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From: Pamela Tomasevic [REDACTED]

Sent: April 3, 2014 3:45 PM

To: BoardSec

Subject: EB-2014-0039 letter of comment

To Whom It May Concern,

This letter is regarding the notice received by Enbridge Gas customers informing us that an application had been made to the OEB to raise the rates as of April 1st to recoup the higher than expected cost of gas this winter.

No one disputes that this winter was terrible and unlike any recent winters in the past. However, when it became clear that this winter was much colder than normal, which was evident in late Dec., into January, a rate adjustment should have been applied for then.

I will not appreciate a huge 40% surcharge on my bill going forward into the spring and summer. The surcharge should be mitigated to avoid sticker shock for customers...by spreading the additional amount owed over more payments.

I also called Enbridge to tell them that the recent adjustments sent out to customers, based on usage, for the EBP, was not wise, given the pending surcharge. I did not want my bill going down, based on usage, and then going up to an even higher amount than I had paid all winter, due to the surcharge. They have adjusted my EBP amount back up to the level of the winter months.

When I first called Enbridge about what I was reading in the media regarding the surcharge being imposed by Enbridge, Enersource and Union Gas, the representative knew nothing about it. When I called back again at a later juncture, the staff had been briefed. It has been interesting to note that Hydro One had a contingency plan and will not be passing this charge onto its customers. Hopefully, this entire situation will inform gas and electricity charges going forward into the next winter.

All of the points expressed herein have been stated directly to Enbridge staff, as well.

Thank you,

Pam Tomasevic

Sent from my iPad