

From: [REDACTED]
To: [Jessy Serrao](mailto:Jessy.Serrao)
Subject: Re: EB-2020-0246 Hydro One Networks Inc. PO#3
Date: Friday, July 16, 2021 4:34:52 PM
Attachments: [REDACTED]

Hello Jessy, My husband and I(Vince and Laurie Ferraro) [REDACTED] are Customers of Hydro One. Our electricity rates will be going up certainly well over the 10% mark due to seasonal rate abolishment. The service is unreliable. It has become such an issue that we are going to be installing a generator for when the power goes out. My father is on oxygen and my sister has a cpap machine she has to use each night. At one point we had to stay at the local hospital until power r was restored My suggestion would be when ever service is affected , customers would see a reduction. on their bill as compensation. Service not delivered should no be charged .

On Fri., Jul. 16, 2021, 1:16 p.m. Jessy Serrao, <Jessy.Serrao@oeb.ca> wrote:

To: All Participants in EB-2020-0246

The OEB has today issued its Procedural Order No. 3 for the above mentioned proceeding. Please see attached.

Thank you.

[REDACTED]

[REDACTED]

[REDACTED]

