

LH Response to CCC-23:

Do our objectives align with your expectations of what your electricity provider should focus on?

These definitions are written in a way that is hard to read and understand. Generally, they appear to be necessary investments. However, London Hydro should also consider ease-of-use and accessibility - how it can help make electricity and services more affordable for the average citizen.

Cost would be a factor.

I think this section of your survey highlights that the business speak clouds the general public's ability to offer legitimate/honest feedback. This question is too involved and I doubt that you'll get many respondents who actually understand whether these objectives line up with their own. We are individual customers living busy lives and this is all policies/business objectives...there is just no common ground to stand on.

This is not a good survey

As climate modelling predicts more extreme weather conditions due to climate change, this may be the time to bury urban transmission cables. This will also make a more pleasant and safe urban landscape, and can be an
Your pie chart at the beginning outlines the percentages of cost for everything required to provide electricity to all customers. Now you're saying your puny 19% further has to cover all of the above, which bleeds into the other costs on the pie chart? To quote Joe Biden: "Come on, Jack!!"

You charge too much. Greedy.

Make it cheaper

If we are paying for turbines why do we not get cheap electricity and why are they not being used sometimes, all extra generation should go to London users cheaper

affordability should be a top priority

More environments focus for future renewable energy

I think these questions are above the average homeowners heads - we don't tend to think this in-depth about our hydro service. We expect safe, reliable, affordable service, and that's probably the extent of things.

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Our rural London electricity supply road has many 70 year old hydro poles of that era that are light duty and widely spaced. Antiquated rural transformer supply stations are routinely knocked out by an animal. The present situation is an open recipe for an ice storm or torrential wind/rain disaster. Our hydro is not hooked up to a central monitoring system and finding an outage means hydro repair crews driving to locate the problem. Car crash related outages can take up to 8 hours to fix. You have almost totally ignored rural London's hydro needs (London's largest area). It seems it is also user pay for both off-road HV lines to the transformer and major area London Hydro needs to better co-ordinate with City of London infrastructure projects so that, for example, when city streets are opened to install/repair/upgrade utilities (gas lines, water lines, etc.) everything is lined up and ready to also bury hydro lines. This kind of coordination would save significantly on capital expenditures (not opening the streets multiple times and reducing overall time to implement multiple projects) and be less Cost going to high

These objectives , progressive in mater, should not escalate a financial burden on rate payerâ€™s, but solely from a increased percentage of the profits obtained by these systems.

Too broad a question

with kids being at home doing school work at times power goes off

These objectives are necessary but does this mean that we are implementing them as per the future's

Some explanations exceed my grasp, as someone who knows nothing about business or electricity distribution; I place faith that you know what aligns best with your own priorities.

This question is far too complex to answer.

It would be good for long term sustainability to have an emphasis on environmentally conscious options and alternatives. Naturally grid strength and redundancy should be priority.

Improve efficiency and reduce costs.

I recognize all are necessary but I did not have specific awareness of categories outlined.

Safety , reliability and Environment

I was refused grid tie in for a solar array on my house

Sustainability and green energy should be an objective.

Ensuring that access to electricity is affordable.

Don't know enough to give a clear answer. Your survey, as is the case with most, does not include a "I do not

Keeping costs low for the consumers benefit

System access: Customers with generators and solar panels should pay more per kwh when they connect to London Hydros grid otherwise residential consumers are subsidizing private energy producers. London Hydro pays more for kwh than they get in return. Cost of connecting to London Hydro's grid shoul be increased.

I would like to see an initiative to replace sections of above ground wiring to underground service.

The 4 categories are understood in principle. However, much more information is required to make a fair and reasonable decision. Improve the survey or re-think feedback for these important areas.

Prices are too high and the system should be corrected to take into consideration that fact

I want our electricity system to do all that it can to minimize the environmental impact.

Wow. This is really 'business speak' -- took a lot of interpretation and I still have questions! I was in middle management for 33 years, so I used to create these things for my department. The first draft would include the shared, expressed reality of all stakeholders in the shared enterprise, in their own words -- always compelling and progressive. Then, because I was asked only for a certain number of objectives, came the task of objectifying the content into cryptic, generalized statements of intent and purpose. Pick five. Pick three. Never did the final objectives contain the spirit, the demonstrated values, the creativity, of the first draft. Now that I'm retired, and not beholdng to upper management, I have to ask, why not? As a shareholder I want to know more about the That was far too much text, I did not read through it.

Too technical to understand

Nowhere does it mention that you have ANY concern for cost sustainability for individuals.

London Hydro should also be making capital investments in distributed and small-scale generation, fleet electrification (through Level 2 and 3 charging stations), and efficiency incentives for end-users.

London Hydro runs an efficient and reliable operation. These priorities are spot on the target.

Why is the generators cost so high like 58% of my bill?

I hate seeing our neighbourhood trees mutilated every year because of above ground lines. Our neighbourhood roads are also a disaster - the road is crumbling way. Why not coordinate installation of underground service

Way too much information to read on a survey. Wayyyyyy to much.

Free power for households with hardships or social security incomes.

I wonder where do you go with this? But I think I already know! lol

The cost of hydro and the add on charges are criminal, right now the priority should be to find a way to lower the cost of hydro so that families have a better chance of surviving the financial crisis we are all in

We have to prioritize renewable energies

In my mind, this all falls under the umbrella of Preventative Maintenance, not waiting till itâ€™s too late.

