

From: Heather Sargent [REDACTED]
Sent: January 4, 2016 2:07 PM
To: BoardSec
Subject: RE: Northern Ridge Utilities

2016/01/04

Dear Mr. Secretary,
Re: Case #EB-2015-0293

I am writing to you today to convey my concerns with the application for Northern Ridge utilities to continue with the control of Hydro, to Sun Park Beaver Ridge estates owned and operated by Firm Capital. I am concerned with the lack of care and attention the owners have shown to the upkeep of the hydro meters as well as the billing practices they employ. I have seen carpets in homes start fire because of faulty meters and faulty parts installed in those meters.

An electrical fire took down an original mobile home on a site in the first phase and the meter was refurbished, *not replaced* by the Northern Ridge Utilities Vice President, Vic Wood who resides in this park. David Reed purchased a new unit and had it connected to this refurbished meter that was left on the site. The meter was shorting out constantly causing him to reset his breaker almost every day. Vic Wood bypassed the breaker according to, Mr. Reed so his power would stay on ...the overload on the units hydro blew out his refrigerator and various other electrical appliances in this brand new unit. The original problem was caused from loose wires in the old meter according to Mr. Reed.

This issue will be documented with Stevenson's Plumbing and Electric in Gravenhurst as they replaced the meter after this incident and I understand from Mr. Reed split the cost with Northern Ridge Utilities for some of his appliance replacement.

The power surges from the faulty meter caused his, Mr. David Reed's, power bar to overheat and burn a hole in the carpet. The burn is still in the carpet of that unit which was sold to another tenant.

Ice falling off of a roof of another building caused the glass on the meter to shatter and it was left uncovered to the elements for well over 8 months. This was brought to the attention of Vic Wood, vice president of Northern Ridge utilities many times.

The fact that Firm Capital has not informed their tenants of this meeting and application or informed their tenants that the distribution of hydro was not being done under the TSSA's and OEB'S radar is also a cause for concern.

The hydro billing practices are also suspect. Persistent complaints of hydro billing practices by some of the tenants have resulted in hundreds of dollars being returned to them. Northern Ridge Utilities has been found to apply 2015 payments *to FORMER tenants accounts that have not lived here since 2013*, and yet the names are still on the books and payments are being applied to those accounts for 2015 billings. Such an odd mistake leaves me wondering if the missing payments were not questioned ... would the money ever be returned to the rightful owner? A full audit of the books BY AN OUTSIDE forensic AUDITOR should certainly be considered by the Ontario Energy Board.

The bills themselves are not clear and do not show the cost of outbuildings or the hydro being consumed by the custodians of the park; none of these building having their own meters. The tenants are paying hydro to generate undisclosed income for Firm Capital with three laundry mats. Many of the tenants have their own washing machines and are paying twice; once to run the hydro to their own units as well the public ones.

Maintenance charges are in excess of \$300,000.00 over the last 20 years with very little maintenance or repairs to show for it.

I am asking you to weigh the decision you will make today with the utmost care and due diligence. Hydro has been distributed without TSSA or the OEB's oversight for the last 20 or more years and should cause concern to any governing body. Hydro lines being run through wells, outdated, antiquated equipment is being used to supply hydro to an entire sector of vulnerable people including elderly, mentally challenged and disabled .

Thank you for your kind attention to this matter,
Bruce Baldwin
Heather Sargent

