

From: [BoardSec](#)
To: [REDACTED]
Subject: EB-2010-0295 FW: London Hydro erroneous late-payment fees
Date: December 13, 2010 11:39:34 AM

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From: Brenda Rowe [REDACTED]
Sent: December 12, 2010 7:33 AM
To: BoardSec
Subject: London Hydro erroneous late-payment fees

re: EB-2010-0295, a proceeding initiated by the Ontario Energy Board to determine whether the costs and damages incurred by electricity distributors as a result of the April 21, 2010 Minutes of Settlement in the late payment penalty class action.

London Hydro shouldn't be permitted to recover from ratepayers the costs and damages incurred in the LPP class-action.

I have been a ratepayer of London Hydro, formerly The P.U.C. for several decades and had a good credit history, always paying my full bill on time. I live on a fixed income and in August of 2009, fearing an sudden astronomical jump in electricity rates I signed a budget billing plan agreement with London Hydro. I continued to pay my monthly actual useage until October, when the budget began. I had a credit balance on my account because I'd paid them more then I owed them, they sent me bill with a bold faced memo saying "do not pay this bill", I inquired why not and they said because I had a credit, then the next month they charged me a late-payment fee because I didn't pay the bill they told me not to pay. I continued to pay my budget balance owing and they continued to inflate the erroneous late-payment fee until the fee was more then my actual useage for hydro and water for almost three months. They calculated an annual budget balance settle up amount in August 2010, when it should have been done in October, futher inflating the erroneous late-payment fees. I asked twice to be removed from their budget billing program and be billed for my actual useage and they refused.

London Hydro has extorted money from me in the form of erroneous late-payment fees by means of manipulative billing. They have slandered my name and reputation by discussing the matter with third parties and keeping notes and memo's in their files and have maliciously ruined my good credit history.

No ratepayer should be charged for London Hydro's errors, especially when those mistakes were brought to their attention and London Hydro made no attempt to remedy the situation.

Sincerely Yours;

B.J. Rowe

A solid black rectangular box used to redact the signature of B.J. Rowe.

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