

[REDACTED]

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**From:** registrar  
**Sent:** Friday, January 25, 2019 4:03 PM  
**To:** Zulma DeBonis  
**Subject:** FW: Letter of Comment - EB-2018-0305

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

-----Original Message-----

From: Webmaster <Webmaster@oeb.ca>  
Sent: Wednesday, January 23, 2019 4:00 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2019-01-23

-- Case Number --  
EB-2018-0305

-- Name --  
shathana rajeshwaran

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

Hi as of now our hydro rates are scheduled to increase and having our gas/heating bill increase in addition to this is just too much. Overall there has been no improvement in service with how our gas/heating is delivered. Furnaces have not become anymore reliable and this year alone the gas line was cut at my residence, and it took more than 3 days before anything was fixed. Additionally my bill showed barely a difference in pricing from that month. No price adjustments were offered/given for the inconvenience it posed and no follow up was done by Union gas. Overall the structure of gas delivery hasn't changed much, customer service hasn't improved, and the flat amount for gas delivery is already high. So this increase in rates doesn't seem to be justified as technology for providing heat has not improved and basically you're offering the same product/service without any improvements. There hasn't been any significant decline incidents of gas leaks/or heat loss issues. I do not approve of this and it just appears to be scam for more private organizations (corporations) to take money out of the consumer's wallet. The fact that Enbridge gas has a monopoly over the gas/heating industry gives them the power to increase their rates for no reason other to make more profit for themselves, and so I simply do not buy the reasons they are giving for the rate increase (i.e.

inflation). This is simply not true and the fact that our government has allowed our gas to become increasing more privatized is not to benefit the consumers but because they're greedy and get some personal financial gain out of it.

-- Attachment --