

Dear Customer

Thank you for your email to London Hydro Inc. with respect to London Hydro's proposed Cost of Service Application for rates effective May 1, 2022. We appreciate your feedback and thank you for taking time to share your comments.

London Hydro applies to the Ontario Energy Board every year to approve rates for the following year. These applications are on a five-year cycle, with a detailed Cost of Service review in year 1, followed by inflationary adjustments in years 2 to 5. London Hydro's current Cost of Service filing is for rates effective May 1, 2022.

London Hydro understands that customers are passionate about the delivery of reliable and safe electricity at low costs. London Hydro strives to meet our customers' expectations as evidenced by London Hydro having the 16th lowest residential rate among the 68 utilities in Ontario in 2020. This accomplishment demonstrates London Hydro's commitment to balancing customer expectations with responsible financial management and planning, including prudent spending on infrastructure maintenance, upgrading or replacement, while still maintaining affordable rates.

The Ontario Energy Board will only approve an increase in distribution rates if London Hydro can provide adequate evidence to support and justify its underlying costs.

Through the Ontario Government, London Hydro provides assistance for all customers struggling to pay their electricity bills such as the Ontario Electricity Support Program (OESP) and the Low-Income Energy Assistance Program (LEAP). These programs are advertised throughout the year by London Hydro through newsletters, social medial pages, as well as promoted by our Customer Service Representatives to customers who email or call our office.

Further, during the pandemic, London Hydro:

- Offered increased payment flexibility to our customers experiencing hardship.
- Removed all interest charges on outstanding balances.
- Increased annual Low-Income Energy Assistance Program (LEAP) funding by \$200,000.
- Offered and promoted the Province's COVID-19 Energy Assistance Program (CEAP) to help residential customers struggling to pay their electricity bills as a result of the pandemic.

Thank you again for your comments and please contact us again should you have questions or require further information.

Respectfully Submitted,

London Hydro Inc.