

**From:** [registrar](#)  
**To:** [Jessy Serrao](#)  
**Subject:** FW: Letter of Comment, EB-2019-0261 - [REDACTED]  
**Date:** Thursday, March 12, 2020 3:12:09 PM

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

From: Webmaster <Webmaster@oeb.ca>  
Sent: Wednesday, March 11, 2020 11:00 AM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2020-03-11

-- Case Number --  
EB-2019-0261

-- Name --  
Jennifer Wilson

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

I live in a small 1 bedroom apartment in an old building with electric heating in the heart of the Byward Market. My typical Hydro bill in the winter is between \$200-\$300 and that is with the heat around 21 degrees. That is completely unacceptable and almost incomprehensible. The delivery charge on my last bill was \$53 alone. Where is this money going? Why should I be expected to pay more and more for a service that is not getting any better? I strongly advise against increasing your rates once again.

-- Attachment --