Common sense always prevails, but careful watch must always be taken not to go overboard, or spending will get out of hand, and up will go our bills again.

You are the only option. #monopoly

You have a responsibility to the community as we have no choice. Your choice is to use govt orders to make as much as possible and turn your back on the community that is in need.

Should tighten your belt.

Your priorities describe a static system - focussed on maintenance and demand from new clients. Where are the priorities on demand management, efficiency of operations and green initiatives (e.g. solar roofs, led lighting, see comments before: focus on environment as well as all members of our community not sure what the difference between 2 and 4 is?

The state of Texas showed us what can happen when these areas are not prioritized.

What if we were attacked with an EMP Bomb. Why have we not invested in Farafay cage protection around our sub stations and critical interstructure?

the "somewhat" evaluation reflects my hope that London Hydro will be moving its objectives slowly towards the needs for a changing environment and how to facilitate its customers making changes that include new power supply approaches (including minimizing power supply demand), increased safety and reduction in reliance on power supply to end user (i.e., minimize the risks of whole blocks or cities going without power if the

This is a complex question that it doesn't align with your 4 topics. The expectations are a bigger return for your investments and even though I own London Hydro it doesn't reflect on my bill as an investment because every year I am paying more, as a customer is ok as an investor is not. Please, personally I do not where does smart grid fall into the investment plans?

I'd like to see more environmental focus

- EVs off peak incentive charging
- TOU programs to reduce peak loads (avoid turning on Natural gas peaked plants)
- breakdown of London's generation
- option for residents to choose only renewable power sources

Again as per my previous comment is the environmental mandate cost effective or popular. It should be a mandate if it's also within reasonable costs.

It's all well and good that that's supposed to be what's maintained and improved upon, but it would help if everyone making under 50,000 per year were eligible for the OESP.

With electric vehicles in the near(?) future are there any thoughts being given towards increased infrastructure capacity when developing new building sites?

Too complicated.

Do not see a goal that describes efforts to control costs (your portion)

Reduce costs, battery backup for higher reliability

This is simple business planning. This is expected.

No idea, never thought about it

Zero focus on the actual customer and service standards or focus on user satisfaction

Big business, such as London Hydro, can and should champion environmentally responsible energy collection and delivery systems and make those resources available and affordable to every property owner. That direction, undertaken with the urgency it has long since required, needs to be top priority.

I am in the market for a hybrid plugin vehicle. I am mainly concerned with the long term impact of many consumers switching to electric vehicles.

What about looking for ways to keep prices down for customers. Many people are struggling.

Again affordable electricity needs to be a strong focus.

Potatoes are in season.

never really thought much about what I expect from London Hydro except for LH to maintain the grid at a safe and robust level, be responsive when there are grid problems, and to provide energy at a reasonable cost.

Think environment should be the primary priority.

Nowhere do you mention cost control.

These are all minimum expectations of any utility provider.

Why do I pay for 2service but only get 1 Why not

Nuclear it is clean, environment and safe (well regulate)

Too much text to read for a survey. I'll recommend infographics instead

Again there needs to be a neutral answer. The responses to this survey are forcing customers to 1) read way too much jargon laden information 2) pick an alignment objective when they are all lumped together!! The results So far the only mention of employees is in regard to safety. Developing and updating the skills of your employees is required if you are going to be successful in items 1 thru 4 above.

The end of this survey does not make sense. You make statements about a few renewal projects and do not ask for comments and then ask if I understand the purpose of the survey. This survey really was "powered by a This stuff all makes sense. It's just that people who are already living in poverty CANT AFFORD anything Re system service, encouraging/supporting use of off grid supports for households and businesses. Eg solar panels on roof tops of businesses.

As electric vehicles become the norm, will current systems be adequate to handle major night-time battery recharging? Will we expect to lose our time-of-day billing?

Already made comments.

It IS educational content, and you're quizzing me on it! SO SNEAKY! Also, not a survey!

Are you doing this survey to really improve service and reduce cost to consumers? Or are you doing this survey to support the powers be; management, politicians etc. Reduce costs, I have heard your linesmen boast of 6-figures salaries. This should not be. Minorities can do the same better at lower pay rates. Reduce costs through I agree as long as the cost of these objectives is not fully absorbed by the customer only.

Delivering these services in the most cost-efficient way should also be an objective.

I would like to see London Hydro make it an objective to become an active and affective influence toward renewable electricity generation. On this basis, I would be happy to see London Hydro restrict generator clients, retire/replace/upgrade assets early, pass on financially 'better' contracts, etc. The goal should be to be an active influence towards no-emissions energy, and I would expect and accept the costs of actively and aggressively pushing that goal.

Another goal I would like London Hydro to adopt is to maximize employee salaries, benefits, and time off. To be clear, this vastly different than a goal to meet or beat industry standards in compensation/benefits, this would be an additional business goal entirely to maximize its internal person-cost of doing business. I would like to see As a homeowner in the Glen Cairn area, I am pleased to be benefiting from the replacements and upgrades presently being provided by London Hydro.

system services protocol needs huge change...again, referring to my previous comment..we need to focus on reducing the environmental impact and...to ensure all people have reasonable access to hydro/product in a How about cutting the CEO salary in half and stop giving the CEO huge bonuses for simply doing his job. London Hydro is top heavy. It's my money, stop wasting it.

