

**From:** [registrar](#)  
**To:** [REDACTED]  
**Subject:** Additional LoC - FW: EB-2021-0110  
**Date:** Thursday, September 2, 2021 11:28:19 AM

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From: **Taylor H** [REDACTED] >  
Date: Wed, Sep 1, 2021 at 2:50 PM  
Subject: EB-2021-0110  
To: <[Regulatory@hydroone.com](mailto:Regulatory@hydroone.com)>  
Cc: Taylor Hansen [REDACTED] >

Hello,

I am writing with respect to EB-2021-0110. Per the instructions on the OEB website, (If you want the applicant to respond to your letter, you need to send a copy directly to the applicant because your address and other contact information will be removed from the public copy at the Ontario Energy Board.) I have filed a public comment and am following the public comment up by writing directly to Hydro One in order to request a response to my comment.

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 the public to be informed on what progress hydro one has made in mitigating the need for cost increases by implementing cost savings. As an example, while this is anecdotal evidence, I routinely observe one or two employees working on an issue with multiple people supervising. Has hydro one taken any effort to reduce the ratio of workers to management?

I look forward to your response.

Regards,

Taylor

Taylor Hansen  
[REDACTED]