



PUBLIC INTEREST ADVOCACY CENTRE
LE CENTRE POUR LA DÉFENSE DE L'INTÉRÊT PUBLIC

April 10, 2018

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge St.
Toronto, ON
M4P 1E4

VIA E-MAIL

23 pages

Dear Ms. Walli:

**Re: EB-2017-0183: Review of Customer Service Rules
Cost Claim of the Vulnerable Energy Consumers Coalition (VECC)**

Please find attached the cost claim of the Vulnerable Energy Consumers Coalition (VECC).

The number of hours claimed by VECC exceeds the 8 hours allowed by the Board for preparation, attendance at, and reporting on the stakeholder meeting.

Jennifer Chow, the articling student working with me on VECC's energy matters, represented VECC in this consultation. I asked Ms. Chow to undertake all the steps that I felt were necessary in order to represent the interests of vulnerable consumers in an informed and professional manner. My specific instructions to Ms. Chow were to:

1. Consult with VECC's member organizations and expert analysts to gather their input;
2. Review previous arguments VECC has made regarding customer service rules, for example, as raised in InnPower EB-2016-0085;
3. Review the record to date, the OEB's survey results, the report of the Hydro One Ombudsman, and the prior report of the Ontario Ombudsman on Hydro One; and
4. Collect evidence regarding customer service rules and practices for other monthly billed services and for electricity/gas in other jurisdictions.

This preparatory work was necessary for VECC to participate in a meaningful and responsible manner. The amount of VECC's cost claim (\$1,748.85) is still modest and less than what would have been incurred if VECC had relied on its expert analysts. VECC's claim also excludes time spent by VECC's analysts providing input to Ms. Chow and time spent by a student volunteer who assisted with Ms. Chow's research.

...2

As a result, VECC requests that its cost claim be allowed in full, notwithstanding that the number of hours spent on this file exceeds the time allowed by the Board.

Yours truly,



Ben Segel-Brown
Counsel for VECC

Cc: Electricity Distributors
Natural Gas Distributors

Ontario Energy Board
COST CLAIM FOR CONSULTATIONS



Affidavit and Summary of Fees and Disbursements

This form should be used by a party (defined in the Practice Direction on Cost Awards as including a participant in a consultation process) in a consultation before the Board to identify the fees and disbursements that form the party's cost claim. Paper and electronic copies of this form and itemized receipts must be filed with the Board and served on one or more other parties as directed by the Board in the applicable Board Notice of Hearing for Cost Awards. Please ensure all required fields are filled in and the Affidavit portion is signed and sworn or affirmed.

Instructions


- Required data input is indicated by yellow-shaded fields. Formulas are present in the document to assist with the calculation of the cost claim.
- All claims must be in Canadian dollars. If applicable, state exchange rate and country of initial currency.
Rate: _____ Country: _____
- A separate "Statement of Disbursements Being Claimed" is required for each consultant or lawyer/articling student/paralegal. However only one "Statement of Fees Being Claimed" and one "Summary of Fees and Disbursements Being Claimed" covering the whole of the party's cost claim should be provided.
- The cost claim must be supported by a completed Affidavit signed by a representative of the party.
- A CV for each consultant must be attached unless, for a given consultant, a CV has been provided to the Board in another process within the last 24 months.
- Except as provided in section 7.03 of the Practice Direction on Cost Awards, itemized receipts must be provided.

File # EB- <u>2017-0183</u>	Process: <u>Consumer Representative Stakeholders</u>
Party: <u>VECC</u>	Affiant's Name: <u>Donna Brady</u>
HST Number: <u>13059 2405</u>	HST Rate Ontario: <u>3.94%</u>
Full Registrant <input type="checkbox"/>	Qualifying Non-Profit <input checked="" type="checkbox"/>
Unregistered <input type="checkbox"/>	Tax Exempt <input type="checkbox"/>
Other <input type="checkbox"/>	

Affidavit

I, Donna Brady, of the City/Town of Ottawa
in the Province/State of Ontario, swear or affirm that:

1. I am a representative of the above-noted party (the "Party") and as such have knowledge of the matters attested to herein.
2. I have examined all of the documentation in support of this cost claim, including the attached "Summary of Fees and Disbursements Being Claimed", "Statement of Fees Being Claimed" and "Statement(s) of Disbursements Being Claimed".
3. The attached "Summary of Fees and Disbursements Being Claimed", "Statement of Fees Being Claimed" and "Statement(s) of Disbursements Being Claimed" include only costs incurred and time spent directly for the purposes of the Party's participation in the Ontario Energy Board process referred to above.
4. This cost claim does not include any costs for work done, or time spent, by a person that is an employee or officer of the Party as described in sections 6.05 and 6.09 of the Board's Practice Direction on Cost Awards.


