
From: Edith Phillips [REDACTED]
Sent: September 24, 2011 6:00 PM
To: BoardSec
Subject: Letter of Comment

Due to a very busy time, I missed sending a letter of comment regarding Enbridge asking for an increase in their distribution rate for their services. I'm thankful that I have another opportunity.

Since July of 2010 I have been in monthly contact with Enbridge because of various minor details which purportedly have been corrected, but I have NOT received a correct bill except for delivery of gas. Finally I came to the conclusion that I was constantly upset, because a) I would someday get a huge bill, and 2) when furnace failed, I would get no help. (Their off-shoot, Direct Energy tell me I'm "covered"). I sent a notice that, if I did not receive a reply, I would no longer contact them and try to enjoy getting something for nothing.

It seems to me that if **Enbridge collected all the money that is actually owed them, there would be no need to ask for an increase.** I'm sure there are more than me having the same problem. Their billing system needs to be overhauled.

E. M. Phillips

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