

From: [Office of the Registrar](#)
To: [REDACTED]
Subject: FW: Letter of Comment -EB-2022-0200
Date: Thursday, December 1, 2022 5:30:33 PM

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

From: [REDACTED]
Sent: Thursday, December 1, 2022 4:36 PM
To: [REDACTED]
[REDACTED]

The Ontario Energy Board

-- Comment date --
2022-12-01

-- Case Number --
EB-2022-0200

-- Name --
EVELYN LOUISE TYLER

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

I have reviewed some of the comments from the public regarding the difficulty of affording the proposed rate increases outlined in this application. I am fortunate in that I am one of the lucky people who may be able to afford the increases, but that does not make the increases any more palatable to me. I have been involved with Enbridge's customer service department since May of 2022, when I received an email asking me to submit my gas readings on a monthly basis. When I submitted my reading (less than one year after I had moved into a newly built Energy Star and Net Zero ready home), I was told that there must be a problem with my meter and that a technician would come out and replace it. The truth is that there was nothing wrong with my meter, and when they replaced it and I reviewed all my bills since moving in a year before, I found out that they had estimated every one. We are now in the process of monitoring my gas usage over the winter to find out how much more of a refund I am actually entitled to, as I was typically being billed according to estimates. I was told that they did not have the staff during COVID to actually do the readings, even though their website at that time said that the meters were being read monthly. In the space of less than a year, I believe that I was billed for 2030 cubic meters when in fact the reading of 342 cubic meters was my actual use. I have been submitting my readings since June, and I have received adjustments and credits for part of the excessive charges; I volunteered to wait until May of 2023 to see what other adjustments they would agree to based on comparing weather from the last two winters. It is obvious to me that their system of "estimating" the consumption by new customers was very much incorrect. I have since found out that they had developed a computer program to estimate consumption when there was no good "match" for the "new customer, ie. newly built home".

That program may have been ok for older established communities, but it has taken me months and days of my own time speaking with Enbridge employees to get any concessions on my billings, and the story won't likely end before July of 2023, and only with my perseverance and willingness to spend even more of my precious elderly time to get fairness in my billings. So my point is ... don't rely on Enbridge's estimates ... do not approve anything for a period

longer than 18 months, and ALWAYS have them show the data after the fact to make sure that they have in fact incurred the expenses that they now anticipate. At least now, and I think it is because of my efforts, they are telling the truth when they tell clients on their website that they are only reading the meters every other month. Since I am submitting my own readings monthly, I can't say for sure if any Enbridge employee has read my meter, except for one month after new neighbours moved in next door, and the meter reader tracked mud from their meter location across my cement driveway and lawn to where my meter is located. Just to give a balanced review, I do support some of the climate friendly projects that Enbridge has been and continues to be involved with, and I commend them for that.

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

-- Attachment --