

* sent copies of June
July & Aug 2 & Aug 31
Mailed Aug 29, 2011

Mailed to Ontario Energy Board
2300 Young St. P.O. box ~~2319~~ 27th floor
Toronto Ont M4P 1E4 2319
August 22, 2011

Ontario Energy Board

Re. Lloyd Jappman, Diane Jappman

Address

Phone

* file # for
us -

2012-0000
217

* Also

read

other

Pages

Law file

E62011 016

for file

in Hydro

To Whom It May Concern:

I am writing in regards to my
Environ Bill. We have our payment come
out of our Credit Union once a month. (This is
way we signed up for automatic withdraw but
we signed for once a month times 12 mths)

Enclosed is a copy of ^{June} July & ^{Sept} Aug bills.
I can't understand how you can go ahead
and withdraw a payment Aug 2/2011 and
then without our permission withdraw
again Aug 30/2011. This happens without
notice when we gave permission for
withdraw once a mt for 12 mt period.
I don't think you should be able to go into
our account & withdraw twice in one
month.

(2)

when I called our office in Windsor to ask about this I talked to a girl named Virginia (Aug 19, 2011). We are retired, I have a disability, we live pay check to pay check so when an amount comes out twice in one month without letting us know ahead of time is not fair to our customers. The girl explained to me about the days they read it. It wasn't read on the proper day because she said they don't have enough people to read it on the right day. It is contracted out and I know they are laying people off. (Also the debt retirement charge should have been done years & years ago & by the way no body can live 600 \$/wk & survive (someone is making money somewhere the 10% doesn't help that much. If we had a debt no one would be our debt we would just lose everything so why should we still be paying this debt retirement (sometimes a just feel like subtracting from my bill the debt retirement & not paying it

Aug 19 I called Centano energy & talked to someone named Ft. Thelma. She told me to send you a copy of my last bill.

June, July Aug. Sept 2011

(31

bills which are enclosed; I know there is a total amount of days its being read but 2 in one month is pretty hard to make up in your account at the credit union without sufficient notice. We used our medication money to make up this amount and now they said I would be paying again the end of September. The excuse they gave me was pretty bad excuse. I realize the day but why can't they get them read on the right days so we don't have to pay twice in one month and taking out of our account twice should be against the law.

We Leana & Lloyd give our permission to keep & share this information with Emurin

Yours Truly

Leana Tappan

Lloyd Tappan

P.S. I was also told by Emurin in Windsor that my bill was going to be raised in Sept 2011

My June Payment was \$349.25

My retirement keeps going up & up

(1)

I want all my 2011 bills reviewed

We are giving permission for this. I'm enclosing

This
doesn't
seem
right

June 15 Payment July 7 - 349.35

July 15 " Aug 2 223.43

Aug 8 " Aug 31 221.21

Sept 9 " Sept 30 222.12

There are enclosed (above) copies

Other ones not enclosed & you can double
check this ones at Enura in Windsor

My account number is [REDACTED]

I could not make copies of these the girl
name Thelma in Windsor told me to
write them out

Jan 1 Payment Feb 7 - 203.64

Feb 2 " Mar 7 - 198.64

Mar 18 " Apr 4 197.59

Apr 15 " May 2 199.52

May 17 " June 2 198.50

The July 15 & Aug 8 doesn't seem
right it's not my fault they were 1 day

late reading because they didn't have
enough staff to read them on time. I

think it is against the law to go into
my account & take out two payments
in one month. It comes out of my credit
union automatically. I signed for once a
month.

(2)

Total payments for 2011 seems like it is 221.21 extra. Total 2011 \$2,014.00

I don't what you did with my first letter I wrote in Aug 2011, but you must have it because it never came back to me.

Also I would like to know why we have been paying 27^c starting in 2007 and starting 2009 we have been paying \$1.00 for smart meters and you had the nerve to hide it in the ~~also~~ delivery charge (this information came from head person at Enurn in Windsor, and now you have the nerve to start charging us 2.00 every mt for maintaining the smart meters this will never come off our bill it will be like the debt retirement it will never come off we have paid you millions over the amount where has our money went. It would say to your CEO ^{for} higher up that get this money. I think you should all be fired and made to pay this money back to us and be charged for going into our bank accounts and taking money out there.

If I don't get a follow up on this

(31)

letter I'm going to have a lawyer to get me some answers

When I sent my letter in Aug my file # was 2012-0000217.

I spoke to Merida Miller - Ontario Energy Board. and she has now given me a # case # EB 2011 0165.

I have been trying to get answers calling & calling 18776322727 regarding my last letter since Sept. 2011.

You will notice all the times I have made calls to Enuron in Windsor Ct is on my bills.

My husband & I are on a fixed income. We cut down on all electricity & water. We do our laundry in the middle of the night & I have a disability & have to go to the basement. I have a grand daughter who is blind at night & if I shut all lights off she can not see. I am get injured I would sue you.

Now we find out because we cut down on our electricity. Enuron has lost money. Now our bill is going to be raised \$20 per month charge for a year to make up your loss. No one pays our loss. We can't run at any rate.

(41)

because we cut down, you ~~lose~~ lose we pay.
I think we should all boycott this card &
not pay you any money.

See enclosed write up in our Windsor
Star. Shame on you people. We are
tax payers & good citizens. We deserve
the truth from you people. Where is our
money going.

We think we have paid for our smart
meters all ready. I offered to pay my
outright but no you would not let us do
this (of course you wouldn't make extra money
from us if you allowed us to do that).

I would really like a investigation done
on you. If I don't get an answer from
my letters I will be having one done on
my own.

Yours Truly
Deana Tarran