Just deliver energy to me responsibly. As green as possible.

keeping utility costs reasonable

Agree that you must keep up maintenance of equipment and replacement of old and out-dated equipment so power outages are avoided.

Hydro is an essential service necessary for life in Canada especially during the long winter months. While these objectives are worthwhile as a city owned utility the highest priority must be to ensure safe reliable service at the lowest cost possible. Lets not make families choose between keeping the lights on or eating and business to Again, I am concerned about affordability.

I would like to suggest you stagger your catch-up billing for residents vs business... a whack year end bill in January is a negative customer experience, options may include consider a quarterly or semi annual rebalancing for anyone with a years worth of prior year billingâ€™s

As far as I know....
cheaper bills

Delivery and infrastructure costs are obscene.

Save the consumer money. My 'other charges' are ALWAYS higher than my actual usage. Its ridiculous
Who actually pays for the infrastructure? Does London Hydro simply distribute government funds? Who actually pays for everything? Is my bill more for salaries of admin or for the actual production and delivery of hydro?
I should not be paying for your infrastructure and capital expenses. Get a loan like every other company.
How much of a cost is it to the customer?

It may also make sense to consider green energy initiatives more aggressively than System Renewal, including new technologies that may come up and the ability for customers to generate solar power and sell excess back
There is need to make certain the distribution network will be robust enough to handle the electrification of the automotive sector which is fast approaching.

Not sure about system access as a priority

Wind power electricity stays in Canada

The objectives sound good, but what is your bureaucracy doing to support the objectives? More underground cable would be a big help.

We have no access to our electric meters and no control over how it is used or distributed in our building.

I would like to think London Hydro could regulate the voltage in the city of London better in the future. Most consumers don't know how much fluctuation there is.

For we the public, use less jargon and more common language in survey ques

Should try and keep cost to customers down

I would love to see more focus on renewable energy

I have always been happy with your services, everytime I hear rumblings of privatization scares the dickens from me. Hopefully it will always be this way in the future for all Londoners.

The first priority should be the reduction of costs in all categories including the combination with other LDC's for efficiency. we don't need over 70 LDC's in the province

Should also be looking for ways to cut cost/expenses

It's another rip-off for seniors

The pandemic made everyone realize the value of IT systems - London Hydro needs to ensure their systems are

I feel in unusual times Hydro should look at affordable things for consumers

Hopefully in the near future we'll see more transition to renewable sources of electricity. Incentives for homeowners to upgrade to more efficient appliances?

Again, I think there needs to be a focus on doing all of the above with an eye on mitigating cost as much as possible without sacrificing quality.

There should be a higher emphasis on lowering costs to customers.

You guys are smart, well organized and doing an excellent job.

I don't care about missions or objectives. Those exist to make people in the C suite feel validated. Just make sure

Again, I understand the needs of the above but it is also important it is affordable. Without paying customers how do you pay for the improvements.

Sourcing cleaner energy sources like nuclear, solar and wind should also be a priority

as long as all the things you stated happen before pay raises for management

Missing is the mention of prioritizing green-energy powered solutions (e.g. "vehicles")

In essence, but very difficult to truly grasp this process as a lay person. It sounds good, but may play out very differently in reality. This question is a bit channeled.

To assist in the costs, suspend aeromiles as it is an added cost not needed as users are in a closed system.

Priority of reduction and efficiency of cost. It's very expensive

It would be a good idea to be transparent about what the "performance-based objectives" of point 3 are.

The cost of providing the service does not provide what users expect on a continual basis.

System service should be higher on the scale.

I have not given the subject a lot of thought. It is not 'top of mind' in normal life.

London hydro does a great job delivery hydro to its current

I don't believe it's a good time to be increasing costs when the current government is also draining the pockets of homeowners and small business owners.

Reducing cost of production, making it more affordable. Expansion of network. Alternative energy resources.

All are apart of bigger picture and are important to the operation.

Again, this question is misleading. Are these priorities not required by your regulatory board?

Does this order represent your priorities? If so, environmental impact should be number one.

Is London Hydro looking to the future increasing demand for electricity in view of automobile companies such as

GM and Ford starting to change to electric vehicles? I may have missed it in your four categories above but it

Some seniors don't have the money to keep paying the high costs of electricity.

As a necessary (not optional) publicly owned energy supplier, it is expected that ongoing budgeting for maintaining and upgrading the system cost effectively is prudent.

This page explains where London Hydro needs to spend money but does not contain any objectives...there are no measurable goals, priorities or timelines included.

Again, hydro costs only ever increase. Would like to see a plan for decreasing the cost.

become energy self sufficient

aim at 100% renewable energy production. bury all the transmission lines

Get them out of the trees. upgrade the system do that every user can feed the grid.

I think you should give me good service with an affordable price

Even more investment in renewable energy sources is always better. But so glad this is a priority

This section is mostly legal blah blah, especially System Service. Next time, use regular language. 1) buys us new

stuff, 2) fixes old stuff, 3) blah blah, 4) gives employee (and undoubtedly CEO) satisfaction. My focus is

â€œprovide safe energy that won't cut out, look out for the environment, and be good to your employees.â€
All good.

