

## Tamara Collins

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**From:** registrar  
**Sent:** Monday, February 11, 2019 3:03 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Letter of Comment EB-2018-0305

-----Original Message-----

**From:** Orna Grosz [REDACTED]  
**Sent:** Friday, January 25, 2019 10:12 AM  
**To:** ConsumerRelations@ontarioenergyboard.ca <ConsumerRelations@oeb.ca>  
**Cc:** doug.fordco@pc.ola.org  
**Subject:** Gas Rates Increase - EB-2018-0305- Application to raise Gas Prices AGAIN

Dear Board,

I am writing to you to express my concern about the recent notice i received with regards to raising yet again gas prices.

Every month i receive my gas bill and i shake my head at the "theft" of service fees to get gas delivered to my house. This month alone I paid over \$70 in administration fees and delivery charges, and used less than \$39 in actual gas consumption. HOW can this nonsense be acceptable and tolerated when one uses less gas and pays more in administration cost? This December didn't happen to be as a cold month compared to last year, but to heat up a town house for \$140 is ridiculous when all the actual gas i consumed was a fraction of the total cost.

The yearly cost breakdown and additional estimated cost is FAR from the truth, as this month alone I already paid \$5.99 in cost adjustment fees which is more than what Enbridge claims my yearly cost difference would be.

The Board should deal with the nonsense cost associate to receive gas before yet again raising the price of gas. Why the heck am i paying every month \$20 for administration fee?? I don't even get a bill, i receive an online invoice. I don't know any service industry that changes this sort of admin fee.

This is completely unacceptable to raise the gas prices yet again, and I would love for you to justify the associated cost that is charged monthly just to get Gas to my house. I am sure that i am NOT the only customer who is completely aggravated and upset with such highway rubbery fees.

Sincerely,  
Orna Grosz