Signature of Affiant

Sworn or affirmed before me at the City/Town of Ottawa
in the Province/State of Ontario, on APRIL 16-2018
(date)


Commissioner for taking Affidavits

Ontario Energy Board
COST CLAIM FOR CONSULTATIONS
Affidavit and Summary of Fees and Disbursements



File # EB- 2017-0183 Process: Consumer Representative Stakeholders

Party: VECC

Summary of Fees and Disbursements Being Claimed

Legal/consultant fees	\$1,625.00
Disbursements	\$118.39
HST	\$0.00 5.46
Total Cost Claim	\$1,743.39 1,748.85

Payment Information

Make cheque payable to: Public Interest Advocacy Centre

Send payment to this address: 1204-ONE Nicholas Street
Ottawa, ON
K1N 7B7

Detail of Fees and Disbursements Being Claimed

Statement of Fees Being Claimed

Statement of Fees being claimed for Eligible Activity is found on the second tab of this workbook.

Statement(s) of Disbursements Being Claimed

Statement of Disbursements being claimed is found on the third tab of this workbook.

Ontario Energy Board
COST CLAIM FOR CONSULTATIONS



Affidavit and Summary of Fees and Disbursements

Individual Whose Costs are Being Claimed

Name: <u>Ben Segel-Brown</u>		
Counsel/Articling Student/Paralegal: <input checked="" type="checkbox"/> Analyst/Consultant: <input type="checkbox"/> CV attached: <input checked="" type="checkbox"/> CV not required: <input type="checkbox"/>	Year Called to Bar <div style="border: 1px solid black; padding: 2px; width: 60px; margin: 0 auto;">2017</div>	Completed Years Practicing/Years of Relevant Experience <div style="border-bottom: 1px solid black; height: 15px; width: 100%; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; width: 100%; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; width: 100%;"></div>

Name: <u>Jennifer Chow</u>		
Counsel/Articling Student/Paralegal: <input checked="" type="checkbox"/> Analyst/Consultant: <input type="checkbox"/> CV attached: <input checked="" type="checkbox"/> CV not required: <input type="checkbox"/>	Year Called to Bar <div style="border: 1px solid black; padding: 2px; width: 60px; margin: 0 auto;"></div>	Completed Years Practicing/Years of relevant experience <div style="border-bottom: 1px solid black; height: 15px; width: 100%; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; width: 100%; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; width: 100%;"></div>

Name: _____		
Counsel/Articling Student/Paralegal: <input type="checkbox"/> Analyst/Consultant: <input type="checkbox"/> CV attached: <input type="checkbox"/> CV not required: <input type="checkbox"/>	Year Called to Bar <div style="border: 1px solid black; padding: 2px; width: 60px; margin: 0 auto;"></div>	Completed Years Practicing/Years of relevant experience <div style="border-bottom: 1px solid black; height: 15px; width: 100%; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; width: 100%; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; width: 100%;"></div>

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Ontario Energy Board
COST CLAIM FOR CONSULTATIONS
Statement of Fees Being Claimed

File # EB- 2017-0183

Process Consumer Representative Stakeholders

Party VECC

HST Rate: 3.94%

Stakeholder Meeting
(March 2018)
Preparation for, attendance at and reporting on the stakeholder meeting

3.94%

Individual Whose Fees are Being Claimed	Hourly rate	Up to 8 hours	Subtotal	HST	Total
Ben Segel-Brown	\$170.00	0.50	\$85.00	3.35%	\$85.00
Jennifer Chow	\$100.00	15.40	\$1,540.00	\$0.00	\$1,540.00
			\$0.00	\$0.00	\$0.00
			\$0.00	\$0.00	\$0.00
			\$0.00	\$0.00	\$0.00

88.35

Totals: \$1,625.00 \$0.00 1628.35
Total legal/consultant fees: \$1,625.00

Ben Segel-Brown

29 BORDUAS CRT., OTTAWA, ON. K2K 1K9
(613) 864-6322 / BEN@SEGELBROWN.COM

EDUCATION

Juris Doctor, Queen's University 2016

- Graduated on Dean's Honour List (top 10%).
- Highest standing in Criminal Law and Information Privacy Law; Third highest standing in first year.
- McCarthy Tetrault Leadership Award for academic standing, initiative and leadership.

Bachelor of Public Affairs and Policy Management, Carleton University 2013

- Specialization in Public Policy and Administration, Minor in Economics.
- University Medal for highest standing in graduating year.
- Millennium Excellence Scholarship for academic excellence and community leadership.

WORK EXPERIENCE

Articling Student, Public Interest Advocacy Centre July 2016 – June 2017

Lawyer, Public Interest Advocacy Centre June 2017 – December 2017

External Counsel, Benjamin Dean Segel-Brown Professional Corporation under contract to the Public Interest Advocacy Centre January 2018 - Present

- Represent consumer groups in relation to telecommunications, broadcasting, privacy, and competition matters, including CRTC proceedings and government consultations.
- Investigate factual issues; conduct legal research; advise clients; draft written and oral submissions; summarize submissions; and present at oral hearings.
- Telecommunications files include: Wireless Code Review, Competitor Quality of Service, 30-day cancellation policies, the National Broadband Fund, and the Local Service Subsidy Phaseout
- Privacy files include: submissions to Office of the Privacy Commissioner on privacy and consent and submissions to Public Safety Canada on national security legislation.
- Competition files include: submissions to Competition Bureau in opposition to a merger, submission to Industry Canada in support of the Private Right of Action in Canada's Anti-Spam Legislation.

