very few or no issues of this nature where I live. I do think residents should be encouraged or more focused on saving electricity, rather than leaving a host of indoor and outdoor lights on 24 hours a day. These are good priorities. But in a time where people are forced to stay home. You have not taken the initiative to keep households at the off-peak rate. You are taking advantage of the situation.

Should also include looking for ways and means to reduce the overall cost to customers.

A small business person would do their best to minimize operating costs.

I agree with your first four priorities:

â—☐ Maintaining and upgrading equipment to ensure a safe and reliable supply of electricity

â—☐ Prevent data breaches and system disruptions from cyber attacks

â—☐ Reducing response times and frequencies of outages

â—☐ Investing to ensure that more frequent and severe weather events will cause less damage to the distribution system

I am sceptical of the fifth priority:

â—☐ Investing in projects to reduce the environmental impact of London Hydro's operations

This is because of the politicization of all things environmental these days by special interest groups that have their own agenda and do not represent the interests of the public at large.

Reducing environmental impacts must be calculated rationally and on a strict cost/benefit basis. Otherwise, environmental special interest groups will hold both London Hydro and the public at large hostage to an

I think "Investing in projects to reduce environmental impact..." should be moved to the number 2 spot.

The above are good, but you are missing cost control and communications

Those are important, but so is making essential costs affordable.

affordable, green energy source for all members of our community: low income and increasingly more middle income customers are having a difficult time "affording" your service.

I agree with the first four points.

The safe hydro thing

Minimizing cost of service to help households struggling should be more important

Cost is huge. London has some of the highest electricity and hydro costs of any city I have lived in. Find ways to decrease this

Addressing complaints about costly electric bills

the priorities are OK for now; however, is London Hydro doing anything to look at how to educate and assist its customers on eco-friendly means of generating power (e.g. when solar energy is available, using solar panels to replace grid reliance; or when wind energy is available, using wind turbines to supplement the grid; etc)

Your first item. Everything else is just another reason for bureaucracy and another reason for rates increases.

But how much is the environmental impact and what is the budget to reduce it? I don't think money should be spent if it's just a trend and not making real change.

I don't think these priorities are something this immediate area has to worry about. With uncertainties these days being what they are (the pandemic, job loss, plummeting economy) I feel the more urgent priority is the end cost of hydro to the customer. We shouldn't have to live our lives trading air conditioning for groceries because we just can't afford both. Older people frequently die in the hot summer because they don't have an air conditioner... these should be made free to customers, especially as we are confined to our homes with all the I don't want any of my money to be spent on environmental impact. It's bad enough the government is going to be mandating it anyway. Just do the best job you can delivering our electricity

This should be second priority - "Investing to ensure that more frequent and severe weather events will cause less damage to the distribution system".

I agree with the first two points, but would move reduction of environmental impact up to the third (personal view of course).

Working to lower electricity costs and minimize the peak billing time
price control methods in use as well

Yes, however I would like to see the environment have a higher priority. There should also be a clear objective around eliminating any lingering racist or sexist practices. We must all support our diverse city.

I agree as long as "investing in projects to reduce environmental impact" includes looking into solar and/or wind power. I'm particularly interested in how London Hydro might work with homeowners who install solar panels. There is an absence of anything relating to the pursuit of lower rates.

Prevent data breaches first

you are a city run monopoly

you should be NON-PROFIT

These are the LH basic jobs!

Partner with London Hydro customers and solar energy system experts to promote and subsidize affordable residential solar energy collection and distribution. Help make residential solar energy collection and use the I think keeping electricity affordable needs to also be a priority. Especially during these times as many people are learning that a neighbors kid was hired on at plus \$50.00 per hr with no experience does make me wonder reduction of the price charged to the customer

I agree but the list is in the wrong order. Investing to reduce your environment impact should be a number 1 lowering costs would be a priority for me and any other low income londoner

More potatoes.

Also, to be proactive in worn down equipment or grid overloads.

I will answer yes for now, but bullet number 5 has me concerned that the Liberal Government has taken that out of your hands but maybe not??

Delivery fee too high.

There should be an option / choice for 'no opinion'.

Reduce debt.

Reduce top-heavy management salaries.

Stop spending to reduce "climate change" (the climate has and always will change on its own) and humans cannot change it.

Eliminate "carbon" tax

Reduce cost to consumers.

They are focused on jacking rates, increasing bonuses for senior level employees & making the public pay for operating costs

I see nothing that speaks to keeping costs to customers low, ensuring you are efficient. My own experience suggests we do not need to improve reliability but maintain the existing level.

I also think trying to lower customer fees should be a priority. I used to work at LH and I know how much everyone makes, and I know how much people make in overtime. My fees are toward paying those salaries, and Why not more nuclear, it's a clean source of energy? Why do I want to move my hydro pole?

I think that, although these are all good things, keeping the bill low should be highest priority. If these ways are the best means to do that, that is fine, but don't embark on projects just for the sake of projects.

Neither agree nor disagree - there should be an option for neutrality

I don't agree with the environmental bull crap, it takes a lot of equipment and resources to build. Not really environmental if you ask me just my opinion.

I do not see any plan or plans on how London Hydro can reduce electricity and for that matter, water costs to its customers. Your priorities listed above are a no brainer and of course, important. It would be interesting to see if London Hydro ever shops around for other sources of reliable electricity with neighbouring states or provinces. In other words, you claim that you run this utility like a business - a business main priority is to ensure they are competitive on the market and actually turn a profit. This type of information should be publicized to your Should be assessing how London Hydro (LH) can manage costs and price controls to assist residence. More efficiency means more savings, hence supporting price controls for all your customers. Afterall LH is the only Providing affordable low cost hydro based on income

I agree with your priorities, it is just that you don't live up to some of them. You need to get better focused people on the job to do the admin stuff and not use "engineers" to do these highly specialized jobs.

Where is the disaster plan for residential owners

I believe that our Nuclear power source is a reliable and safe source of power. I believe that the wind turbines are not economical. It is also sad that their production is not in Canada. Their life expectancy is extremely A reasonable price for providing this service is also important.

I agree with the existing priorities but believe the "reducing the environmental impact" priority should be expanded and made more specific to climate-related issues. Something along the lines of: Replace combustion-based sources and non-renewable sources of electricity with renewable sources, applied directly when possible or as lobbying efforts towards any business partners and government. I would like to see aggressive action in I agree but feel this is limited. Would also like to see focus on lowering costs / fiscal responsibility too.

This question is a bit awkwardly worded, or perhaps the yes / no doesn't work very well.

