

[REDACTED]

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**From:** registrar  
**Sent:** July-27-17 11:20 AM  
**To:** [REDACTED]  
**Subject:** FW: Letter of Comment -

Original Message-----

From: [webmaster@ontarioenergyboard.ca](mailto:webmaster@ontarioenergyboard.ca) [<mailto:webmaster@ontarioenergyboard.ca>]  
Sent: June-07-17 12:21 PM  
To: registrar  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2017-06-07

-- Case Number --  
EB-2017-0049

-- Name --  
L.V. Hess

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

After many contacts with HydroOne/Networks, over an empty, non-consuming property, nearly 3 years of deliberate HydroOne customer obstruction, many aggravating, unproductive customer service interactions -- and finally Ombudsman office involvement -- the ramped-up billing for 00 (No) Kilowatt hours -- my HydroOne "outstanding" bill was erased.

Rampant billing for specious charges (among them, new "delivery" charges; and "line-loss," the phenomenon of electric-charge loss over wires with distance; and absolutely no usage) makes EVERY HydroOne application for increased charge rates a dubious and suspect move. The monopoly utility's private owner has tried every legitimate and illegitimate means of charging customers...and likely intends to continue operating in the same vein.

From the outset, HydroOne current owners knew they would be assuming a profligate, debt-heavy organization, with a huge debt to its' retirement pension fund. Using its monopoly position to penalize captive consumers is patently wrong. It is clearly abuse to saddle these obligations on consumers, crippling the economic viability of generations present and future...because of Ontario Hydro's ingrained flagrant spending.

Other national and North American utilities manage far better, charging far less for KWH consumption. Why should Ontario residents suffer and perish for the economic ease of OH professionals and unionized retirees?

HydroOne's aggressively accelerating and apparently boundless billing rate is unfair and unjustified; and their behaviour far exceeds normal, accepted business practices.

HydroOne's recent application is just another stone on the burial cairn of Ontario's economy.

L.V. Hess

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