Research Assistant, Office of the Parliamentary Budget Officer May 2014 - Present

- Provided legal assistance under the supervision of in-house counsel.
- Wrote legal memoranda used in key decisions regarding the office's negotiation of access to data.
- Persuaded government departments to disclose crucial data.
- Created documents summarizing corporate activities, including a presentation to parliamentarians, a briefing book for the Speaker of the Senate, and two annual reports.
- Analyzed economic data and policy issues to produce four substantive economic reports.

Research Assistant,

Tolga Yalkin (Ottawa University Faculty of Law)

January 2015 - 2016

Martha Bailey (Queen's University Faculty of Law)

April 2015 - 2016

- Conducted legal research and drafted papers on:
 - Whether 'political affiliation' is an analogous ground of discrimination (Prof. Yalkin).
 - Legislative officers (Prof. Yalkin).
 - International surrogate pregnancies (Prof. Bailey).

Environmental-Economic Researcher, Statistics Canada

May - August 2013

- Wrote a position paper for Statistics Canada on the valuation of hydro-electric resources. That paper passed internal peer-review and was approved to be presented to the international committee responsible for environmental accounting.
- Outstanding overall performance evaluation.

Analyst, Environment Canada

May - August 2012

- Provided advice on policy and project management issues related to federal contaminated sites. This included advising on the eligibility of expenses and analysing reporting issues.
- Compiled data tables and statistics presented to parliamentarians.
- Outstanding overall performance evaluation.

Junior Policy Analyst, Transport Canada

May 2011 - April 2012

- Responsible for developing legal and policy reference resources to help analysts identify when consultation with Aboriginal groups was required.
- Outstanding overall performance evaluation.

VOLUNTEER EXPERIENCE

President, Minute Moot Club, Queen's University

2014 - 2016

- Organized bi-weekly hour-long moots with 20 to 50 participants focusing on issues before the SCC and the first-year curriculum.

**Family Law Placement, Family and Children's Services of Frontenac,
Lennox and Addington**

Sept 2015 – Dec 2015

- Drafted orders and letters to serve orders based on endorsements, conducted legal research and observed child protection proceedings.

Legal Aid Caseworker, Queen's Legal Aid, Queen's University

Sept 2014 – April 2015

- Provided legal services to students and low-income individuals, including preparing legal memos, opinion letters, and legal correspondence. Commended by review counsel on several occasions for quality and creativity of legal advice.

Deputy Speaker, Law Students' Society, Queen's University

2013 - 2015

- Recorded, distributed and edited minutes. Led proceedings in the absence of the Speaker

Public Interest Advocacy Centre

Client Summary

Date of Report: Apr 10, 2018 **Report by:** Working Lawyer
Include Transactions: Jan 01, 1980 to Apr 10, 2018 **For Lawyer(s):** Ben Segel-Brown
Sort by: Alphabetic **Client Range:** 6693 to 6693
Area of Law Range: 1 to 199

Non-billable Time Excluded

Client #	Mat Code	Client Name	Matter Description	Resp	-----Work in Progress-----			-----Billed-----		
Date	N/B	Description	Hours	Fees	Disb.	Hours	Fees	Disb.		
6693		OEB EB 2017-0183	OEB	BSB						
02/28/18		Scoping, assignment to Jennifer, source identification, outlining next steps	0.50	85.00						
Total Client:			0.50	85.00	0.00	0.00	0.00	0.00		0.00
Grand Total:			0.50	85.00	0.00	0.00	0.00	0.00		0.00

JENNIFER CHOW

1 Nicholas Street, Suite 1204
Ottawa, Ontario, K1N 7B7
613-562-4002 x24, jchow@piac.ca

EDUCATION AND AWARDS

- Call to the Bar of Ontario** 2018
• Law Society of Ontario (Expected)
- Juris Doctor (J.D.) Common Law Section** 2013 – 2016
University of Ottawa: Faculty of Law, Ottawa, Ontario
- Specialization in Dispute Resolution and Professionalism 2016
 - Dean's Award for academic achievement and outstanding contributions to law school community 2016
 - Dean's Honour List for academic excellence 2016
 - Top 7 Finalist at International Chamber of Commerce's International Commercial Mediation Competition in Paris, France 2016
 - Competed in Borden Ladner Gervais LLP Negotiation Competition 2015
 - Competed in Rick Weiler Mediation Competition for Effective Lawyer Client Advocacy and Teamwork 2015
 - Major paper: Role of Culture and Cultural Competency in Resolving Disputes 2014
 - Competed in Nelligan O'Brien Payne LLP Moot Court Competition 2013
- Honours Bachelor of Arts (Hons. B.A.) with Distinction** 2008 – 2012
University of Toronto: St. George Campus, Toronto, Ontario
- Major in Ethics, Society, and Law; Minors in Writing and Rhetoric and Political Science
 - Katherine Grace Baker Memorial Award for student leadership 2012
 - Gordon Cressy Student Leadership Award for contributions to community 2012
 - Queen Elizabeth II: Aiming for the Top Scholarship for academic excellence 2008 – 2011

