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Saskatchewan Rate Review Panel
P.O. Box 1301
Saskatoon, Saskatchewan
S7K 3N1

RE: Renters of Saskatoon and Area (ROSA) submission from May 30, 2022.

SaskPower appreciates the submission from ROSA regarding our 2022 and 2023 Rate Application. We are grateful for the opportunity to address the recommendations presented.

“Develop and effective, equitable low income affordable energy rate program, to protect the essential economic sustainability and safety needs of the residents who, by utility policy, rent in deepening poverty, in consultation with systemic eviction experts and low income tenant stakeholders...” (ROSA)

While SaskPower does not have a formal low-income energy rate program as described by ROSA, SaskPower does have programs to help customers reduce their electricity bills. The Online Energy Assessment for Homes provides all customers with energy-saving tips based on a comprehensive evaluation of power and natural gas consumption.

The Northern First Nations Home Retrofit Program provides no-cost home retrofits to customers in Northern First Nations communities who use electric heat as their primary heating source.

SaskPower also offers the Energy Assistance Program, which is a free program for income-qualified customers. The program includes a home walkthrough, energy coaching and the free installation of several energy-saving products, including LED lighting, low-flow water measures, a drying rack and a smart thermostat upgrade. Customers can save an estimated \$230 per year on their electricity, gas and water bills through the program. Information for these and other programs are available on our website at saskpower.com.

“Ensure a more effective and broader emergency protection from residential utility disconnects due to arrears as extreme heat fatality risks are now high in Saskatchewan.” (ROSA)

SaskPower understands that electricity is an essential service for customers and our residential disconnect policy is reviewed regularly. Disconnecting a customer is a last resort option for

SaskPower. Currently, SaskPower does not disconnect residential customers during the winter months from November to March. At this time there are no disconnect policies related to extreme heat but it is something we continue to discuss.

To avoid disconnects, SaskPower encourages its customers to contact us as soon as possible if a customer is having trouble paying their bill. Rather than disconnect customers, we prefer to work with our customers to develop alternate solutions.

SaskPower appreciates the submission from ROSA. Our company values the participation of all stakeholders in the rate review process and welcomes continuing dialogue as we strive to provide our customers with reliable, sustainable and cost-effective power.