Again, add cost control.

As mentioned research and development by way of asking the public for ideas is critical. There are brilliant ideas out there. Harness them. The all don't sit around a boardroom collecting a paycheck.

Executive compensation needs to be reviewed. Point 4 mentions administration costs, but looks like excessive compensation is being â€œburiedâ€

Utility providers must update infrastructure to ensure that we have the right tools to take into the future and get our energy as green as possible.

I dont understand why reducing cost isn't a priority especially if 81% of our bill is not being paid to London

Hydro. Especially during a pandemic, where we havent even been given pandemic rates during the worst part of

I don't see anywhere in your official comments any mention of customer satisfaction

Covid has shown that too much investment in future plans based on current status and expected changes can be overthrown by factors out of our control.

Your customers already pay their costly monthly hydro bill .you have put all your costs into the consumer.no cost

Generator customers should be totally on their own, receive no "kickback" on the power they generate, and be totally responsible for the disposal of their technology at the end of their life cycle.

Collecting over chargers due to nothing. EG. My delivery charge is more then what I use. Delivery of

what?!?!?!?!? NOTHIGN? yea, make so much sense.

I haven't a clue of what you taking about

The Asset management System sounds like it could be one computer app, so it sounds outdated. And so then it must be expensive for the end user.

There are no mentions of cost savings, or increasing costs for places with higher demand (i.e. large stores with massive unnecessary air conditioning, etc.) instead of just increasing it across the board - including residential. Again I repeat that the majority of the population are either Senior Citizens or approaching to be a Senior Citizen. The hydro rates go up during peak periods. Senior Citizens usually stay home, so they face the increased rates for using basic hydro needs. Why not go after the businesses, that I'm sure have increased their usage due to As more of our infrastructure moves underground, this will stabilize our grid. Would love to see that more in Old Your objectives are long. It isn't SMART (specific, measurable, attainable relevant and timely)

Reduce rates

As a monopoly you must watch your costs as closely as a company that has to compete.

How about considering the public affordability for payment based on usage?

lower your delivery fees, it is more than half of my monthly bills

What about the objective of reducing costs in the operations? How can we work smarter to get the same and even better service for less costs? There are always more efficient ways to reduce operating costs, such as e mailing bills, reducing staff by using computer technology and so on.

telling about objectives and actually doing them are 2 different things , let us know what's being done , an

Focus on solar/wind options for residents to offset power consumption ans then charge higher rates

All new upgrades should enable local power generation.

You folks are the experts. All I know is what I read on Facebook :-)

Yes, reliability and avoiding ANY outage over 24 hours is number 1.

When all we do is see increases and extreme profits. I feel that certain categories are being mismanaged.

Again I would hope to see more around long term sustainability and research in that regard.

I don't have expectations

To the lay person such as myself the objectives, as you have laid them out, sound reasonable. I don't have any reason to question the objectives, nor do I know what, if anything, in your assertions I might challenge. In See my previous comments about reducing costs - both with those who own 81% of those costs and with you n/a

developers of new subdivisions need to pay more initial setup costs

Get out foreign money and political influence over our power grid. Guard against this at all costs.

Prioritize affordable energy especially for senior citizens.

I think cybersecurity will be an increasing issue/item to address as time progresses.

I would prefer more modern and aesthetic solutions in energy transmission underground than unsightly cables and poles above my head.

What's the future of electricity look like? Could London produce its own hydro?

These sound fine, but I wouldn't know enough to know of any alternative.

Becoming more efficient at what you do must also be a core commitment.

System upgrade costs for micro generation (rooftop solar, eg.) should be the responsibility of the individual Environmental impact of generation, delivery and use shd be high on the list; if we chop up the system as it's done now, nobody is responsible. and we shd all be responsible

My objective is not paying an exorbitant amount for "delivery fees". Lower that should be the objective.

Your service is too expensive. South western Ontario makes an enormous amount of electricity and yet we pay a fortune for it. Stop that.

Generally speaking there has been a moratorium on new generation. As to System Renewals...cost of doing business. All power assets have a life expectancy. Seems that most of these statements are to justify asking OEB

What about cost containment?

How about laying fibre cable along the electricity cable and either split cost with Start.ca or operate internet
Where do our taxes go. Ask the government to fund you instead of robbing us.

Again cheapest energy and water rates

Needs to be more cost effective

are there big dollar increases coming?

A dramatic increase in solar and wind energy is needed, rapid phase out of nuclear and other non renewable
(nuclear has the waste by-product)

Will be too broke to afford hydro in the near future.

Should also keep the cost under control

That was so boring.

Your statements do not address the need to adapt new technologies and balance capital investments with
replacing obsolete technologies (e.g. by investing in electric vehicles - especially vehicles with a longer life
expectancy, operating costs would decrease and the need for capital replacement would decrease over time.

Siloing costs into fixed categories is a deterrent for innovative business planning.

When old infrastructure goes down because of broken poles or lines, the utility should facilitate updates by
running lines underground> Especially where no further development will be done.

System Renewal should come first, then System Service, System Access and Capital investment

Innovative ways to improve efficiency should be researched globally.

I haven't a clue what you are trying to explain and subsequently ask if this meets with my expectations of an
Years and years of delivery charges use that money to do your up grades

Assist customers in adopting renewable home generating systems.