LAW-RELATED EXPERIENCE

- Articling Student** 2017 – Present
Public Interest Advocacy Centre, Ottawa, Ontario
- Research, draft, and summarize interventions in telecommunications and broadcasting proceedings before the Canadian Radio-television and Telecommunications Commission (CRTC); deliver oral arguments before the CRTC
 - Review submissions and attend settlement conferences at the Ontario Energy Board to advocate for customer-friendly rates and policies
 - Execute consumer-focused projects, write reports, and submit research proposals
- Legal Writing Corrector** 2015 – 2016
Legal Writing Academy, University of Ottawa, Faculty of Law, Ottawa, Ontario
- Graded assignments in Civil Procedure and Dispute Resolution
 - Wrote constructive feedback on legal writing assignments
 - Led conferences with students to improve their legal writing skills

LAW-RELATED EXPERIENCE (CONTINUED)

Law Student Intern

2015

Commission for Complaints for Telecom-television Services, Ottawa, Ontario

- Analyzed and summarized CRTC decisions and regulatory policies
- Wrote 56-page draft of the *Annotated Guide to the CRTC Wireless Code*
- Designed *Code Applicability Guidelines* for annotated guide to the Wireless Code

Law Student Intern

2015

Association of Canadian College and University Ombudspersons, Ottawa, Ontario

- Researched tribunal decisions and appeals
- Wrote case summaries on procedural fairness issues
- Organized case summaries into comprehensive index for stakeholders

Summer Student, Operational Effectiveness

2015

Home Trust Company, Toronto, Ontario

- Interviewed internal clients and wrote process reports for department leaders
- Researched, identified, and analyzed departmental risks
- Synthesized 50-page reports into five-page process maps

Summer Student, Mortgage Funding

2014

Home Trust Company, Toronto, Ontario

- Collected outstanding legal documentation from lawyers
- Organized Solicitor's Final Reports on Title for filing
- Verified client banking and insurance information for pre-authorized payments

Law Student Intern

2014

Enfield Wood LLP, Toronto, Ontario

- Researched provincial case law and legislation
- Analyzed commercial contracts for inconsistencies and potential concerns
- Drafted Wills, Statements of Adjustment, and Closing Agendas

VOLUNTEER EXPERIENCE

Legal Writing Peer Mentor

2015 – 2016

Legal Writing Academy, University of Ottawa, Faculty of Law, Ottawa, Ontario

- Advised students on writing structure, research strategies, and editing skills
- Reviewed legal writing assignments and instructions with students

President

2015 – 2016

Asian Law Students' Society, University of Ottawa, Faculty of Law, Ottawa, Ontario

- Led nine-member executive team to coordinate academic and social events
- Advocated for diversity, inclusion, and tolerance within the legal profession

Associate Editor

2014 – 2015

Ottawa Law Review, University of Ottawa, Faculty of Law, Ottawa, Ontario

- Edited legal articles for proper grammar, punctuation, and citation style
- Reviewed legal research and writing for accuracy and consistency

JENNIFER CHOW

613-562-4002 x24, jchow@piac.ca

Public Interest Advocacy Centre

User: 7

Client Summary

Date of Report:

Apr 05, 2018

Report by:

Working Lawyer

Include Transactions:

Jan 01, 1980

to

Apr 05, 2018

For Lawyer(s):

Jennifer Chow

Sort by:

Alphabetic

Client Range:

6693

to

6693

Area of Law Range:

1

to

199

Non-billable Time Excluded

Client #	Mat Code	Client Name	Matter Description	Resp	-----Work in Progress-----			-----Billed-----		
Date	N/B	Description	Hours	Fees	Disb.	Hours	Fees	Disb.		
6693		OEB EB 2017-0183	OEB	BSB						
03/05/18		Reviewing record	JC	0.20	20.00					
03/05/18		Meeting preparation	JC	0.30	30.00					
03/05/18		Meeting preparation	JC	0.50	50.00					
03/06/18		Meeting preparation	JC	1.20	120.00					
03/06/18		Meeting preparation	JC	1.80	180.00					
03/07/18		Meeting preparation	JC	1.20	120.00					
03/09/18		Meeting preparation	JC	1.20	120.00					
03/09/18		Meeting preparation	JC	0.50	50.00					
03/16/18		Researching in preparation for consultation meeting	JC	3.00	300.00					
03/20/18		Attending Consultation Meeting	JC	5.50	550.00					
Total Client:			15.40	1,540.00	0.00	0.00	0.00	0.00	0.00	
Grand Total:			15.40	1,540.00	0.00	0.00	0.00	0.00	0.00	

Ontario Energy Board
COST CLAIM FOR CONSULTATIONS
Statement of Disbursements Being Claimed



File # EB- <u>2017-0183</u>	Process: <u>Consumer Representative Stakeholders</u>
Party: <u>VECC</u>	

