

**From:** Tyler O'Hagan [REDACTED]  
**Sent:** April-30-14 1:58 PM  
**To:** BoardSec  
**Subject:** Fwd: Enbridge Gas Rate

Good morning,

I preface this letter with a sentiment that I think Canadians, in general, have become a society that likes to complain about everything. You can see it every day when you pick up a newspaper, read an on-line news story, or do anything in the world of social media. That being said, I think that there are certain areas that do warrant at least a discussion, and that's in cases when the interests of a helpless group of people, call them the energy consumer, are ignored or suppressed in an effort to reward a small group, call them the energy monopolies, for something that was, or should have been, partially under the control or predictive horizon of that small group.

I have to admit, I was very disappointed that the Ontario Energy Board agreed to allow Enbridge to raise their prices (likely indefinitely, although it is being sold to us as temporary) because of their inability to properly manage/predict demand. I am not sure why a sharp "40% increase in price" is not viewed as a breakdown of some sort of check and balance that should have been in place... but it appears that you have decided to just allow Enbridge to deflect any sort of responsibility in this. I think the comment in the response I received from the OEB below explains EXACTLY why this is a problem for us, the energy consumer:

*"It's important to note that the price you pay for natural gas purchased through Enbridge is exactly the same as it costs Enbridge to buy the gas from the natural gas suppliers. There is no markup, and Enbridge makes no profit on the cost of gas. "*

This IS the problem is. Why would Enbridge even try and predict supply if they know they can just pass on any cost increases back to the consumer? Why would they spend even a cent of their profit in doing so if they know the OEB will just pass on the buck of their mis-management?

I am not going to begin to imagine that you, the OEB, has an easy time regulating anything in this industry. The large energy companies in Canada are big, they're powerful, and they're ruthless... but I ask that you at least from time to time think about the pledge you have on your website that reads "CONSUMER PROTECTION - The Board has a number of rules to make sure energy consumers across Ontario are treated fairly.", as in this case, I am sorry to say, the energy consumers across Ontario were not treated fairly (or even equally, as Union Gas did a better job than Enbridge and as a result Union Gas customers are not punished as much as Enbridge customers).

I think that the monopolies that are granted in this country have both their advantages (more purchasing power, economies of scale), but also carry a significant amount of risks to customers (price gouging, no real alternatives). It's happening in every aspect of a Canadian's life, from telecom, to utilities, to entertainment..... and in these cases, us, the consumer, trust and look to you, the regulator, to help us and act in our best interest. I am sad that this didn't happen in this

case, but I hope that you start listening to us and realizing that you have a critical function here to protect us, and I ask that you don't take that responsibility lightly.

Lastly, I think Ontario is a great province. I am proud to live here, and I do think we live in the best Country in the world.... but we need your help to maintain this. If we want our kids, and our kid's kids to even have a shot of maintaining a lifestyle that we have built in this country, we need to stop allowing the corporate greed and mismanagement of monopolies to rob us of this, and we need your help to do this.

Thank you,  
Tyler