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Subject: Hansard: McDonell to Thibeault -- Hydro Rate Reduction Plan

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INSTANT HANSARD

>> MPP McDonell: Thank you, Speaker. To the Minister of energy. When Ontarians were facing disconnections middle of winter, the **Premier** said to this House Hydro One was already complying with the no disconnection policy. So once again this government does not know what's going on. Steve and George in my ride wrg disconnected February 20 and 21st and had to deal with flooded basements and buying generators to avoid frozen pipes. As Hydro One has finally disconnected their service. Both had no arrears. The Minister of energy says and I quote that the one thing they've been doing, Mr. Speaker, is enhancing public service -- customer service. Speaker, is this government made of hydro sales people or are they actually made of Minister s who will provide proper oversight?

>> Minister Thibeault: Thank you, Mr. Speaker. I know lately the opposition have been bringing stories to this House about individual customers, Mr. Speaker. What's frustrating, Mr. Speaker, is that often the member hasn't contacted me directly about this issue or apparently hasn't even contacted the local utility to try and resolve the issue before bringing it up here in question period, Mr. Speaker. Last week for example a member opposite raised the story of someone who received a false electricity bill after their House was tragically lost in a fire, Mr. Speaker. If the member had talked to me or Hydro One, we could have gotten the issue resolved right away, Mr. Speaker. When they learned of the mistake, Hydro One immediately reversed the charges, Mr. Speaker, and has promised the customer four months of free credits. But apparently helping this customer. Wasn't really that priority of that party, Mr. Speaker. I get it, Mr. Speaker. If you don't have a real plan on electricity, it makes sense to try and focus on the problems.

>> MPP McDonell: Speaker, back to the Minister. And, Minister, we have revolved the conflict. It shouldn't have happened in the first place. The government promises modest compensation and Hydro One we've seen outrageous salaries. The government promises no disconnections. Yet Hydro One disconnects anyway. Every time a story of incompetence and outrageous customer service comes at Hydro One to the House, all the government can say is well, we'll look into it, or we are becoming customer focused or Hydro One is becoming a better company. How long will it take this government to realize this pattern is a pattern and it needs to be broken? As a majority shareholder, Hydro One is in Minister 's duty and obligation to act in public interest and fix these problems. Long needed leadership. Executive pay, transparency and customer service while they are still the majority shareholder?

>> Minister Thibeault: Thank you, Mr. Speaker, . Always happy to rise up and talk about the great work that this side of the House has done on the electricity file, Mr. Speaker. For decades Mr. Speaker -- Thank you, Mr. Speaker. So it's interesting that. Thank you, Mr. Speaker. So we're happy to actually provide solutions to the people of Ontario. That's what we do, Mr. Speaker. We act on that. On that side of the House, Mr. Speaker, they have no plan. They have no idea on what to do and that's why they come to us, Mr. Speaker, to actually get things done, and that's what we've done with the fair hydro plan. That's what we've done on these issues and we'll continue to do that as we build this province up, Mr. Speaker.

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