

**From:** [registrar](#)  
**To:** [REDACTED]  
**Subject:** CM: Letter of Comment -EB-2020-0246  
**Date:** Monday, February 22, 2021 7:44:52 PM

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From: Webmaster <Webmaster@oeb.ca>  
Sent: Monday, February 22, 2021 1:24 PM  
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 --  
Deb Stevens

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

I've just been reviewing the price increases that will result when the seasonal class is eliminated, and our billing is changed to low residential.

Although it's difficult to know the exact increase, it is likely our hydro bill will increase by at least 75%.

If the service were exemplary, this wouldn't be so hard to accept, but last year we had 9 unplanned power outages, averaging about 3 hours in length. One outage lasted 12 hours. 2020 was not in any way unusual - we have power outages like this every year.

We have to keep a generator ready for these outages. Where is the consideration for this extra expense and inconvenience?

-- Attachment --