Name of individual whose disbursements are being claimed: Jennifer Chow

3.94
HST Rate Ontario: 0.00%

	Net Cost	HST	Total
Scanning/Photocopy	\$43.05	\$0.00	\$43.05
Printing		\$0.00	\$0.00
Courier		\$0.00	\$0.00
Telephone/Fax		\$0.00	\$0.00
Transcripts		\$0.00	\$0.00
Travel: Air		\$0.00	\$0.00
Travel: Car		\$0.00	\$0.00
Travel: Rail	\$53.67	<u>2.11</u> \$0.00	<u>55.78</u> \$53.67
Travel (Other): Transit	\$6.00	\$0.00	\$6.00
Parking		\$0.00	\$0.00
Taxi	\$15.67	\$0.00	\$15.67
Accommodation		\$0.00	\$0.00
Meals		\$0.00	\$0.00
Other:		\$0.00	\$0.00
Other:		\$0.00	\$0.00
Other:		\$0.00	\$0.00
TOTAL DISBURSEMENTS:	\$118.39	<u>2.11</u> \$0.00	<u>\$118.39</u>

1/

120.50

To Accounts:

APRIL 6-2018
PIAC FILE # 6693

PLEASE NOTE AS OF TODAY'S DATE THERE

ARE 287 REGISTERED COPIES ON THE

PHOTOCOPIER/SCANNER RE: PIAC FILE # 6693.

$$287 \times 0.15 = 43.05$$

THANK YOU.

March 23, 2018

Hi Donna,

Here are my receipts for the OEB proceedings I attended in Toronto (March 11-21, 2018).

The 3 files are:

- 6695 Essex Powerlines
- 6690 Hydro One Remotes
- 6693 Customer Service Rules

My total expenses are:

• train	\$ 181.93
• taxi	\$ 47.00
• public transit	\$ 24.00
• food	\$ 20.32
	<hr/>
	\$ <u>273.25</u>

1/3 of Costs for Files.

Could you please reimburse me? Thanks!

Jennifer

ITINERARY / RECEIPT - NOT VALID FOR TRAVEL

Thank you for choosing
VIA Rail Canada.



BOOKING CONFIRMATION: PNE996

JENNIFER CHOW

IMPORTANT - AN E-BOARDING PASS HAS BEEN TRIP AND HAS BEEN SENT IN A SEPARATE E-M trip and review this confirmation carefully as it includes with us.

Customers with special service requests
VIA suggests that all customers with special service and timely access to the correct platform. Please arrive 30 minutes prior to scheduled train time.

**ALL THAT YOU LOVE ABOUT
VIA RAIL IN ONE APP**
Book, customize and stay up-to-date.

TRAIN EXPENSES

- March 16 ticket: \$44.07
- rescheduling charge (had to change March 16 to March 11): \$88.14
- March 21 ticket: \$49.72

TOTAL train expenses: \$181.93

Files: 6695 Essex Powerlines
6690 Hydro One Renewables
6693 Customer Service Rules

ITINERARY # 1

TRAIN 645 | [info](#)

From: OTTAWA Fri. Mar 16, 2018

Departure: 14:30

To: TORONTO UNION STATION Fri. Mar 16, 2018

Arrival: 19:05

Class: Economy - Escape fare



You can be notified of the VIA train status, service disruption or delay regarding a specific train by email or SMS (text message). **Sign up now for the Train-Alert Service.**

Remarks: Operated by: VIA Rail Canada.

RECEIPT

FARE INFORMATION

Jennifer Chow (Adult)

