

From: Pat Del [REDACTED]
Sent: Wednesday, December 13, 2017 7:39 PM
To: registrar <registrar@oeb.ca>
Subject: EB-2017-0255

Hello,

Enbridge is an extremely under-handed company. My rental property in Niagara Falls is double the cost in natural gas per month than that of my rental property in Stoney Creek, ON, which has gas service run by Union Gas.

Not only that, Enbridge has continually shown that they are not trustworthy. Several years ago, I had a commercial property that I rented and, they declared that they couldn't provide me service, due to their perception that I had non-functioning equipment that would make gas service unsafe. The technician shut the gas off right in front of me and, unbeknownst to me, Enbridge continued to bill me (I had moved from my primary residence and not bothered to update my address with them, since I no longer had service). They didn't bill me for usage (there was none, because it was shut off), but charged me for delivery (\$70/month) and late fees... every month, presenting a nearly \$5000 invoice to me, years later and threatening to shut off my tenant's gas if I didn't pay them the outstanding amount. Because Enbridge shut off the gas, I lost \$30000 in equipment. I currently have an outstanding complaint/investigation against them (Enbridge) with the OEB.

My concerns are that, now with Enbridge/Union Gas uniting, our gas costs will sky-rocket and be double the current charges. The threat of monopoly is real. Bell Canada was the same way (taking advantage of the fact that they didn't have any competition) until smaller, independent companies offered cheaper, competitive services to Bell's services. This issue will be the same way with gas service if Enbridge and Union Gas unite. Who else can consumers go to for gas service? What other recourse do consumers have? What kind of financial penalty will consumers pay?

ENBRIDGE IS NOT A GOOD COMPANY!!!

Pat DeLuca