Some paragraphs have awkward wording, perhaps confusing.

Replace more complicated components with simpler, direct, less stressed, more lasting ones where possible.

Units that endure, lower costs, requiring less frequent attention.

Facilitate feed in for the future of home solar generation etc

Too much to read and understand

No words to say. Don't think at corporate level. start thinking at local level.

Investing in efficiency should also prioritize lower costs to consumers

Need to provide roof top solar system incentives.

Focusing on renewable energy projects and keeping the costs down for customers should be a priority

It seems to me that you are exaggerating your services

to hide a hidden intention to

hike your hydro bills charges

next year which currently

all ready too high.

I find them comprehensive

Cost efficiencies should be included

You should also be searching for ways to provide Hydro while being a cost effective endeavour. London Hydro
has still made record profits while I have not had a raise in 4 years and countless others have been without a
There's simple expectations.

Again - costs and wage control plus pension expenses and packages are out of control

cost to customers

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

I develop surveys regularly as part of my job, and I have to say that your business objectives are not described in a user-friendly manner that the average residential client would understand or take the time to read carefully. My educated guess is that your results will be less reliable because survey respondents will not fully understand the content of your question. Not what you're asking but I thought I'd share my thoughts anyhow :-)

How about bringing costs down by making operations and manpower usage more efficient
Cost reduction ?

I'd like to see more accountability around renewable energy - that London Hydro is looking for ways to harness renewable energy, and that they are being proactive about environmental issues.

Will the change to electric vehicles in the next 10 years present problems of supply and cost to apartment
Need more information .This is a lot of information that is repetitive and as general consumer do not have not enough knowledge to evaluate whether this is mandated, results of focus groups, modeled after other
London Hydro's distribution system plan addresses these four pillars effectively and prudently. This opinion is based on the extremely high level of reliability and availability of supply deliver at a reasonable cost.

Again. You do not include best pricing to your customers as an objective
no focus on customers struggle to pay hydro

to me all these are just the cost of doing business in the business you are in. which create charges so the
Focus on reduce admin and operational cost. Current service and efficiency is good enough. No need to invest
This wording was just confusing. Sounds like a legal document.

Residential and business buildings should be encouraged to install solar panels and give back excess energy to
No mention of a proactive risk management system

Respect for those working for London Hydro, and rates adjusted so all citizens can pay what is affordable to
Lower cost for hydro to customers.

Stop spending stupid money

Maintain affordable rates should be an objective.

Did you want people to be confused by your objectives if yes it was a success. Also your objectives are simply
statements not objectives as I can not determine what action you would take to obtain the objectives

Why does hydro in Ontario cost so much more than in Quebec?

Socialism sucks

In completing the work in areas 2 and 3, are there many/any overlapping processes/analysis in their work
objectives, as they both deal with the assets?

Also cost

Delivery costs are very high and don't seem online with the amount of hydro used. But againm, I don't have all
the data and doubt necessarily know if resources could be put to better use (or alloted more efficiently).

Ensuring ALL utilities work together to share cost of construction is a must. Rebuilding systems together reduces
everyone operating costs.

Cost reduction

I'd like to see a greater emphasis on renewal energy.

But hydro prices are getting way out of hand

I feel that our Hydro Bills are massively high compared to the rest of Canada.

I'm hoping that the investments and upgrades are coming from your massive profits and not from our invoicing
for a service that seems to be twice and three times higher than the rest of the country. The Hydro Bills in
I'd like to see more effort into hardening electricity supply by burying cables, as is done in Europe. This, though
expensive to implement, results in far less vulnerability to adverse weather (high winds, freezing rain etc.) and at
the same time makes the streetscape tidier.

Need to be more efficient and reduce cost of service

As newer technologies come on line (24/7/36), a corporation is not performing its proper fiduciary duties to their shareholder.

How much profit is company making

I don't see green/sustainable electricity development on this list.

Missing keeping costs low

As long as it doesn't lead to increase cost to customers

I think there are efficiencies to be found within these four categories of service delivery. That's true of all levels of the process of public access to electricity, to be fair. Positive change not only involves redistribution, but Again, is this not part of running any business?

This is the most absurd legit survey I think I've ever taken. There are no choices here. Obviously all the above could be considered positive or beneficial. There are however no details in regards to future projects for actual opinion to be based on. This survey is worse than watching a city council meeting.

Need to better understand how reliability, safety, environmental, capacity and efficiency is measured to determine if upgrades/replacements are being addressed based on actual need as opposed to perceived age Cheaper

So are we going to treat the other countries the same and charge them. Instead of giving it to them to have it charged back to us. Then have our own people pay for it.

hard question to answer - seems complex to read every statement

Again, no mention of lowering costs for residents.

Investment in assisting consumers with solar panels and expanding on the net metering platform

I agree with all the goals but am confused when rates continue to rise and I read we sell electricity to the U.S. at I know nothing about it. So I have to assume the People running London Hydro do.

Huh

You need to be responsible for trimming the trees that are touching my power lines! My neighbour won't do it (it is her tree) and it is very dangerous

Words...trying to justify over priced service

See previous comment

This question is too general to ask without more details.

I am disappointed service reliability is not number 1.

