

January 23rd 2007

Mrs Lorna Massey
3280 South Millway Unit 4
Mississauga ON L5L 3H3

Hb Kirsten Walli

Dear Adam,

Thank you for your letter of January 17 inst, to which I replied in part by a telephone call to Mr Richard Battista.

Unfortunately I am not able to appear at the Board hearing, since I am totally confined to a wheelchair, without means of access in, or out.

However, I have agreed with the above named gentleman to write this submission in its stead, which I understand will be noted if a settlement is not reached by Feb 15 2007.

My main reason for writing, was to draw your attention to the total absence of means of appeal by a senior, like myself, of very limited means, who funds the cost, more especially the continual increases totally unbearable; and without means of either complaint, or remedy of a situation of inability to pay.

I have had no heat in my home because of this, using only a 1 bar electric heater, which is totally ineffective, thus, besides wrapping myself in a comforted, and is totally hopeless to keep warm.

My heating (gas) bill for the month exceeds 40, this for hot water heating only, not withstanding extreme economy over the temperature of the hot water heater, being set at an absurdly low level.

The only resort is what you advertise as "Share the warmth". This is a joke. Not only is it dealt with by the Ministry of Social Services, whose long and tedious help is promulgated, requires extremely invasive prying into one's private life, and the attitude is one of total rudeness. I feel that there

needed or some clear understanding of the extreme hardships
 suffered by persons like myself (as well as perhaps their
 of little name, more, or no means). So that some attempt at
 assistance is given.

For the first time in my life I am
 not able to pay the whole of my electricity; and since I
 have never used anyone anything in that life, gives me
 great heartache.

Added to this my SON who is also
 disabled has had his benefit cut by the Ontario Govt,
 I was before this 2005 to N.H., and we have existed
 on my small income for 1 year, until our morning
 breakfast consists of 2 hot Corn Buns, and the same
 for supper. Needless to say we have both been
 admitted to hospital for extended periods.

Thank you for your indulgence
 in this matter, & your replies to my original letter; I
 am heartened to know that you care, despite the outcome.

Yours Sincerely
 John R. Hossey

M/S Kirsten Walli
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