

ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF LONDON HYDRO INC.

**London Hydro Inc. has applied to raise
its electricity distribution rates and other charges.**

Learn more. Have your say.

London Hydro Inc. has applied to the Ontario Energy Board to raise its electricity distribution rates effective May 1, 2022. If the application is approved as filed, a typical residential customer and a typical general service customer of London Hydro Inc. would see the following increase:

Residential 750 kWh	\$2.14 per month
General Service less than 50kW (2,000 kWh)	\$5.04 per month

Other customers, including businesses, may also be affected.

London Hydro Inc. is also asking the Ontario Energy Board for approval for incremental funding to upgrade its customer information and customer management systems. London Hydro Inc. has also applied to modify its Retail Transmission Service Rates as it relates to net metering, establish a new deferral account and change a Specific Service Charge.

It is important to review the application for all the approvals requested and to determine whether you may be affected by these changes.

THE ONTARIO ENERGY BOARD WILL HOLD A PUBLIC HEARING

The Ontario Energy Board (OEB) will hold a public hearing to consider London Hydro’s application. During this hearing, which could be an oral or written hearing, we will question London Hydro on its case for a rate increase. We will also hear questions and arguments from individuals that have registered to participate (called intervenors) in the OEB’s hearing. At the end of this hearing, the OEB will decide what, if any, rate increase will be allowed.

Distributors such as London Hydro typically apply for a full review of their rates every five years. Any rate changes for the years in between are made by applying an OEB-approved formula which is tied to inflation and other factors intended to promote efficiency. You may not get notice of future rate changes made by applying the formula.

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

BE INFORMED AND HAVE YOUR SAY

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

- You can review London Hydro’s application on the OEB’s website now
- You can file a letter with your comments, which will be considered during the hearing
- You can become an intervenor. As an intervenor, you can ask questions about London Hydro’s application and make arguments on whether the OEB should approve London Hydro’s request. Apply by **October 5, 2021** or the hearing will go ahead without you and you will not receive any further notice of the proceeding
- At the end of the process, you can review the OEB’s decision and its reasons on our website

LEARN MORE

These proposed charges relate to London Hydro’s distribution services. They make up part of the Delivery line - one of the line items on your bill. Our file number for this case is **EB-2021-0041**. To learn more about this hearing, find instructions on how to file a letter with your comments or become an intervenor, or to access any document related to this case, please select the file number **EB-2021-0041** from the list on the OEB website: www.oeb.ca/notice. You can also phone our Public Information Centre at 1-877-632-2727 with any questions.

ORAL VS. WRITTEN HEARINGS

There are two types of OEB hearings – oral and written. London Hydro has applied for a written hearing. The OEB will determine at a later date whether to proceed by way of a written or oral hearing. If you think an oral hearing is needed, you can write to the OEB to explain why by **October 5, 2021**.

PRIVACY

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

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



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