

*Re: OEB Hearing to consider the next steps in eliminating Hydro One Networks Inc.'s Seasonal Rate Class (EB-2020-0246)*

[REDACTED]

[REDACTED]

*To whom it may concern,*

*I have recently received a letter regarding the elimination of the seasonal rate at my property. Actaully I didn't receive the letter, my 17 years dead husband received the letter. I can't tell you how disturbing that is to me. When he passed away in 2004 I sent a copy of the death certificate to Hydro One to have his name removed from my account. To this date that has not happen despite several attempts to have it happen and one threat from a Hydro One associate to have my account cancelled so I live with the fact that my monthly bills still have both our names on them but this letter dated February 10, 2021 had only his name on it.*

*I moved to this address permanently in 2010 but you know that because all of my bills and correspondence come to this address and my hydro usage has been fairly consistent. In 2011 I sent the forms to Hydro One to show that I was a permanent resident/customer. Also after having my 'Smart Meter' changed twice because it couldn't be read I made another attempt to show that I was a permanent resident/customer and still Hydro One shows me as a seasonal resident.*

*Only now, when you want to raise my rate to (R2) will you show me as a permanent resident. This is unacceptable.*

*Unfortunately I no longer have a copy of the requests to have the address made permanent. Too much time has passed but there must be copies of these attached to my account.*

*Please look into this and I will expect to hear from you soon and have this ongoing, annoying situation rectified before I have to escalate my concerns to my MPP.*

*Regards, Melissa Hillier*

*I have forwarded this letter and several examples of this being my permanent address and a Proof Of Death Certificate regarding my late husband, Clayton. W. Hillier to Hydro One Networks Inc. P.O. Box 5700, Markham, Ontario L3R 1C8.*