

[REDACTED]

From: registrar
Sent: Friday, February 8, 2019 2:54 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: Friday, January 25, 2019 8:52 AM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2019-01-25

-- Case Number --
EB-2018-0305

-- Name --
Katharina Daldrup

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

Instead of raising fees for the responsible consumer, more needs to be done to collect outstanding balances from those customers who fail to pay their bill. Too many get away with defaulting in their payments, only to create a new account and repeat the cycle. Others' debt should not be forwarded to paying consumers. Instead of a further bill increase now, efforts should be made to recover moneys owed by those who neglected to pay in the past. Then, more effort must be made to prevent those same individuals from being in a position to neglect to pay in future. This would be much more effective than a bill increase to the paying consumer.

-- Attachment --