

ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF HYDRO OTTAWA LIMITED

Hydro Ottawa Limited has applied to change its electricity distribution rates and other charges.

Learn more. Have your say.

Hydro Ottawa Limited has applied to the Ontario Energy Board with a plan to set the amount it charges for electricity distribution in each of five years beginning on January 1, 2021 and ending on December 31, 2025. If the application is approved as filed, the amount Hydro Ottawa Limited charges each month for the typical residential customer using 750 kWh per month and for the typical general service < 50kW customer using 2000 kWh per month would increase by the following amounts:

Monthly Bill Impact	2021	2022	2023	2024	2025
Residential (750 kWh)	\$1.31	\$2.18	\$1.84	\$0.98	\$0.61
General Service < 50kW (2000 kWh)	\$1.74	\$5.07	\$5.15	\$3.05	\$2.25

Other customers, including businesses, may also be affected.

Hydro Ottawa Limited has also applied to discontinue an existing transformer ownership credit effective November 1, 2025 and to change certain miscellaneous charges, including changes to the generator fixed service charges. It is important to review the application carefully to determine whether you may be affected by these changes.

THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC HEARING

The Ontario Energy Board (OEB) will hold a public hearing to consider Hydro Ottawa's application. During this hearing, which could be an oral or written hearing, we will question Hydro Ottawa on its case for a rate change. 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 change will be allowed.

If Hydro Ottawa's application is approved, the OEB's review in the years 2022 through 2025 will be limited to ensuring certain annual adjustments are made in accordance with the approved rate plan.

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 Hydro Ottawa'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 Hydro Ottawa's application and make arguments on whether the OEB should approve Hydro Ottawa's request. Apply by **March 27, 2020** 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 Hydro Ottawa'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-2019-0261**. 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, select the file number **EB-2019-0261** from the list on the OEB website: www.oeb.ca/notice. You can also phone our Consumer Relations Centre at 1-877-632-2727 with any questions.

ORAL VS. WRITTEN HEARINGS

There are two types of OEB hearings – oral and written. Hydro Ottawa has applied for an oral hearing. The OEB is considering this request and will determine the type of hearing at a later date. If you think an oral hearing is needed, you can write to the OEB to explain why by **March 27, 2020**.

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.