

From: [Office of the Registrar](#)
To: [REDACTED]
Subject: FW: Letter of Comment - EB-2022-0200
Date: Friday, December 2, 2022 10:44:52 AM

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

From: [REDACTED]
Sent: Thursday, December 1, 2022 10:39 PM
To: Office of the Registrar [REDACTED]
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2022-12-01

-- Case Number --
EB-2022-0200

-- Name --
Joyce Reynolds

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --
It's extremely distressing to me that enbridge would be allowed to increase rates to this level. There are many customers who simply cannot afford this.
I also think it's unacceptable that they can bill based on 'guestimates' not actual readings. Last fall I received a 'catch up' bill and found out that the last reading was 6 months prior. I was told that I can read my own metre and submit. Why is this the customers responsibility? What about elderly or disabled customers? We need options, Enbridge only cares about profits.

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

-- Attachment --