

**From:** [BoardSec](#)  
**To:** [Shelly-Anne Connell](#)  
**Cc:** [Mona Habashy](#)  
**Subject:** FW: EB-2016-0315 written comments  
**Date:** Tuesday, November 19, 2019 11:31:46 AM

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Lousie Grandy

Batul Rahimtoola  
Senior Case Administrator  
Office of the Registrar  
Ext. 635

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**From:** LOUISE GRANDY [REDACTED]  
**Sent:** Tuesday, November 19, 2019 11:21 AM  
**To:** BoardSec <BoardSec@oeb.ca>; ombudsman@hydroone.com;  
ConsumerRelations@ontarioenergyboard.ca <ConsumerRelations@oeb.ca>  
**Cc:** Louise Grandy [REDACTED]  
**Subject:** Fwd: EB-2016-0315 written comments

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Attn OEB

This is an unfair practice.

I want to be informed of your formal process with regard to my concern below.

Please provide updates.

Sent from my iPhone

Begin forwarded message:

[REDACTED]  
**Subject: Why is residential seasonal rate higher than what a permanent resident pays for hydro?**

Dear Ombudsman:

I do not agree that my rate for hydro as a residential seasonal rate payer at [REDACTED] is higher than permanent residence who live next door.

Am I suppose to also pay more for gasoline while being a seasonal resident?

This is an unfair practice to me as a consumer in Ontario.  
As is the delivery charge of \$61.46 on my  
Nov. 2019 bill.

Really, is it fair that I pay \$61.46 for delivery of a cost of \$18.03 for my electricity.  
This is highway robbery.

I expect fair treatment as my husband is a senior and I am 60 with very fixed income.

I do not get a break on my property tax when I am not there and no garbage is being picked up.

That is like saying a tourist or seasonal person should pay higher gas prices when visiting another city.

I am paying the same budget billing plan amount for my permanent residence in Mississauga as I am paying at a seasonal residence.

I can assure you I use a lot more hydro at my permanent residence than I do at [REDACTED] on weekends.

I would like you to address this unfair practice.

While the CEO of Hydro gets paid \$6.2 million in 2018.

My God where is the justice of this?

My understanding is that The Balsam Lake Cottage Assoc. had brought this matter to your attn in the past.

Sincerely,

Louise and David Grandy  
[REDACTED]