

Randy Hillier, MPP

Lanark-Frontenac-Lennox and Addington

Mr. Mayo Schmidt, President and CEO
Hydro One Networks Inc
483 Bay Street
8th Floor South Tower
Toronto, Ontario M5G 2P5

6 September 2016

Dear Mr. Schmidt;

I am writing you today with regards to the Home Energy Reports being sent out to Hydro One customers. While I understand the objective may be well-intentioned, the language and tone is insulting to the vast majority of recipients.

While families struggle to provide for their children under an ever-rising cost of living, and overall electricity costs that have more than tripled in the last few years, you are suggesting to them they are not trying hard enough to provide for their families.

The most recent rate increases have been attributed to a decline in demand; this itself should be evidence that consumers have taken extraordinary steps to conserve energy. Promoting energy conservation through finding efficiencies is the primary objective of your Home Energy Reports, yet when consumers reduced their demand, they were punished with increased rates, resulting in no financial savings on their electricity bills. It is plain for all to see that attempting to guilt them into reducing usage more by comparing their usage with that of their 'efficient neighbours' will only result in further and more extreme rate increases.

Furthermore, numerous energy studies have determined that many consumers have already reduced their demand as much as they can, and any efforts to encourage further reductions are simply untenable. Many seniors go without air conditioning in the heat of summer, because they can't afford to put it on, risking their health to manage the high cost of electricity; families are increasingly going to foodbanks because the electricity bill has forced them to choose between buying groceries or having their electricity cut off. Hundreds upon hundreds of my constituents have been forced to negotiate payment plans because working two jobs doesn't pay the bills; seniors who have owned their homes for years are remortgaging their homes so they can pay for the electricity to run them. The housing market in rural Ontario is stagnant, because with electricity rates and rural delivery charges, people cannot afford to operate a home in rural Ontario.

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So, on behalf of my constituents and all Hydro One customers, I ask that you stop overdosing on stupidity with these insulting and condescending Home Energy Reports. With over 600,000 Hydro One customers in arrears, the childish 'smiley faces' on reports for those doing well in their consumption and the tone used with those who are struggling are disparaging and contemptible.

I suggest you instead use the money saved by not mailing these ridiculous reports to counter the ever-increasing cost of electricity.

Sincerely,

A handwritten signature in blue ink that reads "Randy Hillier".

Randy Hillier

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