

From: [BoardSec](#)
To: [REDACTED]
Subject: FW: Case EB-2010-0295
Date: February 25, 2011 10:52:48 AM

See below.

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From: Bob [REDACTED]
Sent: February 25, 2011 9:52 AM
To: BoardSec
Cc: bduguid.mpp@liberal.ola.org
Subject: Case EB-2010-0295

Sir,

I rarely use the word "outrage" but in this instance I find that I must.

I must express my outrage at the ruling in Case EB-2010-0295 that electrical utilities are to be permitted to increase rates to cover a fine imposed on their overcharging late payment fees.

I quote from the ruling: "No fair-minded person, cognizant of the facts of this case, could come to a different conclusion." To quote the Toronto Star "In other words, critics are either unfair or ill-informed. What nonsense." Clearly the Board is not living in the real world.

The Board has allowed consumers to be penalized twice Once by being overcharged on late fees and secondly by having their rates increased to cover the fine. This arrogance is simply unacceptable and to use your own words "no fair-minded person" could see any justice in this double penalty.

As a consumer who has never paid a late fee, I resent being made to pay for what amount to the criminal actions of utilities. This fine should be coming out of the profits generated by the utilities and they should suffer a diminution of their return on investment.

I ask, no, demand, that this finding be reversed and that the utilities be told that they have to pay

for their own failings.

Bob MacMorran



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www.ontarioenergyboard.ca and @ontarioenergyboard.ca. Please update
your contact lists and bookmarks.***