\$44.07

FARE: \$39.00

G.S.T./H.S.T.: \$5.07

P.S.T.: \$0.00

TOTAL: \$44.07

TAX INFORMATION

Taxable fare: \$39.00

G.S.T./H.S.T. number: 105521785RT001

PAYMENT 3733*****1022 - AUTHORIZATION # 286324

TRANSACTION DATE: 03/06/2018

ITINERARY	FARE PLAN	REFUND/EXCHANGE CONDITIONS
Jennifer Chow (Adult)		
OTTAWA / TORONTO UNION STATION	ESCAPE	<p><u>Before Departure</u> : Non-refundable but exchangeable less a service charge of \$20.00 plus tax(es) and any applicable fare difference.</p> <p><u>After Departure</u> : Non-exchangeable and non-refundable.</p>
BAGGAGE ALLOWANCE*		
Carry-on baggage		
<p>1 PERSONAL ITEM Max. 11.5 kg (25lb.) Max. 43 x 15 x 33 cm (17 x 6 x 13 in.)</p> <p>AND</p> <p>1 LARGE ITEM Max. 23 kg (50lb.) Max. 158 linear cm (62 li. in.)</p> <p>OR</p> <p>2 SMALL ITEMS Max. 11.5 kg (25 lb.) each Max. 54.5 x 39.5 x 23 cm (21.5 x 15.5 x 9 in.) each</p> <p>OVERWEIGHT ITEM(S): Items over 23kg (50lb.) are NOT permitted on board.</p> <p>ADDITIONAL CARRY-ON ITEM: 1 item allowed Max 23 kg (50lb.) \$40 (tax included) per direction.</p> <p>YOUTHS (12-25): 1 PERSONAL ITEM Max. 11.5 kg (25lb.) / Max. 43 x 15 x 33 cm (17 x 6 x 13 in.) AND 2 LARGE ITEMS Max. 23 kg (50 lb.) each / Max. 158 linear cm (62 li. in.) each.</p>		
Checked baggage		
<p>No checked baggage service is available on this train. Please comply with the carry-on baggage policy.</p> <p>*VIA reserves the right to weigh any and all baggage which may result in applicable allowance fees, as you may be subject to excess charges.</p>		
CONDITIONS OF CONTRACT		
<ol style="list-style-type: none"> 1. Your rail ticket is not transferable and is valid only for travel on the train(s) and date(s) shown. 2. For any modification or cancellation, please change or cancel your reservation online as soon as possible prior to the scheduled departure of your train (subject to the conditions of your fare plan.) 3. For operational reasons, VIA Rail reserves the right to restrict platform access five (5) minutes before your scheduled departure. 4. Times shown are not guaranteed. If necessary, VIA Rail may cancel a train or substitute alternate transportation without notice. 5. To ensure all passengers' safety, VIA Rail reserves the right to inspect all baggage. 6. You are responsible at all times for your carry-on baggage. VIA Rail assumes a limited liability for loss or damage to checked baggage. Ask VIA Rail personnel for more details. 		
NOTICE OF LIABILITY LIMITATION FOR DELAYS AND CANCELLED TRAINS		
<p>Although VIA Rail will use all reasonable efforts to carry the passenger and its property in accordance with the contract of carriage, timetables, schedules and other representations regarding trip time are approximate and provided for information purposes only. Times shown in timetables or elsewhere do not bind VIA Rail and form no part of the contract of carriage.</p>		

ITINERARY / RECEIPT - NOT VALID FOR TRAVEL

Thank you for choosing
VIA Rail Canada.



BOOKING CONFIRMATION: PNE996

JENNIFER CHOW

IMPORTANT - AN E-BOARDING PASS HAS BEEN ISSUED FOR EACH SEGMENT OF THIS TRIP AND HAS BEEN SENT IN A SEPARATE E-MAIL. Please bring all e-boarding passes on your trip and review this confirmation carefully as it includes some important information about travelling with us.

Customers with special service requests

VIA suggests that all customers with special service requests arrive at VIA stations early for safe and timely access to the correct platform. Please validate VIA station hours as some stations open 30 minutes prior to scheduled train time.

**ALL THAT YOU LOVE ABOUT
VIA RAIL IN ONE APP**

Book, customize and stay up-to-date.



ITINERARY # 1

TRAIN 45 | [info](#)

From: OTTAWA Sun. Mar 11, 2018

Departure: 10:30

To: TORONTO UNION STATION Sun. Mar 11, 2018

Arrival: 14:48

Class: Economy - Escape fare



You can be notified of the VIA train status, service disruption or delay regarding a specific train by email or SMS (text message). **Sign up now for the Train-Alert Service.**

Remarks: Operated by: VIA Rail Canada.

RECEIPT

FARE INFORMATION

JENNIFER CHOW (Adult)

\$109.61

FARE: \$97.00

G.S.T/H.S.T.: \$12.61

P.S.T.: \$0.00

TOTAL: \$109.61

TAX INFORMATION

Taxable fare: \$97.00

G.S.T/H.S.T. number: 105521785RT001

ADDITIONAL AMOUNT PAID

FARE: \$78.00

G.S.T/H.S.T.: \$10.14

P.S.T.: \$0.00

TOTAL: \$88.14

PAYMENT 3733*****1022 - AUTHORIZATION # 267204

TRANSACTION DATE: 03/08/2018

ITINERARY**FARE PLAN****REFUND/EXCHANGE CONDITIONS**

JENNIFER CHOW (Adult)

OTTAWA /
TORONTO
UNION STATION

ESCAPE

Before Departure : Non-refundable but exchangeable less a service charge of **\$48.50** plus tax(es) and any applicable fare difference.After Departure : Non-exchangeable and non-refundable.**BAGGAGE ALLOWANCE*****Carry-on baggage**

1 PERSONAL ITEM

Max. 11.5 kg (25lb.)

Max. 43 x 15 x 33 cm (17 x 6 x 13 in.)

AND

1 LARGE ITEM

Max. 23 kg (50lb.)

Max. 158 linear cm (62 li. in.)

OR

2 SMALL ITEMS

Max. 11.5 kg (25 lb.) each

Max. 54.5 x 39.5 x 23 cm (21.5 x 15.5 x 9 in.) each

OVERWEIGHT ITEM(S): Items over 23kg (50lb.) are NOT permitted on board.

ADDITIONAL CARRY-ON ITEM: 1 item allowed Max 23 kg (50lb.) \$40 (tax included) per direction.

YOUTHS (12-25): 1 PERSONAL ITEM Max. 11.5 kg (25lb.) / Max. 43 x 15 x 33 cm (17 x 6 x 13 in.) AND 2 LARGE ITEMS Max. 23 kg (50 lb.) each / Max. 158 linear cm (62 li. in.) each.

Checked baggage

No checked baggage service is available on this train. Please comply with the carry-on baggage policy.

