

From: [Office of the Registrar](#)
To: [REDACTED]
Subject: FW: Letter of Comment - EB-2022-0200
Date: Monday, November 21, 2022 2:12:33 PM

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

From: webmaster@oeb.ca <webmaster@oeb.ca>
Sent: Sunday, November 20, 2022 4:00 PM
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 --
Cathie Hayes

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

I want to know why this company feels it deserves a rate increase for any product or services. They have a monopoly and have been price gouging us for years. For all the summer months they send all their customers a bill telling them they did not use any of their services, but you owe us anyway and here is your bill. Now if you try to get a line locate it is impossible to get that done. Our contractor left because he couldn't wait any longer to dig, to put in the footings of a deck. Lost one whole construction year for that. Calls nor emails produced any results, except for multiple delays. Also, now they estimate your bill and send you a makeup, when they get around to it, which means an excessive charge bill at one time of the year. We are on meter reading, and I don't know if we are getting our meter read at all. As seniors on a fixed income, we cannot afford a huge bill sent at their convenience. Now they are applying for rate and services increase. They don't provide any service; they cause more trouble to unsuspecting people, and they caused the problems themselves, but we are meant to pay for their messes. Please deny this request and make them provide the service they are supposed to, for a proper price. They make enough profits without an increase, and we cannot afford their greed. If it is possible, I suggest you roll back the price and services cost as they make enough profits, off us little people.

-- Receive a copy of the decision? --
No

-- Attachment --