

From: [registrar](#)
To: [REDACTED]
Subject: FW: Letter of Comment - EB-2021-0110
Date: Thursday, September 2, 2021 11:22:04 AM

From: webmaster@oeb.ca <webmaster@oeb.ca>
Sent: Wednesday, September 1, 2021 2:38 PM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2021-09-01

-- Case Number --
EB-2021-0110

-- Name --
Taylor Hansen

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

I believe that customers should get some benefit as a result of the price increase. I have asked hydro one several times in the past years to allow automatic bill payment via credit card. This would allow the price increase to the consumer to be partially offset by rebates/rewards that are offered on credit cards.

I would also like to public to be informed on what progress hydro one has made in mitigating the need for cost increases by implementing cost savings.

While this is anecdotal evidence, I routinely observe one or two employees working on an issue with multiple people supervising.

-- Attachment --