Consider adding power initiatives to empower customers to utilize IoT to plan, monitor and control their energy lower cost

There should be more focus on renewable energy, programs to help add solar panels to home

looking to seeing more sustainable resources contributing to the electric grid.

These statements are a lot like motherhood and apple pie in that they are difficult to disagree with them. I still don't see much about fiscal responsibility here.

Although these objectives sound good, what comparison do you offer?

Time should be focused on lowering the bill for clients and using renewable energy sources.

This is too lengthy and things I have no knowledge of so I can't answer you properly

While I understand that it is necessary to maintain systems and services, it appears to me that you are considering raising our hydro bills via this somewhat disingenuous survey.

More emphasis on cost control

I think we should be looking at more solar support for our needs.

Would like to see green energy as a priority including domestic solar

Keeping costs down for customers should be an objective

Seems to me that the objectives listed should be considered mandatory requirements. These objectives are what I would expect to "normally" take place and not be made "objectives". Objectives implies hope, and that's not something I would pin my hat on when talking about a primary need like electricity.

No comments

Same as previous answer

When performance matches aims, we will be progressing well. I support your efforts.

I'd like more prioritization of helping customers generate their own electricity and work with you to include it in your distribution planning.

I realize London Hydro has little leeway on prices (?), but I don't see anywhere that one of your objectives is to reduce excessively high bills to seniors, of which I am one. I'm moving from my current rental this summer due to the incredibly high bill I get in the winter. My apartment is freezing and yet I'm still paying at least \$150/m. The only time I had a warm apt is when my bill was over \$300. The charges are too high.

What about what we as customers would like. You have a monopoly on the hydro market and we as customers are your little Pons. REDUCE COSTS, work on Renewable reusable energy for the future. What about discounts
What about investment in homeowner renewable energy sources ie: Solar panel projects at the residential level
I would like to think these objectives are already a standard but I fear that by you saying these are new and need to be implemented is only used as an excuse to increase our billing costs.

Please keep in mind the cost to the consumer especially going forward from this terrible year.

Need to permit roof solar systems

Strategic decisions and policy updates should focus on home grown renewable sources of energy including solar and geothermal integration. This needs to be integrated and coordinated with London municipal building codes.

New buildings should move to energy self sufficiency. As long as London hydro is based on for profit this will

I think u charge way too much for delivery I used like 9\$ in hydro delivery was 28\$. ridiculous

When upgrading, why are hydro lines inside the city not put underground, e.g. when major road work is under way (e.g. Wharnclyff Rd North in recent years, or some older neighbourhoods.)

I would also expect my electricity provider to ensure that that the cost of electricity does not increase above the cost of inflation despite the need of infrastructure and green investments.

Who negotiates the price of electricity on behalf of us the clients/users?

Still too costly my hydro bill is half of my rent.

Environmental stewardship.

With the repeated terms of "reliability" and concepts of "safety" and "risk", I just wonder if maybe one area/entity is best to oversee those factors in all sectors instead of each sector watching for them. Of course, it might make more sense the way it is already set up. Only wondering....

Lower hydro bills monotony cost

Stable pricing

Sustainability is important to me

I agree with the objectives although it does not define in detail what they are. I am totally against using windmills due to the cost and their destructive nature.

I don't work for the company, therefore I cannot comment on whether London Hydro upholds their objectives or big users should pay more delivery costs as to their % of use

I think price too high for a necessity

I've not really put much thought into this

Would appreciate a much shorter questionnaire

Decrease bill cost

This sounds like price increase coming very soon.

I hope that your own practices are taking environmental concerns more and more into account---for example, are you using fuel efficient vehicles?

Current fees should pay for all this - no more bloody increases - we are in a pandemic

I don't really care. Just do it efficiently.

I'm happy with London Hydro service to my home so don't really pay attention or care about objectives, I just want the light to come on when I flip the switch and keep price affordable

I don't have enough knowledge about the workings of your operations to really provide a credible answer here. Not to mention your language is so technical, I keep falling asleep trying to read it. It should read 1. get electricity to customers. 2. keep systems up to date and operational. 3. monitor systems. 4. keep our work environment efficient. The only thing I expect is to have reliable, reasonably priced service and access to Costs too high for low income and seniors

As a general direction the above works, but the underlying detailed action plans, the management of said plans and the related corrective measures when you go offside are what is critical and determine success.

Speaking from the perspective of just a residential consumer, London Hydro's goals and objectives, and the means of achieving them, are essentially opaque and incomprehensible. The wordsmithing in this description here is not very useful to me as a consumer, since it does not directly address my needs from my perspective. As a consumer and customer, I'd like reliable service at a predictable and reasonable price, and fast service in the (hopefully rare) event it is needed. Your internal processes and decision on HOW you achieve that is not relevant to me at all since a) a typical consumer won't understand it, and b) can't act on any of that information Should include customer education on electricity saving and promotion of heat pumps to reduce carbon See previous comment

Maintenance is critical. I don't want us to end up like Toronto with an ancient grid that can fail at any I would love to see a stronger commitment to green energy sources

Who cares about your internal promises.

Cost reduction seems not on your priority list but high on your customer's expectation

This is not a survey. This is a PSA/marketing tool. Waste off my time.

I really don't know enough to answer this competently.

Need to add in cost element, both in terms of value to consumers, and return on investment to the City of totally glazed over on this one.

