

From: Webmaster <[Webmaster@oeb.ca](mailto:Webmaster@oeb.ca)>

Sent: Friday, July 24, 2020 12:04 PM

To: registrar <[registrar@oeb.ca](mailto:registrar@oeb.ca)>

Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --

2020-07-24

-- Case Number --

EB-2020-0059

-- Name --

[REDACTED]

-- Phone --

[REDACTED]

-- Company --

[REDACTED]

-- Address --

[REDACTED]

-- Comments --

I do not see any reason for the rate change. If you look into any bill, you can see that your actual energy consumption are almost half of the bill amount with the rest unexplained delivery charges!. The company customer service is the worst , you can check their reviews online. Allowing them to increase the rate without a solid reason is against the social welfare of customers. They have to explain the current charges first before they are granted further changes.

-- Attachment --