Surely, it isn't so much a matter of agreeing or disagreeing with these, but whether they are the correct priorities and ranking them somehow....

Where is goal about providing reasonable service at a reasonable price?

We do agree with your above priorities BUT...we also feel that the hydro rates are high...especially for young families or seniors in particular. We feel that London Hydro should invest more time and energy" into assisting your customers to perhaps use more solar systems/off the grid...for heating water through solar energy and so forth. All new builds for example, should have some time of solar panels built in and, these should be enforced by the government/municipalities as per reducing all greenhouse/environmental issues.

while I do agree for the most part with the above, in this day an age, hydro lines should all be buried, so trees do not have to be cut down or ridiculously trimmed to accommodate hung wires. Buried wires are protected from ice storms etc, and eliminate power outages during such storms. When hydro poles need replacing, they should bury the lines instead until all lines are buried, and the practice of hanging lines eliminated.

need to reduce environmental impact

However, I believe that paying your hydro bill should not be a burden to the low income and elderly population.

The choice should never be electricity or food.

1/4 Agree (Issues that don't need to be included in a survey)

5: Until cost/issues/projects/ are detailed, there is little purpose in a response.

Don't know if there should be other priorities....

All are good, but how significant is "Prevent data breaches and system disruptions from cyber attacks"? how often do you have cyber attacks and should this really be a priority and cost? Also, the environmental impacts of electricity production is the responsibility of the producer not London Hydro which only delivers electricity.

These two should not be priority of LondonHydro.

reducing the cost to the customer

I will say yes but I do feel there is enough green initiatives.

Another priority should be cost control to the consumer. Negotiate with providers, look for other sources.

Similar to the phone system. I believe at one time only Bell could use telephone transmission lines now the lines are open for other providers to utilize

Years ago the province amalgamated utility resources for the availability of better utility costs due to maintenance as well as reduced costs in keeping spare equipment on hand if needed (less is better).

Again, as I have already stated in a note at the beginning of this survey. We believe it does not seem fair that you are charging all the tenants of an apt building, the same delivery fee when there is only one meter shared among all tenants. We understand when we were home owners, as we had our own meters. An apt there is only one meter, so why are we all paying the same delivery fee? We have no problem paying for our power usage, but honestly, there is only one feed into the building, so the amount per tenant should be pro-rated among all

The last two are much too vague therefore I like specific examples of hoe this investment is good or bad.

Have not received information on the above

More focus on CO2 emissions reduction

I do agree with these priorities but also need to mention that you really need to make this necessary service affordable for Londoner's, especially now when we so many are struggling to make ends meet, and not just now but always moving forward.

Ensuring low income and at risk families are able to access electricity should be included

Please get rid of time of use billing. We all know it is a cash grab. When you went to flat rate billing you were still profitable.

Not in disagreement but surprised at second priority...would think it would be 4th or 5th

With increase of electric vehicles you must ensure the system will continue to meet/surpass demand.

Stop exporting wind power generated electricity to the USA. Keep Canadian needs first and foremost.

Building distribution networks that require little or no maintenance and are reliable. Upgrading infrastructure to support a change to electrical vehicles. Preventing data breaches is an expectation not something to strive for.

I would add one more. Something to do with investing in green energy. E.g. Some kind of incentives for customers that want to install solar panels. Help reduce the initial capital cost.

The above should include more easily accessed billing without necessitating an online account setup which is frustrating and often futile. Please simply attach an electronic copy of the bill to the monthly bill notice email you send. Other companies do this and it is better.

What IS the environmental impact? If heavy, make reducing it no. 1 priority

I would like to see cost effective in priority too but otherwise the ones set out are good

The billing system needs to be improved. It is often three weeks from the end of the billing period before the billing is available even on line. The payment is not due until after the next period ends. Not only does the cash flow suffer, but it allows people to get well behind in what they owe. My Enbridge billing period ends the same date of the month and the statement is received within 7 days every month. Better accountability is due. Need to also find efficiencies to help reduce the cost increases year to year. It is not the sole responsibility of the customer to bear this weight. I would expect London Hydro to find house ways to assure they operate at a profit not rely on turning the rate up for this.

The distribution fees should not allow for reduction of environmental impact. This has nothing to do with electricity distribution

this should be #1

Prevent data breaches and system disruptions from cyber attacks

I agree but would move item #4 (Investing - -) to a higher level

Where on the list is being cost effective? Your first, third and fourth bullets are all the same thing.

I don't know what the last one would entail but I am not for closing down perfectly good operations in order to keep a few environmentalists happy.

I agree with these priorities but good value of service to the customer is not mentioned.

I agree with everything except the last point. I would prefer London Hydro focus on bringing reliable energy to its customers. However, the term environmental impact could mean many things. At this point in time I do not feel that solar and wind are either reliable or effective means of power generation.

Somewhat agree

Is this a preamble to raising the rates?

Especially re: environmental impact

The above priorities are important, but the one that is missing is doing all of the above for a reasonable cost.

Without mentioning containing costs, it sounds like you're saying "money is no object", as long as the above

Yes, generally. My priority is continued service and quick repairs if service is disrupted, while keeping bills low.

I'm not sure what investments to reduce the environmental impact are cost effective.

Would be helpful to provide more context so that I could know what alternative priorities might be. This question is unfairly biased to validate your own choices

There is not an option to say I agree with some and disagree with others, so I'll say no. First, security should be the #1 priority right now - you need to invest in securing your network, particularly your SCADA network - I would hope that the SCADA network is completely logically and physically separate from your other network(s) and has no ability to touch the public internet. Second, I would say that reducing response times and frequency of outages is a priority, but honestly London Hydro does very well in this respect and I don't think you need to improve necessarily, but maintain. Also, I would pay more for hydro if I could be assured that it was coming from clean energy. You charge too much for sewer - it's more than the water that I use.

You should also add that this service should be kept affordable. As we seem to be trending to a more green society, electricity will become the major source of energy for a large majority of the population and an unaffordable resource will hamper peoples ability to use it.

Go to flat rate billing. Time of use is confusing and not necessary. It's just a cash grab, the citizens of London are not that gullible

produces"

embracing processes and technologies that will ensure energy is delivered to customers at the most economical prices possible

Missing two things.

Be a company that people are proud to work for. Secondly, being cost effective.

Reduce the ongoing costs of running the organization should be priority number 1.

Another priority would be to keep costs at a minimum for their customers, especially those in low income

I measure your success by how many power interruptions I have in a year. All the priorities work towards less

I mostly agree with these priorities but I also feel that supporting customers with finding more efficient products and ways on reducing their usage should be a priority.