More attention needed to optimize energy output to enable greater ROI

Charges for residential services needs to be cost controlled.

In my 81 years, I've learned just how much we all depend upon, and need hydro to provide most of our needs.

Things need to be examined, replaced as necessary, making sure of reliability, plus safety, while taking care of environmental and financial investments, in order to continue meeting all of our goals.

There has not been much said regarding the obligation of London Hydro to ensure the costs do not increase non-exponentially with environmental progress

Even though only 19% of the overall cost of Hydro is carried by London Hydro, I feel that accountability in maintaining affordable costs (flatly or through various initiatives or system improvements) is an expectation of Efficiency makes me wonder if green energy is part of your future resource.

Who decides on the priorities and the cost/ benefit criteria in capital investments?

What about district energy generation, and decentralized grid operations?

Your kidding I hope. I was going to try and help by participating in the survey you know I am a customer you sent me this. You don't need to know my age. The questions are far to long.

Very responsive.and thank you having this kind of experience..

Nowhere in there are any attempts to reduce costs. Finding better more efficient and cleaner ways to provide energy while doing so in the most economic way possible for the the consumer. I'm concerned by this absence. you should also have an objective of keeping your prices to a minimum.

No clues about the innovation of the business

I think instead of taking stupid surveys like this one and increasing monthly bills make hydro more affordable for everyone instead of making your customers go into debit just with their monthly bills. THIS IS WHST YOU SHOULD BE CONSIDERING AND BEING YOUR NUMBER ONE CONCERN!!!!!!

I didn't see any priority about keeping costs down. My monthly income is shrinking but costs continue to go up. As long as the objectives are set by evidence based projections of need, and not perused primarily for the sake of profit. Again this is not really a survey.

Bills too high can't afford these bills

I do not agree with the extensive and almost exclusive use of overhead distribution. It detracts from the service.

Did NOT read that is way too much for a survey!

Too much to read

If you think I have the time or interest to even read the above

Shouldn't the top priority be reducing London's carbon footprint? Also could this not be broken down into something more accessible for the general public?

Please do not increase prices. Why is there not a break while we are in a pandemic? Very poor biased survey.

Little opportunity to comment at end. What was the point? You are raising our prices again and we have no say.

I would expect a more prominent concern for environmental impact than what I see here. Should be front and centre. Seems like an afterthought.

Costs have to be in line with reality. 19% is too high for these costs

Again, you should assert in plain English, the provision of economical hydro.

All of this is at the expense of the customer. Deal with everything like it is solely your money you're using.

There is an ongoing trend as part of climate change awareness to "micro" generation such as residential and commercial rooftop solar. Actively embracing and supporting these inevitable changes and taking advantage of them (such as "V2G", "virtual power plant", "community solar") should be part of London Hydro's strategic plan.

Based on your priorities, I would expect to see a focus on 'green' projects and I see only one tiny mention of the environment. Both System Renewal and General Plant projects should more highly prioritize environmental-friendly objectives, whether while replacing old equipment or buying new technologies.

What about conservation?

Reliability is most important to me.

Greener and cheaper energy sources, fewer local outages, lowering the cost to consumers

A bridge between Access & Service would be re-evaluating the peak times and charges associated. With a global culture which includes shift work on/off peak times cannot be a 9-5 mentality anymore. If you're truly invested in the consumer then you need to consider the consumer's habits.

I just believe something should be done for lower income like us seniors living on a fixed income.

Your objective should be to lower the costs while providing reasonable service

Reducing costs to customers should be number one....

It must be a challenge to predict future hydro needs given the growth in London over the past 5 years. However it appears you are doing a fine job.

I think during lockdown we should be offered a one time rate.

Unclear what you are intending to trade off here.

I can only hope that all of the above objectives include cost savings which can be passed on to the customer base

I don't really understand this section

I don't understand why you keep replacing old electric poles, with new ones. Why not bury them when the opportunity arises. Avoid challenges due to trees falling due to wind, ice storms and raming accidents. Co-ordinate

I anticipate you revealing an increase

Affordability.

Need to also find ways to minimize cost to consumer.

Objectives are sound but what measures are taken and published to determine the efficiency of effort. Who evaluates on consumers behalf?

Delivery charges often equal as much as 50% of my hydro bill. That doesn't make any logical sense.

System cost should be a factor - providing all these good things, along with keeping in mind the cost of living for

