

From: [registrar](#)
To: [Tamara Collins](#)
Cc: [REDACTED]
Subject: FW: Letter of Comment - EB-2018-0305
Date: Wednesday, February 20, 2019 3:44:57 PM

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

From: Webmaster <Webmaster@oeb.ca>
Sent: Thursday, January 31, 2019 2:37 PM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2019-01-31

-- Case Number --
EB-2018-0305

-- Name --
Markus Young

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --
Enbridge further decreased its customer service by removing the contact form from their website, and stubbornly ignoring every e-mail sent. Enbridge probably saves a lot of money by not mailing bills anymore, instead sending them by e-mail. Enbridge is extremely expensive and provides poor customer service especially to small businesses, by charging a very high fixed rate, no matter how much gas was actually used, and by not allowing to stop gas service during summer months. A rate increase is not acceptable in my opinion.

-- Attachment --