Sounds like someone is really trying to create a job out of nothing.

How about customer satisfaction,

what do you mean by investing in projects to reduce the environmental impact? Are you getting a ROI regarding this? If not then this is not an investment but more spending.

This question is phrased poorly. "What additional priorities would you suggest" is needed for those of us who agree with the above but would like to add to the list.

Ensuring all Indigenous Peoples have access to clean water and power should be your absolute top priority.

Working with Indigenous Peoples to ensure your work has low or no impact on our land.

Prioritizing affordable power, particularly for lower SES users, over profits.

Lowering people's bills instead of sucking them dry.

I think there are some other priorities that need to be considered. Fiscal responsibility and ensuring that operations and equipment are environmentally responsible. Public involvement/consultation e.g. a work group of people from a cross-section of the population

however.... if you want to know what 'WE' might want to prioritize, you should give a list of 10 'priorities' and let us select. Doing it this way, you are basically saying that this is all you're focused on without telling us the

Figure out ways to produce electricity at a reduced cost to you as a company and the end customer.

assume that they are not in any particular order

reduce cost

yes but these priorities exclude cost implications and impacts to homeowners (overhead wires, trees, civil/landscaping impacts of works

However, would like to see innovation to decrease residential hydro costs.

These are all good but you should add cost effective operations to the priorities. Customers deserve a fiscally responsible utility.

reverse the order listed

I haven't seen any of these functions.

I don't disagree, but just want to stress the importance of finding environmentally sensitive sources of

Keeping costs down for clients.

explore ways of reducing cost to customers!

just provide the service & stop using 'customer surveys' as justification for 'we need to charge more so that we can buy more things'

How about adding cost control.

But, I think that public engagement, crowd sourcing, is a very good way to look at risk assessments and

All the above require increased investments which means higher costs to consumers. Monthly bills are high. These are important but will only make them higher. Working with your partners to keep costs low (or fair) for consumers should be a priority.

Given that London Hydro is owned by it's customers surplus money should be considered an overpayment and credited back to customers, not invested into projects to reduce an environmental impact that actually causes inflated costs for residential customers.

Reducing the price for lower income households. If only 19% of my bill makes it to London Hydro, why are we paying 81% extra? Four times more than the amount you said gets paid to London Hydro

I agree the 5 points are meaningful, but argue L.H. could be much more visible in consumer awareness campaigns that have researched and promote better home devices from appliances to water heaters.

Bury more hydro lines where able and when feasible financially

keep the cost of electricity down

Maintaining is the cost of your business and should not be at the wallets of customers. Besides your lineman and meter techs are always on breaks at coffee shops and diners.

Lower costs to households making less than 125000 yr

Reducing costs. Stop all ideas involving the promotion of wind farms and solar panel installations that are now proving to be environmentally disappointing The "green"ness of these technologies are extremely misleading.

Overpaid workers who do jack shit

Maintaining and upgrading equipment to ensure a safe and reliable supply of electricity, Reducing response times and frequencies of outages, Investing to ensure that more frequent and severe weather events will cause less damage to the distribution system. Everything else is fluff and can have a reduction in spending.

All great priorities, but what about the priority of competitive pricing?

You should be focusing more on efficiency and sustainability more. Aggressively switching to green technology. I don't want to keep paying for your never-ending band aid solutions to a broken system.

Want to upgrade my electrical panel to 200 amps. But London hydro equipment only support 125 amps.

I don't see anything pertaining to maintaining good service at a lower cost to consumers. It seems Hydro wants to charge Senior Citizens more. Their reward for retiring and staying home is to charge them for hydro used during peak hours. Why not put the burden on businesses instead.

One of the priorities shall be: Improving infrastructure in ways that would lower the cost of electricity for Streamlining operations and staffing in an effort to reduce costs to customers.

Some but reducing cost to customer would be appreciated

Also finding more efficient ways of distribution and effective upgrades that reduce cost and environmental

Should look into reducing rates and not screwing over customers after the Covid relief period won't be an extremely high bill to recover losses. Ass hats...

They don't provide electricity education, share what's happening at London Hydro or seek my feedback or input!

You can remove the environmental impact as it isn't needed. More smoke and mirrors to justify

Yes, these are excellent priorities. Although, London Hydro should be explicitly aiming to be carbon neutral as soon as possible.

Environmental priorities and making electricity more affordable, especially given the ongoing pandemic and work from home situation

All of it

Local solar generation

I can agree with the hope that we would keep the costs down, working smarter and not with more money.

Reduce costs to the consumers

I think we also need to insure the cost stay low. We sold our home we could have lived in for a long time but the cost to run the home was crazy, so we down sized and my costs are approximately 130.00 less per month and I need it to stay that way.

Why so much?

I would add: search ways to reduce the distribution cost and expenses

what other priorities can be available? How can I really assess if I agree or not if I don't also know what other things should be a priority when I look at what you're prioritizing. So this seems a bit skewed

Reducing barriers preventing renewable energy infrastructure. Prioritizing upgrades that will increase local electrical supply. Invest in renewable generation that can feed into grid at a lower cost than current generation. Reducing outages and improving response times should be number 1. Maintaining equipment is a corollary to that. In this day and age it is unthinkable for power to be off for more than 24 hours. Plans need to be in place to restore ALL power within 24 hours even for the worst ice storm.

For the most part I agree but would like to see more in the realm of accessibility and long term sustainability. This survey at the beginning stated it was about delivery the hydro.. the priorities seem skewed.

I agree with the priorities, but you are missing an important one. Working with our partners to reduce the other 81% of the expenses related to electricity PLUS working to reduce the costs within the 19% that London Hydro controls. If it is not stated, it is not a priority

Remove political actors at the executive level that serve the interest of foreign countries.

I think London Hydro should prioritize renewables in its profile to a greater degree.

Main priority is more affordable rates, esp for homes with electric heating. Above listed items are ok too.

No mention of how to reduce rates as we pay the highest in north America, how about some studies and R and D on how to reduce corporate costs such as high salaries for CEO's and managers,

I think they need to work on bringing our hydro bills down so we are not paying 300/400 month to keep our heat and lights on and if you get behind one month you lose your hydro following a red card

The monthly cost is excessive.

I would like investing in projects to reduce the environmental impact of London Hydro's operations be given a higher priority

Top priority should be cost control.

