

From: [registrar](#)
To: [REDACTED]
Subject: Letter of Comment - EB-2020-0246
Date: Monday, February 22, 2021 7:19:20 PM

From: Webmaster <Webmaster@oeb.ca>
Sent: Monday, February 22, 2021 11:21 AM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2021-02-22

-- Case Number --
EB-2020-0246

-- Name --
Dennis Hoffman

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

I am located in lost channel. and the response time to outages is unacceptable. I have called in the past and complained but nothing has improved in fact I was told to disconnect my hydro if I don't like it. Now my hydro will increase buy roughly \$240.00 a year for the first year. I do not see any mention for improved service. In our area to address any issues.

I find this increase totally unjust for the service we receive. We are always the last area to get hydro restored.

Also why are we not credited for the hours we do not receive delivery ?

See dates and the amount of hrs of outages below...

Feb 24 2019	19 1/2 hrs
mar 19 2019	7 1/2 hrs
july 03 2019	12 hrs
aug 09 2019	3 hrs
aug 20 2019	8 hrs
oct 25 2019	24 hrs
nov 01 2019	17 hrs

june 10 2020	12 hrs
aug 01 2020	18 hrs
oct 23 2020	235 hrs 10 DAYS!!!
nov 15 2020	18 hrs

How is this acceptable?

-- Attachment --

