

[REDACTED]

From: registrar
Sent: Wednesday, January 30, 2019 12:37 PM
To: [REDACTED]
Subject: FW: Letter of Comment - EB-2018-0305

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

From: Webmaster <Webmaster@oeb.ca>
Sent: Thursday, January 24, 2019 3:37 PM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2019-01-24

-- Case Number --
EB-2018-0305

-- Name --
Christopher Cameron

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

I have a problem with the rates increasing because there is already a fairly large base fee each month. I live in a small townhome, which is backed onto others on three sides and the sun comes in the front of my house each day. I don't have a furnace that runs a lot and don't use a lot of natural gas, but am guaranteed to be paying at least \$20 in fees a month. It is my understanding that the developer would've paid to install all the natural gas pipelines and subsequent items to housing, leaving no fees to Enbridge to do this to begin with. So you've been collecting at least \$240 a year from me for what? I don't understand how I'm expected to keep having rates go up with no change to my service. There is no reason why the rates should go up given what I pay for now and what I get in return.

Why don't you charge separate rates for those that have e-billing and those that have paper billing? Ding the people that can't go paperless for the costs of mailing all that junk mail out. Give people an actual incentive, but at the same time cut your costs. Please learn how to run this more like a business and incentivize things like this.

Thank you,

Chris

-- Attachment --