Environmental impact initiatives should not increase cost to customers. In addition London Hydro should be actively looking for ways to be reducing cost to Londoners. Private sector companies must be cost conscious in order to remain competitive, London Hydro and all service providers, especially monopolistic providers like Our energy is mostly clean environmentally but that has to be remain a top priority.

also ensure that money is being used wisely, streamline administrative tasks/roles. don't waste money or

I would place cyber attacks lower on the list; and I would spend more time thinking about environment - you can say you only do distribution, but I'd appreciate a very aggressive eco friendly stance vis-a-vis supply

I think businesses should pay less in kw/hr. Our business pays \$3000-4000/month in hydro. We invested in LED lights but our hydro is still very high.

I agree but would like to understand the ROI and prioritization. You cannot boil the ocean

Keeping the cost down so more don't have to choose between food and electricity in the home.

Maintain public ownership of London hydro

Reduce your prices and prioritize the environment

What about education and approaches to conserve electricity consumption?

How does cyber attack become a priority for a hydro company? Aren't there other watchdogs taking care of that and instead divert those funds for more environmental issues

Reduce my monthly charge.

get Google out of the equation! Major data leak. the London Hydro website is useless for privacy-conscious

Keeping our hydro public and affordable

The delivery cost is ridiculously high. Should be under control and customers should not be charged more than \$100 per year

Lowering hydro rate and water charges should be the number priority

These priorities are too vague

Make the web site experience very easy to use and show customers how they can save on electricity costs.

Please don't sell out to a bigger utility. It will mean bigger bills for London and GTA shareholders.

Not sure what projects you would do to reduce environmental impact.

I was disappointed to hear that they may have sold London Hydro a few years ago. I am happy to have it remain a London owned utility.

I agree with the priorities but not in that order.

How about finding a cost efficient way to reduce operating expenses and pass a portion of the saving to the end no other optional priorities were listed for me to offer a valid response

Are lines into peoples (older) homes checked on a regular basis? Maybe advise how London Hydro is going to respond to the influx of electric cars and how people can install electric chargers outside their houses and costs

Operating used and useful assets in as efficiently as possible to limit cost of service increases.

London hydro should include the choice for a customer to stay "off grid" (thereby using stored solar energy), and use "grid energy" when needed, NOT either-or as is currently in place.

Where is a cost containment priority. Keep costs low for customers

Establish low cost sourcing of electrical power and transfer

savings on to the consumer. The list provided are all important to maintaining the business

Not sure how this goes. More detail needed

Much too vague.

If you invest in preventing data breaches and the customer is paying for that, if data is breached do you refund priority should be in lowering the price of delivery.

Not aware of other priorities so...

Promote and educate renewable home solar generation incentives. It's 2021, let's keep ahead of the

These are all excellent, but there should be something about keeping costs to consumers to a minimum.

\$\$\$\$.

Increase even more its already expensive enough

and others

In current world securing the system against breaches should be top priority.

I'm less concerned about environmental impact and more concerned about cost management and operational efficiency to reduce costs to rate payers.

Common people had nothing to do with this . Common people need cheap electricity and water. Every government works on those project.end result after a better life. But here case is different. Discussion should be Keeping costs down for customers

Focus on generating power that is more cost efficient, more sustainable and doing away with non-renewable technology and resources that will benefit every one overall - both customers and your company and the planet

This question has nothing to do with the cost of delivery! The high voltage lines are constructed once with climate impact considered. How many times a year the transmission line needs to be replaced?

To keep Hydro an efficient low cost utility that powers daily life fair and equitable to all people

Become more cost effective

I believe we need to add to these priorities research on how the you can provide hydro cost effectively.

Especially since people are without jobs, or NOT getting raises, Covid, etc.

Prices. There is no way on this earth that customer priorities didn't include costs.

seniors should 65 and over should be exempt from peak timer

Your exaggerated high billings cost's.

There doesn't seem to be a priority on cost control or green energy

Half my bill is delivery fees. Figure out how to make that cheaper before you try to improve anything else.

Be more involved with setting up

or rewarding people or communicating service disruptions via smart thermostats. Incorporate TOS to display on smart thermostats.

Accessibility to those who otherwise can't afford it or who may struggle due to unfortunate circumstances to I think trying to reduce our electricity bill by making operations including manpower usage more efficient should be a high priority. This is not even mentioned anywhere as an objective.

Investing in projects to reduce the environmental impact of London Hydro's operations - London Hydro doesn't produce the electricity. What impacts are you talking about? Long established infrastructure has acceptable environmental impacts unless London City objects to its own existence or its expansion.

We experience far too many power interruptions every year and it seems to be on the increase
Cost affective

Should also provide services at a good price

Just talk to justify increasing fees at a time when no one is making more money. Most are hurting financially and personally and you come up with a survey to try to justify fee increases. B.S.

I think there should be more investment / programs to encourage home / business owners to generate green

What do you mean by "reducing environmental impact of London hydro"?

Maintenance, response time, severe weather, data breach, environment

but at what cost to Londoners? I feel like my blood pressure rises when I have to pay my London, Hydro bill... priorities should be bringing the cheapest electrical charges to customers not adding charges to bill that are belying the truth and adding on to your bottom line.

All of the above, but #1 should be cost efficiency.

2 and 4 should be reversed

Save cost and maintain current service. No need to invest more on providing better service. Current service I beyond my expectations.

Reducing costs to customers

Encouragement to provide solar on site energy supply

Agree. But thinking keeping costs down should also be an identified priority.

Does not include the safety and security of London Hydro employees as a priority

Lower cost for hydro service for customers.

Lower your costs and lower outrageous wages and bonuses

Lower costs.. London Hydro one of the most expensive in the country

Cost. The cost is ridiculously high

Additionally, cost reduction savings passed on to consumers

this is what all companies commit to, making it happen in a fiscally responsible manner seems to always be where they lack results

Reducing costs and ensuring that hydro is affordable for all Londoners should also be a priority.

Priority should be keeping hydro costs low.

Make it private, open to multiple sources. Distribution will increase. Cost will decrease

Cost savings for customers

Yes to the above but also a reasonable rate per kilowatt

Invest in replacing above ground wiring to underground should be added to this list.

Reduce rates.

Keeping cost down

Obviously they are good priorities, and there's a lot to be admired in your performance compared to other hydro companies.

If you don't want people complaining to you about things beyond your control, put a place on your website listing the total cost breakdown with those responsible for each section and how to contact them (make it an easy to find and reach tab or no one will know about it). Otherwise, all the complaints are just going to keep I agree with all the above statements. I would also like to see something about keeping costs down for your Without knowing the actual cost of prioritizing each element, it's difficult to know if priorities are properly assigned resources. I agree in general principle that those listed are important.

Trying to reduce costs should be a priority. Ontario has the highest cost in the country.

