

From: [Office of the Registrar](#)
To: [REDACTED]
Subject: FW: EB-2022-0200 : Letter of Comment
Date: Thursday, December 1, 2022 11:34:52 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, November 29, 2022 6:04 PM
To: [REDACTED]
Subject: EB-2022-0200 : Rate Increase Request from Enbridge [REDACTED]
[REDACTED]

Good evening,

Enclosed please find a copy of a letter (see increase2.docs.) which I sent to Enbridge Gas Inc. concerning their most recent increase (no response to date!). As you will note from the capital fonts used in the body of the letter I was quite frustrated and annoyed about the increase from \$113.00 per month with a sudden increase of \$60.00 with no explanation or breakdown as to how they arrived at that amount (not to mention the quibbling over 41 cents as a late payment). I am now quite surprised again that they have the temerity and gall to be requesting yet another increase based on the arbitrary amounts that they had previously tacked on to my bill. So after *sneaking* through three (3) increases within a matter of months, they are now seeing it fit to request yet another, but appearing to do so through the proper channels this time. I have attached copies of my statements so that your staff can follow the thread of the increases and the very short lapses between each. I have discussed this with other friends who are also pensioners and they are of the same opinion as me. One person was not even aware of the increase as he had signed up for automatic/direct billing as his family travels often.

Another issue of concern is the fact that the Enbridge is asking to conduct the hearing *orally*. In these days with all the technology to support online learning, banking, working from home, etc., it puzzles me as to why they would ask to have an *oral hearing*. I suspect that they are requesting an oral hearing so that fewer people would be able to attend in person mainly because they do not live near to where the hearing is going to be held (I live in Arnprior) and to participate in expressing their concerns about these increases. I currently attend some classes at Carleton University online through Zoom as well as Bible Study; Exercise classes; concerts; and church services - it took a bit of adjustment, but I have come to appreciate the conveniences of saving on gasoline, not having to travel in bad weather, paying for parking etc., although "in person" is still my preference. Therefore, I am requesting that the meetings be held on Zoom and that people without access to a computer could also be accommodated and have the opportunity to call in to have their say.

I am well aware of the economical conditions facing us everywhere, most of which have been blamed on COVID, the war in Ukraine, broken links in the "supply chain" and everything else under the sun. However, I do believe that there is a limit and a requirement for reason, honesty and decency. The prices of just about everything have increased, viz. housing, groceries and of course, gasoline. I have not received an increase in my pension and I do not waste water (my furnace is heated by natural gas). I wonder what portion of the increase, if any at all, will be going to their employees??

I would appreciate if you could please provide further updates as the process progresses.

Thank you for your attention to this matter.

Gerda Arthur
[REDACTED]