

[REDACTED]

From: Webmaster <Webmaster@oeb.ca>
Sent: Tuesday, March 9, 2021 8:43 PM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2021-03-09

-- Case Number --
EB-2020-0246

-- Name --
Teresa Vanderpost

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

Dear OEB,
I question as Hydro One comes to this decision have they also considered the service they have provided to some of their seasonal customers and the fairness of increasing our bills. I like many other seasonal users, get billed over \$120-\$140 per bill in the winter while my hydro is not even turned on. I can't afford to disconnect each season as hydro one will charge you to reinstate each time. Where my concern lies is that they are going to charge me more as I was designated in your letter as moving to Low density billing, which is the only one where prices are going up, yet if you check the hydro one outages on the address above off the 11th concession of Sommerville, we probably have one of the worst outage rates. In 2020 our hydro went out 13 times and we are always the last to get hydro back if a massive outage. So my hydro service/reliability is one of the worst in the area and they want to increase my rates. I can not imagine how this is effective customer service or fair. If they are going to increase my bill, I think a provision is they need to at least look into these high outage areas and use the increase I am paying and provide a better hydro/transformer system for our area. (Also, an aside your letter stating I used an average of X amount monthly, to help you determine my classification, but the number you gave was actual an average of my three month bill not monthly) Thank you for your time