

February 11, 2004

Ontario Energy Board  
2300 Yonge Street, 26<sup>th</sup> Floor, P. O. Box 2319  
Toronto, Ontario  
M4P 1E4

Attn: Board Secretary

Re: RP-2004-0020 –Review of Further Efficiencies in the Electricity Distribution Sector

Orangeville Hydro fully supports the review of Further Efficiencies in the LDC Sector. However, we do not necessarily agree that bigger is better. Orangeville Hydro, considered a medium-sized LDC, abides by the following mission statement.

*“To provide safe, reliable, efficient delivery of electrical energy within the Town of Orangeville while being accountable to our shareholders...the citizens of Orangeville.”*

There are 4 elements - safety, reliability, customer service, and financial accountability. Basically, this should be the mission statement for almost every LDC in the province. Orangeville Hydro's record is as follows:

- *Orangeville Hydro was presented with the EUSA (Electrical and Utilities Safety Association) President's Award in 2000. In 2002 and 2003, we received the EUSA Achievement Award.*
- *In a customer satisfaction survey in 1995, Orangeville Hydro was given a 98% Customer Satisfaction Index. In 2003, when included in a Town Service Delivery Study, Orangeville Hydro was rated one of the highest satisfaction levels in the survey.*
- *We have the electrical system in such good shape that we experience very few power outages.*
- *Prior to the government's direction for change in Bill 35, Orangeville Hydro reduced rates to its customers in 1996, 1997, and 1998. This was followed by freezing the rates in 1999 and 2000. So in effect, our customers were paying less for electricity in 2000 than they did in 1995.*
- *Orangeville Hydro prides itself in being efficient. In the past 8 years we have reduced management staff by 43%. Overall, we have reduced staff by 36%. – from 25 to 16 employees*
- *By complying with the regulations, we have provided our Shareholder with \$ 9,569,000 and we are still economically sound.*
- *We were the 1<sup>st</sup> municipally owned LDC to be granted a permanent licence by the OEB.*

Contact Information:

George Dick – President - Orangeville Hydro - E-mail: [gdick@orangevillehydro.on.ca](mailto:gdick@orangevillehydro.on.ca)  
400 C Line, Box 400, Orangeville, Ontario, L9W 2Z7  
Phone: 519-942-8000 Fax: 519-941-6061

Yours truly,  
Orangeville Hydro

George Dick  
President