

From: [Office of the Registrar](#)
To: [REDACTED]
Subject: FW: Letter of Comment - EB-2022-0200
Date: Monday, November 21, 2022 12:18:09 PM

-----Original Message-----

From: webmaster@oeb.ca <webmaster@oeb.ca>
Sent: Sunday, November 20, 2022 8:18 AM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2022-11-20

-- Case Number --
EB-2022-0200

-- Name --
Kaitlynn McMechan

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

I disagree they should raise their fees so much. Maybe 50% of what they're asking if that. They lack communication with their customers about their lack of meter readers. And already cannot send electronic bills on time. They estimate my gas usage for 18 months and then finally check my meter once gas priced skyrocketed. They only send out bills every 3-4 months even if your on the Emb billing cycle. Then send hundred to thousands of dollars in bills to customers. This seems like a common occurrence at least in orillia. This company should use what it has to get itself together before charging its clients more (who also have no choice but to use them)

-- Receive a copy of the decision? --
Yes

-- Attachment --