Keeping rates lower. Don't introduce costly project just because you can get away with it. example we need hydro so we will have to pay anyway. Too many homeless hungry people in London to act as if they don't exist.

Strongly suggest investing in a solar farm!

Up to date equipment, lowering the cost to low income residents, security of private information.

lower prices

Reducing cost of service

Not quite

What about electrical theft?

Limit rising prices

London hydro should have a separate fee for seniors who are on restricted income

Just today, there were several Hydro One Trucks near our house, with the workers walking around, some standing still, one carrying one pylon, while this may be necessary to complete the initial set up tasks, it does not present well to the paying public

examples of reducing hydro usage

saving incentives

You need to add cost savings to the public. Serve the people properly not make it all about your CEO making

I believe creating a flexible grid that allows some self production of power is important priority as well

Aren't all those things part of running a business? There is virtually no inflation and next to zero interest rates. Besides exorbitant wages what is the increase for?

Just want cheaper prices, don't care about anything else

Lowering the cost. I pay more for delivery than I actually use that's ridiculous

In general I do agree with the priorities but they say nothing really of what the consumer pays overall, and the reinvestment and redistribution that's needed to allow London Hydro to maintain its own operating costs while reducing the price consumers pay. That's another issue really, though.

I don't necessarily disagree with the priorities but affordable hydro is not on here and as my income has not increased with the cost of living being able to afford my bill is my main priority!

I agree but feel some priority should be for reducing the bills - I am a senior and just my wife and I live in my home but my bill for a year is over \$2000 but I feel sorry for families with children (we had four who have no left home) - rates should be reduced for these families

Also why is a delivery charge cost as much as hydro?

The actual priorities are ok but not the order in which you have put them.

Keeping costs down

I don't see any mention of cost reduction initiatives that would ultimately lower costs for the customer. After all we are facing a pandemic.

Really?

#1 should be To prevent data breaches.

Above priorities plus providing hydro at competitive rates.

data breaches not a serious threat

Lowering people's expense, lower CEO wages

There needs to be a reduction in the delivery and other fees

Look for ways to keep your operating cost down to Rick pairs get a break

don't worry about environmental impact

also plan and invest for disaster recovery

The survey should have us rank the priorities listed. You can't very well have 5 #1 priorities.

Reducing the cost of operations to enable higher profits and potential for lower rates. \$1 cost savings = \$1

I don't like that you have nothing in your priorities about reducing costs to the account holder.

It would be interesting and helpful to know what specific green energy initiatives are focused on and planned for through London Hydro.

â€”-

It's just words

Should include reference to maintain equitable & reasonable rates

Price should be at the top of any customer priority as well as the quality of service (qos) is very important too and that London Hydro shall endeavor to improve the system so that the new world if very sensitive electronics equipment continuously added to our homes is not damaged by fluctuations, transients, etc

Maintaining and upgrading equipment to ensure a safe and reliable supply of electricity

Also, you could invest in enhancing the system to somewhat reduce the costs thus the charged price.

Affordability

Explain environmental impacts on our operations

don't waste money on environmental projects

I don't agree with investing in projects to reduce the environmental impact if it will raise hydro rates. I want affordable energy.

I don't see keeping costs low in your priority list.

You really need to have something about cost containment. Just because it is only 19% of the bill does not mean it is a free pass to spend without responsibility. It isn't fair to try and squeeze as much as possible into the rate base to the disadvantage of your customers.

Why does it always fall on tax payers! Why doesn't big business pay their share.

These are all important priorities but should be balanced with maintaining affordable Hydro pricing

lower cost

Lower bill.....wages too high

Depends on the cost I incur to support these priorities,

Yes but prices can't go higher as we are already tapped so if this is the reason for the survey you need to know we can't afford anymore

I think a priority should be providing a service that also meets the individual customer's financial situation.

What I disagree with is we pay more for services while the USA uses our resources and pays less. Also Montreal DOE NOT PAY FOR WATER !!!!!

Coat should be prioritized

While I agree with many, I believe that London Hydro should invest more in sustainable and environment friendly alternatives such as wind and solar. I believe that investing in solar especially would reduce the costs of producing electricity, have less impact on the environment and be more sustainable long-term. The priorities listed above are trying to keep everything status quo and business as usual as opposed to being innovative and challenging the norm. London could be off the grid, solar panels on every roof, solar panel workshops showing how people can buy and install them, have a contract with a solar panel manufacturer and or installer, and provide it as a service for a reasonable and competitive cost. We can do better as a city, a we can lead the way like Burlington USA or Reykjavik Iceland. I think the environment should be a top priority.

Why csn you not include reducing the distribution fees

Why is reducing cost to the consumer not in the list? I'm very surprised that it's not at the top..

You have never come to my house to check if everything is ok.. I pay way to much hydro and sometimes im not even in the country

It should be the above but itâ€™s not followed by London hydro. Itâ€™s just written to make the company look Reduce cost to users.

Add in making hydro cheaper

Reduce costs to consumers should be added tonthese

I do agree but I dont see London Hydro acrively working at reducing costs

These top priorities are great and you are doing a good job but I would like lower rates .

Is there any thought to planning for some form of power backup in case of an unseen major long term disruption? (Disaster planning)

Should also include furthering the adoption of renewable sources of energy in mandate.

Grid integrity and maintenance should be first. That includes investing in future-proofing (against weather, obsolescence, etc.). Reducing outages is a very, very close second. If the first is done right, there should be no reason for extensive or long-duration outages, short of major catastrophe.

I feel that data breaches and cyber security are important, but highlight an over-reliance on computers and technology to handle what can largely be, and used to be, and non-computer task. This means you are exposing the system needlessly to potential problems. Simplify and "Harden" the system. Physical redundancy and manual reversion, not just cyber-security, should be considered and addressed.

We've already done well on the environmental side of things; spending too much time and energy on that is just a "feel good" exercise, if you ask me. That's my lowest priority... by FAR.

Also to keep cost low and give executives outrageous salaries

Reducing cost so I don't pay the same amount in delivery fees every month as I do for used power itself

Pricing also needs to be priority - esp for students out of work!!

Yes as long as our bills stay the same. We are paying too much for hydro

Should do it cost effective

No mention of keeping electricity prices to a minimum so people an afford to cook, heat etc..

Lower cost on hydro bills

protecting info from cyber attacks is a 100% priority at all times. It can't be ranked and doesn't need to be.

Otherwise ok priorities.

Lowering costs to customers

I agree with the priorities, but affordability should also be a concern.

Foremost I would expect that you would be looking for cost savings in every activity you are engaged in.