Focus on reducing cost. Increasing cost to corporate customers and reducing cost to residents
As a critical infrastructure it should be maintained and provided by a government agency in order to provide fair and equal access to everyone.
Again, I don't know enough to know how if something is missing here. If I could hear some experts weigh in on this, I'm sure I would learn there are things that I don't know, and I don't even know that I don't know, that would entirely change how I would answer this question.
A high priority should be awareness of value to the customer in all expectations
More emphasis on renewable green energy sources is needed.
NEED TO ENGAGE CUSTOMERS FOR MORE USE OF HOME GENERATORS, SOLAR PANELS, SMALL SCALE POWER PRODUCTION TO REDUCE COST
Work more on renewable energy or hydro not nuclear.
Price is most important to me at this point. If you are trying to get me to agree to a price increase due to your investments the answer is strongly disagree
Not sure what it all means
With the exception of IT this could have been written for the year 1950.
Reduce costs to consumers!
Measures to fight climate change will likely cause large shifts in demand in the future. Charging capability for electric vehicles is just one example. Also we will see more extreme weather events so more resiliency will be needed. It is not good enough to cope with past demand and disruptions. I would expect London Hydro to I don't see anything about cost effectiveness / renewable energy / environmental impact / return to customer
This question should be flipped with the last question.
I appreciate this outline very much.
I don't know what to make of this section or how to evaluate. The descriptions are circular and self referential. You seem to claim that system access is beyond your control. It is not clear how system renewals and system Still need to focus on innovation to reduce the cost of producing electricity. Our costs are too high.
I DON'T CARE WHAT YOU HAVE TO DO TO RUN YOUR BUSINESS>>>ALL I KNOW IS I HAVE NO CHOICE WHO MY PROVIDER IS AND I AM AT YOUR MERCY EVERY MONTH AND I HAVE TO WAIT UNTIL AFTER 7PM OR WEEKENDS TO BE ABLE TO DO MY LAUNDRY OR RUN MY DISHWASHER OR I PAY THROUGH THE NOSE
financial considerations: ways to keep that 19% of the electricity price under control
Seems like a lot of excuses not to reduce the cost of delivery
You should work on easy solar installations for customers and vehicle to grid technologies.
I would like to see a large battery storage for renewable energy.
Cost of electricity is too high
Focus more on environment.
Keeping costs low is also important.
Items 2 and 4 could be combined as system renewal involves capital investments to the best of my understanding
All of the stated objectives are very worthy of a public utility. Might want to consider potential for expanding the company capability to generate and sell excess capacities to increase profitability of the Enterprise
Question is too long. Nobody is going to read let alone understand all this. Very poorly designed if actual meaningful feedback is what you are looking for.
Yâ€™all should focus on also making it more affordable outside of applying to programs
Stop wasting money! Improve your current based on what you have.
In these trying times with everything that's been going on the last couple years do you really think the best move is to do stuff that's going to cost more money and cost the people more money I think not I think the plan should be to reduce costs reduce the labor force you guys have reduce everything until things turn around and become

Considering the diverse community London Hydro serves, why is this survey written in "business/law" speak? Not helpful. And, at best, laboursome to read and understand. In Canada, simply crafted English or French copy should be the regulated baseline for fair, respectful, and, ultimately, inclusive language with which to honestly engage the consumer/customer. Not "dumbing-down". Just easily understood text. I suspect London Hydro already knows this. Just such a shame to take up peoples time with pretentious, tangle jargon presented as customer surveys.

I BELIEVE IONDON HYRO IS DOING WELL AT RUNNING OUR HYDRO SYSTEM.

With emerging technologies, electricity for electric vehicles should be designed off-grid for most applications such as solar or wind charging stations designed at an individual vehicle or homeowner level to prevent excessive overload of the infrastructure. This should be the top of the list otherwise tax payers will be fronting the cost for automobile energy consumption. This will quickly become the next crisis.

What good is access and up-to-date equipment if it's not affordable?

I don't see anything here about exploring and implementing renewable energy sources where possible.

Ensure full transparency in processes and absence of conflicts of interest in decision makers

What about affordability of all the above to the consumers?

Should also consider rates as well especially during the covid months

Making sure that upgrades are available for future EV adoption for everyone.

Lots of buzzwords used which makes it somewhat difficult to really understand. Would be much more helpful to put the 4 points into straight forward, easily understood language.

lost interest sorry

Way too much info expected to digest in a "quick" survey.

Emphasis on renewable energy to meet the challenges of climate change is necessary and should be stated as its own priority with specific goals and measurements.

It avoids mentioning cost and lowering residential rates.

How are you planning for greater demand on Hydro? Eg. electric vehicles etc.

I would like to see more emphasis on green energy.

Renewals are way too high on your list instead of providing customers a betywr service. London Hydro doesn't care because they are a monopoly with the city to rip off residents

As a consumer, reliability is my greatest concern, followed by time to repair.

Trying to figure out your objectives from the preface wall of text, is difficult. My expectations are you will focus on objectives that best suit your self-interests.

Work on costs associated with delivery!!

It is time to change the focus from traditional forms of energy infrastructure to alternative energy infrastructure. The aim should be to have all new builds and major renovations as Net Zero. This will reduce the future expense for infrastructure. Each structure, starting with every London hydro building, should begin producing and storing renewable energy. The grid could provide peak use draw. Lower operating costs for London hydro and To much bureaucracy

Besides focusing on the fact that you want to grow and improve. It would help if you considered the fact that hydro is becoming increasingly unaffordable for some. You should also have an objective that focuses on Too expensive

These are all very nice - and expected goals.

I believe the question is your (cost) efficiency in delivering the goals

Let's be honest- "green" energy isn't clean completely energy and the costs are outrageous

Keep it simple and costs down.

No coment.

It is nice to keep upgrading and protecting the system and the employees but you must also keep in mind the customers. There are times I believe you could do a little less to the system as a whole in order to keep costs There must be an added focus on more efficient energy sources. In as much as research and implementation may be costly, this will yield results for generations to come.

Don't try to fool the public with your claims of all the stuff you do...your salaries are far too high and no one works as hard as you would have us believe. There are managers, managers of managers and managers of Invest in local sustainable power generation.