*VIA reserves the right to weigh any and all baggage which may result in applicable allowance fees, as you may be subject to excess charges.

CONDITIONS OF CONTRACT

1. Your rail ticket is not transferable and is valid only for travel on the train(s) and date(s) shown.
2. For any modification or cancellation, please change or cancel your reservation online as soon as possible prior to the scheduled departure of your train (**subject to the conditions of your fare plan.**)
3. For operational reasons, VIA Rail reserves the right to restrict platform access five (5) minutes before your scheduled departure.
4. Times shown are not guaranteed. If necessary, VIA Rail may cancel a train or substitute alternate transportation without notice.
5. To ensure all passengers' safety, VIA Rail reserves the right to inspect all baggage.
6. You are responsible at all times for your carry-on baggage. VIA Rail assumes a limited liability for loss or damage to checked baggage. Ask VIA Rail personnel for more details.

NOTICE OF LIABILITY LIMITATION FOR DELAYS AND CANCELLED TRAINS

ITINERARY / RECEIPT - NOT VALID FOR TRAVEL

Thank you for choosing
VIA Rail Canada.



BOOKING CONFIRMATION: **PNF210**

JENNIFER CHOW

IMPORTANT - AN E-BOARDING PASS HAS BEEN ISSUED FOR EACH SEGMENT OF THIS TRIP AND HAS BEEN SENT IN A SEPARATE E-MAIL. Please bring all e-boarding passes on your trip and review this confirmation carefully as it includes some important information about travelling with us.

Customers with special service requests

VIA suggests that all customers with special service requests arrive at VIA stations early for safe and timely access to the correct platform. Please validate VIA station hours as some stations open 30 minutes prior to scheduled train time.

**ALL THAT YOU LOVE ABOUT
VIA RAIL IN ONE APP**

Book, customize and stay up-to-date.

**ITINERARY # 1**

TRAIN 42 | [info](#)

From: **TORONTO UNION STATION** Wed. Mar 21, 2018

Departure: 12:20

To: **OTTAWA** Wed. Mar 21, 2018

Arrival: 16:33

Class: **Economy - Escape fare**



You can be notified of the VIA train status, service disruption or delay regarding a specific train by email or SMS (text message). **Sign up now for the Train-Alert Service.**

Remarks: Operated by: VIA Rail Canada.

RECEIPT**FARE INFORMATION**

JENNIFER CHOW (Adult)

\$49.72

FARE: \$44.00

G.S.T/H.S.T.: \$5.72

P.S.T.: \$0.00

TOTAL: \$49.72

TAX INFORMATION

Taxable fare: \$44.00

G.S.T/H.S.T. number: 105521785RT001

PAYMENT 3733*****1022 - AUTHORIZATION # 203192

TRANSACTION DATE: 03/06/2018

ITINERARY	FARE PLAN	REFUND/EXCHANGE CONDITIONS
JENNIFER CHOW (Adult)		
TORONTO UNION STATION / OTTAWA	ESCAPE	<p><u>Before Departure</u> : Non-refundable but exchangeable less a service charge of \$22.00 plus tax(es) and any applicable fare difference.</p> <p><u>After Departure</u> : Non-exchangeable and non-refundable.</p>

