

[REDACTED]

From: registrar
Sent: Wednesday, February 6, 2019 12:41 PM
To: [REDACTED]
Subject: FW: Letter of Comment - EB-2018-0305

Follow Up Flag: Follow up
Flag Status: Flagged

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

From: Webmaster <Webmaster@oeb.ca>
Sent: Monday, February 4, 2019 2:40 PM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2019-02-04

-- Case Number --
EB-2018-0305

-- Name --
Houman Mortazavi

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

Hello,
Such an application filed by Enbridge Gas is an insult to injury, to say the least.

While the Ontario Government has recently understood and recognized the seriousness of inflation in the Province including shelter and all related expenses, Enbridge Gas has launched another round of rate increase with no justification.

The Board needs to me inquiries on their billing first to see how inappropriately they charge customers every months with no regard to their usage or status. For instance, there is a customer fee of \$20 per month that they charge for which they have failed to provide adequate basis. They once said that it is related to hard copy statements that issue, and customers argued that they wish to receive electronic copy, and they refused to provide one. Subsequently when electronic statements became a norm, they started suggesting that the fee is related to other customer related

expenses, with no specifics. As of today, the company has failed to provide electronic statements, and more importantly, they have continued charging customers anyways.

The \$20 per month is significant for those families who do not use gas much.

For instance in my case and my neighbours, our gas consumption is sometimes only a quarter of \$20 while we are being charged 4 times more for some piece of paper that we have asked numerous times to not be mailed.

As for the distribution costs, they do not reflect the reality of distribution expenses involved based on the pipes lifetime and maintenance.

They are clearly inflated.

The Board ought to require the Company to provide hard evidence to support the distribution costs involved in the past 20 years. The Company should NOT be allowed to over charge customer at the present time speculating some unforeseen repairs that historically never occurred. Where are those extra charges going and where are they saved?

The CEOs are over paid and Provincial Government has acknowledged it already; yet, no action is being taken. Obviously, those extra charges form CEO's compensation!

As for the rates, the Government is trying to take initiatives to lower the living expenses, and specifically shelter related expenses, and such rate increase would offset all the efforts taken by the Government through the tax money that families are paying.

To be clear, households pay taxes and the Government is run by the tax money and is now trying to assist households with their shelter related expenses, yet, Enbridge Gas's rate increase would offset all those efforts and families continue to suffer from such increasing inflation in the Province.

Just a little decency and understanding and less greedy strategy is expected in such difficult time, and obviously, Enbridge Gas is far from understanding such concepts further supported by their conduct in the past decade.

The Board ought to require to look into this matter more diligently, and measure costs and benefits involved. While Enbridge Gas (and the CEO) will benefit from such baseless rate increase, thousands of families are vulnerable and will suffer as a consequence. Families are at the mercy of the Board and such a position brings responsibility to question Enbridge diligently and requiring it to support their request.

The Board needs to zoom out and look at the issue from macro perspective to see the negative side effects of such an increase across the Province, and I can tell, as a stakeholder, that household would suffer beyond belief if such rate hike continues.

Please dismiss their application.

Regards,

Houman Mortazavi

-- Attachment --