

From: [Office of the Registrar](#)
To: [REDACTED]
Subject: Letter of Comment, EB-2022-0200
Date: Wednesday, November 23, 2022 5:50:01 PM

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

From: Megan L [REDACTED]
Sent: Tuesday, November 22, 2022 3:01 PM
To: [REDACTED]
Cc: Ryan Lalande [REDACTED]
Subject: Inquiry on Union Gas/ Enbridge Rates

Hello

Hope you're having a wonderful day so far.

I am emailing today as I received an email from Enbridge discussing their rate change. Which I attached a screen shot below .

I am writing as I would like to speak to someone about theses rate changes or have a question come up during the process or meeting before the OEB (your business) approves or considers this rate change.

My questions and concerns are

Will can we get consistent billing every month???

I plug in my meter readings every month through the Enbridge website , and I get an email which i open and send my reading , as it's suppose to help so I get a consistent bill every month . As Enbridge doesn't have an employee of the team check the meter every month ever even every second or third month (maybe 6months) . Therefore, as a customer I am helping with their performance and sending in my readings and yet, I still don't get a monthly bill , it's been two months now and I called already .

I am upset as I get Little communication, I have to call and inquiry where my bill is and I get an answer like " we had your account flagged from the reading, so we didn't process ". However now it's been two months , they can't give me a cost for the meter reading I have sent in , I have repeated the meter reading during the call to confirm the reading I sent in and I am suppose to wait Until they figure it out. Then I get this huge bill (last February 2022- happened to us) Not cool .

It's not the first , second or third time this has happened . One time it was over four months ...

this is not ok and I should not have to pay more or have an increase on my bill of \$28 because they are having a hard time doing the job now and providing a service and I am doing half the work by reporting the meter reading .

They need to fix their system and how they are doing business as it's not working and I never had any issues prior to Enbridge coming in. Union gas was way better .

Very disappointed

Thanks for listening to me , hope this helps to make the right decision

Megan Lalande