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From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Saturday, May 9, 2026 8:57 AM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Redacted - Letter of Comment - EB-2026-0129

-- Name --
Xu Chu

-- Do you reside in the impacted service area? -- Yes

-- Comments --
To the Ontario Energy Board:

I am writing as a residential electricity customer regarding Toronto Hydro-Electric System Limited's application for approval of a proposed incentive mechanism for so-called Non-Wires Solutions, under file number EB-2026-0129.

I strongly oppose this application. Frankly, the proposal is OUTRAGEOUS and EPICALLY SHAMELESS.

First, the public notice is a disgrace. It is written in the kind of fabricated obscure regulatory language that appears designed to prevent ordinary people from understanding what is actually being proposed. I hold a PhD, and even I could not understand what this application meant without spending extensive unnecessary time decoding the carefully packaged jargon. Terms such as "Non-Wires Solutions," "payment margin incentive," "deferral account," and "future disposition" may sound polished in a regulatory filing, but to an ordinary customer they are vague, evasive, and practically meaningless.

This is not transparency. This is bureaucratic fog. Calling this a "public notice" does not make it public in any meaningful sense when the public cannot reasonably understand it. It reflects a protracted unprincipled pattern of hiding major financial and regulatory decisions behind obscure language while pretending that customers have been properly informed.

Second, the substance of this proposal looks like Toronto Hydro asking to be rewarded for doing what appears to be very little. From a residential customer's perspective, this looks like a utility saying: we are not building infrastructure, we are not upgrading the system in the traditional way, but we still want an additional financial reward for sitting in our offices, dressing up inaction as innovation, and expecting customers to pay for it. That is an insulting proposal.

If Toronto Hydro claims that this mechanism will save customers money, then it should prove it clearly, directly, and in plain language. It should show the actual numbers. It should show the avoided costs. It should show the customer savings. It should not be allowed to hide behind regulatory wording and expect customers to simply trust that this is in the public interest.

Third, the application and notice do not clearly explain where the money will simply come from. Will customers pay through distribution rates? Will the money be recovered later through the proposed deferral account? How much will residential customers pay? How much could bills increase? What is the maximum amount customers could be forced to cover?

Without clear answers to these questions, this proposal is essentially asking customers to sign a blank cheque-- THAT IS UNACCEPTABLE. Residential customers should not be treated like an unlimited funding source for another utility incentive scheme.

The proposed 25% incentive is especially offensive. If Toronto Hydro makes payments to program participants and then receives an additional incentive based on those payments, the obvious concern is that the utility may be rewarded for spending more. That is a perverse incentive, not a customer protection mechanism. It creates the appearance of a scheme where the utility can spend money, record amounts for later recovery, and then demand an extra reward on top.

That is not prudent regulation. That is shameless.

I also object to this matter proceeding by written hearing unless Toronto Hydro is required to provide a plain-language explanation of the proposal. A written process is not meaningful if the documents are written in a way that ordinary customers cannot understand. Public participation becomes a joke when the public is buried under technical language.

I ask the Ontario Energy Board to reject this application unless Toronto Hydro is required to provide clear, plain-language answers to the following questions:

- (1) What exactly is Toronto Hydro asking to be paid for?
- (2) Who will ultimately pay for this incentive?
- (3) How much will residential customers pay?
- (4) What is the expected bill impact?
- (5) What is the maximum possible amount that could be recorded in the deferral account?
- (6) What evidence proves that this mechanism will reduce total costs for customers?
- (6) Why is a 25% incentive rate justified?
- (7) What safeguards prevent Toronto Hydro from increasing payments simply to increase its own incentive?
- (8) Why should customers accept any additional reward to Toronto Hydro before actual savings are proven?

As a residential customer, I reject vague assurances, jargon-heavy notices, and regulatory packaging that hides the real financial implications of this proposal. If Toronto Hydro wants more money from us as it always does, it should have the decency to explain clearly why customers should pay it. Until Toronto Hydro proves that this mechanism will reduce costs for customers rather than create another revenue stream for itself, the Ontario Energy Board should reject this application.

Sincerely,

Xu Chu
Toronto
Residential Customer

-- Was AI used for the letter of comment? -- No