I would also priories the reduction of cost to ensure users were paying exactly what is required, thus no dividend would be paid to the City. This dividend merely means we are overpaying for our electricity.

Reduce price for consumers

Making sure that everything you do can be done while efficiently passing on costs to consumers.

Although this could be added into the last priority, I believe that investing in utility-scale battery backup to provide stable, efficient, economical and reliable electricity should be a specific area that needs to be obvious and stands out on its own as a priority. This would allow LondonHydro to charge the batteries during the night at low rates from Hydro One and use it throughout the city during peak demand and during supply shortages from HydroOne/OPG. This would also allow London to have green generation capacity that could be stored if not needed immediately (I was turned down twice for solar installation because "the Hydro One transformer could not accept the 9KWh of power, so the batteries would help with that issue). I would be also very happy to participate in a pilot project that had residential battery backup like the pilot being run by NovaScotia Power (<https://www.saltwire.com/nova-scotia/business/video-pilot-project-uses-tesla-batteries-to-enhance-grid-in-priorities>). Priorities should include efforts to keep price down for customers.

Less costly...

I think the priority should be on service delivery and reliability in all weather as a number one concern

All sound s good. I hope it is true. I am sure you try your best but hydri is way out of control in Ontario cost saving for energy. Offer solar rewards putting back into grid , new technology etc

top priority is to provide economical product i.e. keep prices down

Still think the electricity should be free or government funded completely so therefore its free.

Saving customers money

Another should be not charging late fees during a pandemic - we are struggling enough!

response times should precede data breaches

I detest lists and mission statements, but if you need a list, this one is okay

Priorities #1 and 4 are essentially the same.

Projects to reduce the environmental impact of London Hydro's operations should not be put in priorities, London is small compared with big cities like Toronto and Detroit, statistics showed that smaller cities should put their limited resources on other things rather than the enviromental impacts of its own operation.

Making it more affordable

Lowering the cost of delivery and other fees I think should be top priority. Especially through covid and the impact it had, since everyone is at home all day everyday

Just looking for excuses to charge more and profit more

The priority list is good but care should also be paid to ensuring customers rates remain low

The cost of what people have to pay for hydro

Making sure you look after the rapidly inflating costs to customers including the outrageous delivery costs you

An additional priority should be to provide affordable service to London residents

The five bullets above are fine but what is needed is an annual and five year controllable cost reduction target.

All operations should be managing their controllable cost

I do agree with these but I also think that you need to put more effort into effectively providing service. For example, last summer we got a post card stating that London hydro employees were coming to do work and we would have outages. Considering we work from home due to the pandemic, we planned alternatives so we would have internet. The hydro employees never showed up and ended up having to do a different day. We were never contacted. Rather than post cards you should handle a lot of stuff via email so it can be instant and if people arenâ€™t going to show up. We receive that information immediately.

One priority should be ensuring that equipment is upgraded in support of underground cable, reducing hydro poles and above ground cables to households.

Increased cost savings for residential customers should be priority. Increase cost to businesses

I agree with all the priorities. But should not an additional one be to develop additional means of power generation in the London area (wind, water, especially solar given the merciless summer sun?

Priority should be keeping costs down to end user especially during a pandemic where most have lost all income

Keep costs below inflation

I agree that these are important however, I feel that list needs to include consistent action towards renewable energy and lowering costs to consumers and minimizing carbon footprint.

reducing response times and frequencies of outages is not solely controlled or can be controlled by London Hydro as supply is brought from non-London generators...correct?

Reducing the cost of delivery

Lower prices

Cost to consumer should be a higher priority right in line with Sustainability.

No-one care about your priorities.

They care about the bottom line on their bill.

But as mentioned rates continue to rise and we are using more hydro due to being home All Day/ All evening.

Need a break in fees.

The priority list, AND this survey makes me think you are trying to justify increases, and thanks to Wynne, covid and a horrifically bad response to it via both the liberals and cons, we can't afford increases.

keeping the electrical costs low

Reduce operating costs and pass on to customers

I don't see anywhere that a priority to make the electricity cost more reasonable for the consumer...

I would also like to see you looking for the most renewable sources

No disagreement--just making sure that green energy is the number 1 priority

Just add "keeping costs reasonable to consumers"

Add a line item for increased efficiency and cost reduction efforts... I've noticed that most of the payroll is 6 figures or greater.. So what portion of the actual costs is labor costs

While I agree, I would like to better understand how LH is working to reduce environmental impacts. I would suggest the focus should be broader i.e. sustainable focus and there environment, social and economic impacts, as they are both individually and collectively addressed.

Invest in infrastructure to dramatically reduce energy costs and overhead costs.

dumb question

lower cost of electricity for home owners and business.

Keep costs reasonable!

Cheers bee security should be last on list. Optimizing sale prices of hydro to foreign utilities (US). Decrease cost to residential and corporations. Eradicate debt.

Don't worry about environmental impact canada focus on China and ,

those priorities are fine, but you should be looking at ways to save customers the connection fee

Investing in ways to lower cost to all ontarians.

I don't agree with your last priority. I would rather pay less than pay what amounts to a green tax

also a priority should be to do whatever is within the power of London Hydro to minimize costs and prices

no where in those priorities does it mention getting and giving the best price and deal to the citizens of London

This is a loaded set of questions to justify expenditures on behalf of ratepayers. You can't have a system in place without certain priorities.

The industry should do research to decrease operation cost and seek the clean, cheap, reliable supply of

Delivery still needs to be lowered

All of the above, and:

-treat utility delivery as a public service, not a profit-from-basic-needs endeavour.

#1 should be reducing frequency of outages

#2 outage re: sever weather

then your current 1,2,5

I would also like to add that the service be accessible to all levels of income.

Lowering rate To incentivize people to go electric heating and cooling equipment and getting off of fossil fuels
Solar power and wind turbines ... are you moving in that direction?

I don't disagree with any of these stated priorities, but support especially those pertaining to fighting climate change, even if it costs us all a little more on an ongoing basis.

ensuring a fair cost to consumers

Top priority should be affordable power. Affordability/economy doesn't even appear on your list.

Delivery is very high!!!!!!

What about projects for housing that is heated electrically? How about offering new and improved ways of heating houses by electricity like upgrading baseboard heaters regularly, or instead of water heaters have the instant heat machines. If London Hydro ordered by the thousands they could pass the savings onto their Affordability should be a priority. Better guidelines/consistency around on/off peak usage, infrastructure investments related to reducing consumer costs, etc.

environmental impact shouldn't take priority over developing a more efficient and thus cheaper service.

In addition to the above, lowering the cost. Resellers of internet and phones generally can charge less and still turn a profit, why can't London hydro?