BAGGAGE ALLOWANCE*

Carry-on baggage

1 PERSONAL ITEM
 Max. 11.5 kg (25lb.)
 Max. 43 x 15 x 33 cm (17 x 6 x 13 in.)

AND

1 LARGE ITEM
 Max. 23 kg (50lb.)
 Max. 158 linear cm (62 li. in.)

OR

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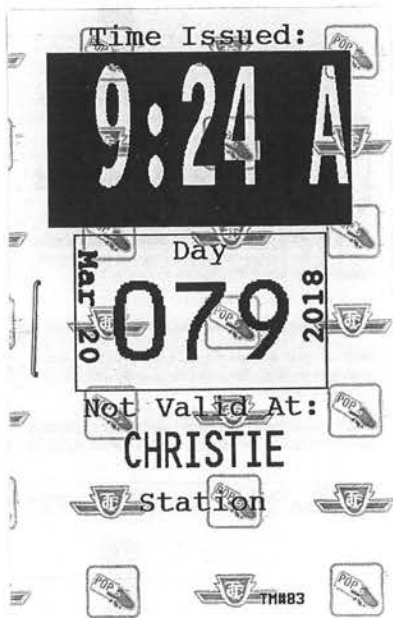
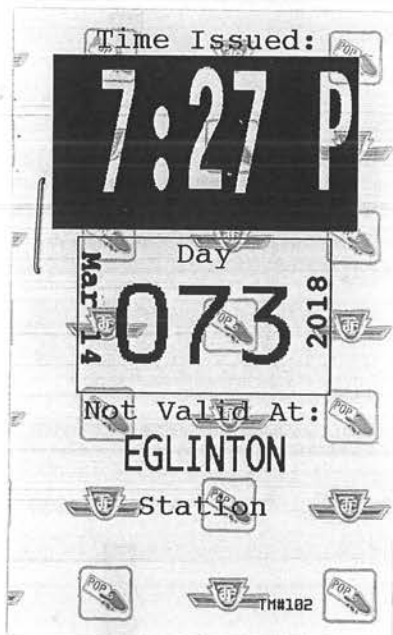
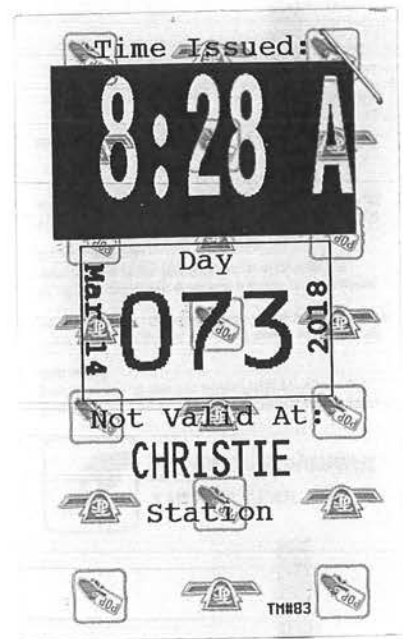
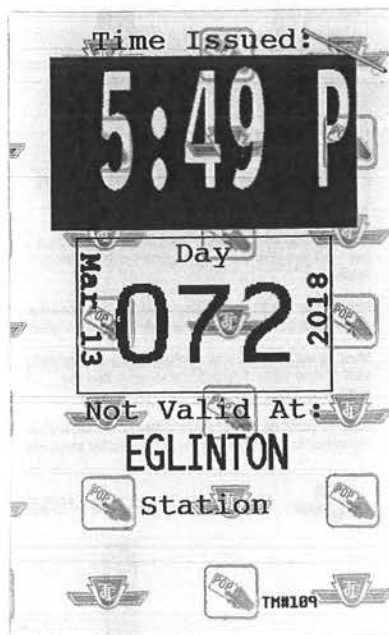
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5. To ensure all passengers' safety, VIA Rail reserves the right to inspect all baggage.
6. You are responsible at all times for your carry-on baggage. VIA Rail assumes a limited liability for loss or damage to checked baggage. Ask VIA Rail personnel for more details.

NOTICE OF LIABILITY LIMITATION FOR DELAYS AND CANCELLED TRAINS

Although VIA Rail will use all reasonable efforts to carry the passenger and its property in accordance with the contract of carriage, timetables, schedules and other representations regarding trip time are approximate and provided for information purposes only. Times shown in timetables or elsewhere do not bind VIA Rail and form no part of the contract of carriage.



PUBLIC TRANSIT EXPENSES

- March 13: $\$3.00 \times 2 = \6.00
- March 14: $\$3.00 \times 2 = \6.00
- March 19: $\$3.00 \times 2 = \6.00
- March 20: $\$3.00 \times 2 = \6.00

TOTAL Public Transit: $\$24.00$

Files: 6695 Essex Powerlines
6690 Hydro One Remotes
6693 Customer Service Rules



Prices

	Adult	Senior (65+) / Student (13-19)
<u>Cash</u>		
<u>Single fare purchase</u>	\$3.25	\$2.10
<u>Tickets & Tokens</u>	\$3.00 Minimum 3 tokens for \$9.00	\$2.05 Tickets sold in multiples of 5 for \$10.25
<u>PRESTO</u>	<u>\$3.00</u>	\$2.05
<u>Weekly Pass</u>	\$43.75	\$34.75
<u>Monthly Metropass</u>	\$146.25	\$116.75
<u>Metropass Discount Plan (MDP)</u>	\$134.00	\$107.00
<u>Downtown Express</u> In addition to your regular fare.	\$3.25 cash or token or Monthly Express Sticker for \$43.00	\$2.05 cash, Senior/Student ticket, or Monthly Express Sticker for \$43.00

Other Fare Information

<u>Child</u> 12 years of age and under.	Free
<u>Post-Secondary Metropass</u>	\$116.75
<u>Day Pass</u>	\$12.50
<u>GTA Weekly Pass</u>	\$63.00

BLUELINE Job # _____
RECEIPT FOR CAB FARE

Amount \$14.00 Date MAR 11-18
 From 165 Stewart
 To TRAIN
 Cab No. _____ Driver _____
 H.S.T. Included in meter fare

VISA MasterCard AMERICAN EXPRESS Interac

TAXI EXPENSES

- March 11 (BlueLine): \$14
- March 21 (Beck): \$19
- March 21 (BlueLine): \$14

TOTAL taxi expenses: \$47

Files: 6695 Essex Powerlines
 6690 Hydro One Remotes
 6693 Customer Service Rules

RECEIPT Beck TAXI

Cab No. A0927 H.S.T. _____
 From _____
 To Union Train Station
 Date March 21, 2018 Amount \$19
 Signature [Signature]

BLUELINE Job # _____
RECEIPT FOR CAB FARE

Amount \$14 Date MAR 21 / 18
 From TRAIN Station
 To _____
 Cab No. _____ Driver _____
 H.S.T. Included in meter fare

VISA MasterCard AMERICAN EXPRESS Interac