

Re: Lakeland Power

DEC - 5 2018

ONTARIO ENERGY BOARD

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Hello, Unfortunately I could not make the meeting about Lakeland Power rate increase. I would like to know why they have so many power outages in Muskoka? I moved back home to Bracebridge 3 years ago after living elsewhere for 20 yrs. In the past 3 years there has been more power outages here then I experienced in 20 years living in 3 different towns outside of Muskoka. Please query Lakeland Power on its competency on maintaining their network or what ever their issues are?? As a paying customer of Lakeland Power we find these outages are annoying because they never seem to happen during a storm and usually happen when it is very cold outside which is dangerous. So please take this as a complaint against Lakeland Power and its erratic service at times. If the rate increase is approved then I certainly hope that money is spent on fixing whatever the issues are. I recently spent \$4000+ installing a generator and its associated wiring in my home as a back-up. I think government or Lakeland should provide subsidies for back generator installations.

Regards

Matt Tomes