

**From:** Margret Smith [REDACTED]

**Sent:** March 31, 2014 10:18 PM

**To:** BoardSec

**Subject:** The Ontario Energy Board (the Board) has assigned your correspondence file number 2014-0003322.

I wrote to the OEB Consmer Relations and received a reply giving me the reasons as to why we are being hit with a 40% increase. I don't buy it for a minute and anyone I know feels the same way. The OEB suggested I address my complaint to you, hence this email.

Yes, we had a very long cold winter and I know that a lot of fuel was used but by the same token our bills were higher beause we were cold. I might add that the same is true of hydro and other expenses. Do you expect consumers to believe you don't have a contingency fund or plan for such emergencies? I could accept a smaller increase, say 10%, and in fact when I heard it was to be 40% I thought that was a ploy so that when it was reduced somewhat, consumers wouldn't complain.

I am a senior and I don't want to be seen as a complaining senior. My husband and I only have the OAP and smaller CPP's because I was a stay at home mother for many years. Eventually I went out to work and have a very small private pension for which we are both very grateful. We manage. The complaint I have is that every time a tax is increased, a utility cost is increased we consumers have no place to go where we can ask for a raise in order to meet these every increasing costs. We are sitting ducks. This 40% increase is not only exhorbitant, it is basically robbery without a gun.

You don't have to answer with the reasons, whys and wherefores, I have already received them. What I want to hear is that you will reconsider and drop the raise to 10%. 40% is unacceptable.

Sincerely,

Margaret L. Smith (Rita0