

FW: 6+ weeks with no response to Inquiry

From: "Whittington, Matt (ENERGY)" <"o=govon/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=whittington, matt (energy)cce">
To: "Riggs, Matt (ENERGY)" <matt.riggs@ontario.ca>
Date: Thu, 09 Nov 2017 17:57:14 -0500

From: Whittington, Matt (ENERGY)
Sent: November-09-17 5:13 PM
To: 'Matt Dunn'
Subject: RE: 6+ weeks with no response to Inquiry

Hello Mr. Dunn,

Sorry that I haven't gotten back to you sooner, and my sincere apologies that you have been waiting since May for a response. As you said, it really shouldn't take this long to receive an answer to your question.

On the bright side, I'm happy to answer your question and let you know that all common elements in condominiums, including elevators, hallway lights, amenity lighting etc., are covered by the Ontario Fair Hydro Plan. Condominium boards will therefore benefit from the initiatives in the Ontario Fair Hydro Plan (OFHP), reducing their bills by an average of 25 per cent.

The relevant section of the regulation setting out OFHP eligibility is pasted below:

RPP-eligibility is outlined in O.Reg. 95/05 and includes consumers who meet any of the following criteria:

1. Low-volume consumers.
2. A consumer who has a demand of 50 kilowatts or less.
3. A consumer who has an account with a distributor, if the account relates to,
 - i. a dwelling;
 - ii. a property as defined in the *Condominium Act, 1998*;
 - iii. a residential complex as defined in the *Residential Tenancies Act, 2006*, or
 - iv. a property that includes one or more dwellings and that is owned or leased by a co-operative as defined in the *Co-operative Corporations Act*.
4. A consumer who annually uses at least 150,000 but not more than 250,000 kilowatt hours of electricity.
5. A consumer who has an account with a distributor if the consumer,

Clauses 3ii and 3iii ensure that residential complexes and condos receive the benefit of the OFHP for the common elements of the building. It would be up to your condominium board or building management to reflect the savings on the maintenance or building fees that are paid by condo owners.

Hope that helps answer your question, and sorry again.

Thanks,
Matt

Matt Whittington

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416-327-6745

From: Matt Dunn [<mailto:mattdunner@gmail.com>]
Sent: November-02-17 9:21 PM
To: Thibeault, Glenn (ENERGY)
Cc: Whittington, Matt (ENERGY)
Subject: 6+ weeks with no response to Inquiry

Hello Mr. Thibeault and Mr. Whittington,

I am writing to you both as I have gone through the proper channels (write2us@ontario.ca) and spoken to Sunita Chander on two occasions but I have been unable to get answers to my questions.

I initially emailed in May after my condo board informed me that the fair hydro plan rebate would only be applied to my in-unit hydro, not the common elements hydro in the building. This does not sound correct to me (and certainly not equitable for condo owners). Is this correct?

If so, I would like to know why higher income residents of Ontario who may own a very large property, pool, hot tub, etc. are receiving a rebate on all of the "common elements" and amenities in their homes, yet condo owners who are generally lower income, do not receive the same rebates applied to their condominium corporation costs?

I posed this question in May and on May 30th I received a response from Sunita Chander that did not answer my question. I politely followed up the same day with Sunita and did not get a response until September 11 (Yes over 3 months to get a response) and it still did NOT answer my questions. I replied on September 14th to reiterate that my questions remain unanswered and I have yet to hear anything again after waiting more than 6 weeks.

As a citizen of Ontario I find this completely unacceptable to have to spend months to address such a simple inquiry. I am hoping someone can reach out to me and clarify sooner rather than later.

Thank you for your time

Matthew Dunn