I broadly agree, but I also think managing the cost impact to customers is critical. How do we deliver what we need to deliver responsibly, without significantly increasing rates to our customers?

I also believe in being fiscally responsible and not just passing on cost to customers

Are you saying the system is currently unsafe?

cost reduction to customers

Instant gratification is expensive as is constant improvements of things that are effective & currently working .stop spending money that we don't have

Being a senior we are home a lot and unfortunately we have high bills for being home even without the covid Priority should be keeping costs down

Lowering the costs. All your priorities seem to have cost increases attached to them.

I have been a London Hydro customer for more than 25 years and have never seen a survey. Not sure this has in fact been asked of customers?

Where does it say that a priority is keeping costs low for the public? What about individuals who can barely afford now to pay you?

I agree but London Hydro needs to do their part to help the people and small businesses survive this COVID

These are meaningless assertions in the absence of knowing how you trade off among them.

I do agree with the list of priorities included but I would like to see the service take all necessary steps to maintain an affordable rate for all citizens AND I would like the service publicly owned and funded through our Need to also include strategies to lower consumer cost.

Cost

Delivery cost reduction should be a priority. It's too high.

I agree with the priorities, but I also think you need to take into account the cost of electricity. You walk a fine line between maintaining great service, but as you think through the priorities, you need to balance that with what things are going to cost for the consumer.

Investing in projects should be done from the company revenue not by taxing the public.

In my job I've found the community is a lousy setter of priorities as most do not actually have the knowledge of the business to do a good job at making such calls. I would feel much better if this list was from a group of people with significant knowledge and experience in power distribution.

Agreed to upgrading and maintaining. The cyber attack should be a vendor issue as internal IT may not have the resourcing/bandwidth to manage it. The reducing response times should be positively influenced by the maintaining and upgrading equipment, as should the impact of weather events. Enviro is great as well.

However, I think that as a City of London organization (primary stakeholder), your focus should be on affordability. Reducing costs would have a dramatic impact on the livelihood of Londoners.

Agree with all, with the caveat of doing it in a more cost effective manner.

Yes agree, but make it more affordable. More than 50% of my bill goes towards delivery. That is disgusting.

The most reasonable green energy rates. Corporations need to assume greater responsibilities cost wise.

Achieving reasonable bills

Second priority should be a concentrated on providing customers with best value while maintaining high standard of dependability

Pricing should also be a priority especially during these hard times of Covid when people are not working or have lost their jobs

Connaught Ave has covering coming of wires and on rain storms we have short outages, need upgrade, promises promises!,,,,,,

NO TALK OF COST SAVINGS. HELPING CUSTOMERS

I think one priority is left out, to make electricity affordable

I agree with these priorities but also believe that London Hydro should be responsible for advocating to provincial and federal bodies for more sustainable and greener energy.

Sure

Number one priority should be customer service which I think is lacking.

Investing in renewable energy sources

Ensure the cost of electricity allows the average consumer to afford their bill. In light of Covid, we don't want to be paying for this financial situation for years to come.

I'm not sure if that is the exact order of priority, but data breach would not be my top 2. Maintaining and upgrading, as well as investing and reducing response time would definitely be on the top before cyber security.

Also, having to send out a paper form with Debit Authorization information seems very old fashioned to me.

Number one should read: reduce the costs of hydro to consumers. Rates have been astronomical

Not being a monopoly

Maintaining and upgrading equipment

All but investment into environmental projects. Not your job!

We should be investing in renewable energy so we can lower the cost to consumers and be environmentally

There should be more of a focus on expanding residential solar

Keeping costs lower to the consumer

I feel like priorities should be reducing the cost of electricity to the customer.

Resiliency and supply reliability should be in here somewhere.

lower cost

I think with the exceptional leadership at London Hydro, we should be exploring ways to expand and become I don't see any priority for wind and solar. I would like to see specifics and progress so far.

There should be efforts made to reduce the costs of hydro bills.

London Hydro may also introduce extra services (for separate pay) to request Electrician visit to Customer to fix/align internal circuits, which will help London Hydro to make extra money and reduce cost of operations.

Keep costs down.

I am already paying high bill and you want to justify why you should increase my bill.

The order is not right with me - number two should be reducing response times...

Reduce the price of electricity.

You could also look at ways to get the cost of electricity down...we're pro electricity but its too expensive!!!

No investment needed

#5 should be higher.

Also...what about investing in and looking for cheaper forms of clean energy for everyone. ie. Solar and wind?

I am Not equipped to judge.

I know #1 is complete reliability and no brownouts, weather robustness etc. #2 is zero carbon or negative carbon emissions. Also other environmental protection if local or from upstream. #3 not having hackers make withdrawals from my bank and similar security.

#4 not having outside attackers interfere with power delivery.

#5 being ready for more reliance on electric with reduction of NG. And at the same time adapting to micro green generation such as solar and wind of residences and small businesses.

THIS IS YOUR BUSINESS AND THIS IS THE SERVICE YOU PROVIDE SO IT IS UP TO YOU TO MAKE SURE I GET WHAT I'M PAYING FOR>>>BUT DELIVERY OF ELECTICITY THROUGH WIRES THAT ONLY GET REPLACED ONCE IN A BLUE MOON IS A HUGE SCAM!!!!!!

Charging less for delivery. Nothing you do can justify the amount of electricity I use compared to how much it costs to deliver it. Get a better system

#1 reducing costs to customers.

I can't say I have ever heard from London hydro for anything other than bill info.

I would add to ensure it's affordable for everyone. Especially those on a low income such as myself.

As long as prices don't increase. We pay to much already

It appears you are rigging this survey with the above "priorities" list. Who would say no to those items? Once you receive a critical mass of people saying "yes", you will point to this survey to support price increases.

Never heard London Hydro do anything with the Community

I think there should be some focus on cost and financial management of the program

Yes but only if they DO NOT come at a price increase more than inflation. CEO salaries and bonuses need to be stopped before consumer pay for these costs.

Reduce costs to consumers in ways possible, I think power is reasonably priced in ON but no one should be left with out power/utilities because of their income.

And this should always be your goals

Customer protection and satisfaction

Agree in principle with these priorities, but not with apparent ranking as presented

#1 cheaper hydro for more people

I'd like to see an additional item for support for those I lower income situations.

Efforts should be focussed on reducing charges to customers

hydro seems fine and consistent, don't think money should be invested in big projects. reduce costs, pass savings onto customer.

Never heard of any reachout other than money owed

Items 1 and 4 could be considered one item.

