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From: Webmaster <Webmaster@oeb.ca>

Sent: Tuesday, March 2, 2021 9:13 PM

To: registrar <registrar@oeb.ca>

Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --

2021-03-02

-- Case Number --

EB-2020-0246

-- Name --

Maria Cox

-- Phone --



-- Company --

-- Address --



-- Comments --

I do not feel that it is fair of Hydro One to change my billing from Seasonal to R2 class. This will mean an increase of 10 percent or more for all R2 class changes. The seasonal rate is already 30% more than a regular residential rates. The service we are currently receiving is unreliable, has been out at least five times in the past six months and the power outages have been so severe lasting for three days causing the loss of hundreds of dollars in food. We use our property year round, pay taxes and a mortgage. We had to buy a generator due to the unreliability of Hydro One. Concerned that fairness and service are not being considered in this decision.