

From: JIM HAYAKAWA [REDACTED]
Sent: March-28-14 10:22 AM
To: BoardSec
Subject: EB2014-0039 Letter of Complaint

Dear Board Members,

Further to the phone call made this morning to the Ontario Energy Board (OEB), this e-mail details the verbal complaint I made against the OEB with respect to their recent decision to allow Enbridge to increase natural gas costs by 40%.

Specifically, my complaint is that the OEB has failed in their mandate as the regulator to "protect consumers in retail markets".

I implore the OEB decision makers to review Enbridge's stock chart over the past 6 months to see that the stock has consistently increased in price over the winter and that the dividends continue to be paid out to shareholders. This does not seem congruent with a company supposedly suffering losses that warrant the level of cost increase that they requested of the OEB and which the OEB approved.

There can be no justification for that high an increase of an essential commodity regardless of how 'interim' the increase and yes I have reviewed Interim Decision Order EB-2014-0039.

I may as well buy shares in Enbridge to protect myself against future energy increases since I cannot rely on the OEB to carry out their mandated role to protect Ontario consumers.

In future, may I recommend to the Board members that a chart be posted on the OEB website showing the number of consumer complaints against the OEB as a means of gauging OEB performance in their role of protecting consumers in retail markets. This chart would be similar to the charts currently posted on the OEB website documenting consumer complaints against the energy suppliers.

Sincerely,

Liz Hayakawa