

[REDACTED]

From: registrar
Sent: Tuesday, July 2, 2019 5:08 PM
To: [REDACTED]
Subject: FW: Letter of Comment - EB-2019-0018

Follow Up Flag: Follow up
Flag Status: Flagged

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

From: Webmaster <Webmaster@oeb.ca>
Sent: Tuesday, July 2, 2019 3:30 PM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment [REDACTED]

The Ontario Energy Board

-- Comment date --
2019-07-02

-- Case Number --
EB-2019-0018

-- Name --
Lakshmanan Kannan

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --
Hi Team,

I would try to understand the price increase for all the category, Alectra Utilities had a customer survey early this year. I would like to inform that most of the questions are depends on Hypothesis and betterment of the infrastructure and every session have very few cents to increase but on a whole the impact will be more (no one will realize it). In my opinion no one will opt no for better Infrastructure, but the questions is are these changes are really required. How they were managing the quality of service in the previous management. If we are taking decision on that survey results that will not be a good idea. Please consider other factors and expect opinion to evaluate whether this is really required.

Sorry if I overstep, but I really felt to express my opinion with this opportunity

Thanks.

Regards,

Lak

-- Attachment --