

**From:** [Office of the Registrar](#)  
**To:** [REDACTED]  
**Subject:** FW: Letter of Comment - EB-2022-0200  
**Date:** Tuesday, November 22, 2022 6:13:05 AM

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

From: webmaster@oeb.ca <webmaster@oeb.ca>  
Sent: Monday, November 21, 2022 11:15 PM  
To: Office of the Registrar <Registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2022-11-21

-- Case Number --  
EB-2022-0200

-- Name --  
Jane Sutcliffe

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

This company increased my bill to over a thousand dollars without my knowledge, I paid as much of my bill as I could each month as I'm adjusting my adult daughter's on social assistance meet their needs but never was I even close to thinking my bill was over 500 which is when by phoning Enbridge the CSR complimented me by saying good work you do realize your bill was over a thousand dollars but you've paid half already.

How do company's like this get away thinking this is good practice?

The government needs to cease the activities of companies that are only out for profit!! Heat in Canada is not not every should be considered a luxury item. This mindset is being forced on Canadians when we have to choose between the roof over our heads the heat between the walls and food on the table.

I myself work two jobs and cannot come close to being able to pay what they think I owe them without them proving it in due course.

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

-- Attachment --