

From: [BoardSec](#)
To: [REDACTED]
Subject: FW: EB-2013-0416
Date: February 7, 2014 12:07:54 PM

-----Original Message-----

From: [REDACTED]
Sent: February-07-14 11:53 AM
To: BoardSec
Subject: EB-2013-0416

February 7, 2014



Ontario Energy Board
PO Box 2319
2300 Yonge St, 27th Floor
Toronto, ON, M4P 1E4
Attn: Ms. Kirsten Walli
Board Secretary

RE: EB-2013-0416

This letter is to state my opposition to the granting of a rate increase to Hydro One Networks Inc at this time.

The extreme problems that they have been experiencing with their billing system for at least the last seven months, shows that they have no idea of how much revenue they are due. The recent letter from their president states that 2% of their customers have not received a bill in the last 90 days. My last bill was generated on July 22, 2013 getting close to 200 days ago.

Until Hydro One Networks are able to have a stable billing system I believe that they are unable to accurately determine any amount of increase that would be required to maintain the infrastructure. Also to allow an increase at this time would necessitate modifications to their weak billing system, which could conceivably take another seven months or more to recover from.

Hydro One Networks should be told that until they have a proven system, at least 6 months, of full billing from which they can accurately state their current revenue level, any request for a rate increase will not be entertained.

Sincerely,
[REDACTED] Woolmer

Sent from my iPad