

**From:** Webmaster  
**Sent:** September-25-13 11:03 AM  
**To:** BoardSec  
**Subject:** Letter of Comment Submitted: EB-2013-0110

## **LETTER OF COMMENT**

### **Comments:**

Good morning,

I believe that every good business has good customer service. Algoma Power has demonstrated this aspect of business when problems occur. But as of late, their customer ability to know what is happening is suspect.

During power outages that have occurred in this area of late, obtaining a friendly customer service rep to communicate information to you is impossible. If you are not left on the phone for endless rings to secure a customer service rep or made to feel that you should not have bothered them at all by their tone and shortness with you during a power outage, why do they even have a customer service protocol?

I can't agree with the request for an increase in rates at least until the customer service I pay for comes to fruition. Don't worry about profits, worry about service.

Regards  
Art Callegari