I think major weather events, snow or rain storms, wind especially need to be looked at more carefully as this is the norm not the exception in this climate change world we are in everywhere.

Deliver utilities at a lower cost to customers

I agree with the protection from cyber attacks. The environmental garbage is just a waste of money.

Reducing costs

I do agree with the above list BUT London Hydro should also invest in reducing the environmental impact of the Ontario operations. Climate change will not be solved by pointing at others and saying there isn't anything we can do.

Examples in my opinion: Invest in large battery systems throughout the city (Tesla Megapacks) and micro grid solar communities. By using solar and battery during the day, high emission peak plant could be avoided and batteries can be charged at night when the Ontario Nuclear demand is low (and cheap). I have done the math for my business and the costs work out to less than current run rates. With the size of London, we could make a large contribution to the Ontario power grid. This could, since the batteries are bought cheap and selling at the Give me electricity and water, and stop charging more for delivery than the actual cost of it

This should also include maintaining reasonable rates for communities. I do not agree with the above if there is to be a steep inflation

My number one priority is having reliable hydro at a reasonable cost. I think your current fees are much too high. Hydro bills have skyrocketed over the past couple of years and it feels like you are gouging us. We buy green energy products to help lower bills and yet, they still keep going up. How about you stop worrying about profits and all this other garbage above and start taking care of your clients....make that a priority. This just shows how Terrible service with extremely high price comparing surrounding area. E.g. Kitchener or Waterloo area.

Priority should be to deliver the lowest cost utility to the shareholders not to turn a profit to pay the city of London. The statement "the citizens of London in essence own London Hydro" is very misleading

I think you're wasting too much money on trying to figure this stuff out when you should be letting other people figure it out and then implementing it once it's already perfected in the future

The system needs to be secure or all the new upgrades are as vulnerable as the old!

If you can do that without huge brass salary and pensions it would be even better

I might have thought that there would also be some CDM initiatives for customers.

How are you attempting to lower your rates extremely high rates???

Maintaining & upgrading equipment to ensure a safe & reliable source of electricity.

I want to know what 58% of my bill goes toward. What are these generators? What is that?

Add reducing costs.

PLEASE ADD TO INVESTIGATE WAYS TO REDUCE EXPENSES THUS REDUCING CUSTOMERS BILLS

As a utility owned by the people it should be promoting more renewable electricity in small formats to reduce the load or demand on the local infrastructure. Many small alternate sources of electricity inputs, both off and on grid will reduce the overall load on the system.

3 and 4 are basically the same and of course response time will be the same for both

Environmental impact needs to be defined. It is not a core responsibility.

Identifying/sourcing cost effective environmentally friendly generation options

There should be more education to customers and smart use

Keeping costs in check

Cost efficient for consumers should always be first priority. We the consumers should be heard when increases happen! For an essential need, this shouldn't be a battle

I agree with these priorities but don't understand why we sell hydro for the U.S. cheaper than what we pay.

I mean this list of priorities is fine, but it reads like "here's the reason we're gonna jack the price." "Doing all of the above while being cost effective" should be a priority as well.

I agree with the above and would add: Providing value to the customer for the amount the customer pays for the delivery portion of the bill

Cost and lower rates

Mostly agree, but no mention of customer relations and communications

Reducing environmental impact should be #1

Agree with most, but also add finding ways to reduce costs. Seeing that sometimes the delivery charge (London Hydros portion) matches the energy usage, even when usage is low, is upsetting.

Add to this the minimization of administrative and support worker costs

Sorry, but most of these seem like table-stakes rather than actual priorities. "Protecting me from data breaches" should be a bare minimum operational requirement not a strategic priority that you use as a way to justify your Are cyber attacks really a priority? We lost power for hours last summer due to a drunk driver hitting the hydro pole, how about having a contingency plan for something like that?

i agree but nowhere do you state anything about keeping costs low for the consumer - your customer!

Lower costs to deliver electricity to customers should be priority

Ways you can lower you delivery charges. My delivery charge is more than 3x my bill amount

Yes, I agree, but then at what cost and at what level of risk to not doing these things or focusing on other

Affordable pricing of delivery. It's a complete ripoff that Londoners have to pay more in delivery than the actual cost of the service of hydro or electricity

Don't agree with the final point.

The number one priority should be to keep electricity, a utility, affordable for the average working class family.

Maintaining a cost efficient entity and keeping costs down for the customers.

Maintaining and upgrading equipment to ensure a safe and reliable supply of electricity

Prevent data breaches and system disruptions from cyber attacks

Reducing response times and frequencies of outages

Investing to ensure that more frequent and severe weather events will cause less damage to the distribution system

Lowering of rates. My infrastructure costs shouldn't be more than my usage

Lowering cost should be priority

Maintaining lower prices for lower income customers, paying by credit card

If the above priorities are numbered 1-5, I think they should be re-ordered as 1, 3, 4, 5, 2

Not sure

I think the top priority should be keeping your portion of the hydro bill as low as possible. Some balance of reliability should be maintained. But costs shouldn't be raised just to try and achieve overreaching high standards. Cyber protection should be pushed onto telecommunications and defense department.

Ensuring customers can afford electricity, stop paying executives bonuses and stop putting 7 guys at a job site to watch the 8th one actually work

do not want to justify a higher electricity bill

I am low income so half of things suggested I cannot afford to do. I cannot upgrade my appliances and light bulbs and fix my home up to conserve heat and or cold air.

Do so in as economically effective as possible

decreasing costs to shareholders.

No..lower the prices

Be financially responsible to ensure costs to consumers represent efficient services.

Keeping residential costs affordable. Pay \$500 a month almost \$200 in delivery...for water and hydro when

my home barely home cause I live just on the outskirts of the city is ridiculous when my usual usage is only like \$2 a day according to your daily breakdowns... yet my bill gets to the \$500 mark

I'm curious how much funding do you receive from different levels of Gov't?

Focus on reducing the bill amounts which are astronomical

To high

Owning more of our power grid

Investing in clean energy

I agree with the first 4 priorities however, I am on a small pension and thankfully to get a reduction on my charges monthly. That said it is for me more important to have rates as low as possible without compromising maintenance, upgrades etc., however investing in projects to reduce environmental impact is not as important as being able to purchase food on a monthly basis. Thanks for asking

Cost effective for the consumer and customer. Priority to actively putting effort forth to reduce the cost of delivery to clients

Added goal should be to reduce costs to consumer.

#1 Ensure the health and safety of all employees
(shameless oversight!)

Data breach security should be priority 1

These are all a cost of doing business if a company cannot do these basic things after the outrageous charges are collected then it is time to get out of the business.