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

From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Monday, December 11, 2023 12:44 PM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Redacted - Letter of Comment - EB-2023-0052

-- Name --
john Jonassen

-- Do you reside in the impacted service area? -- Yes

-- Comments --
Hi,

I just received my latest bill and I would like to comment that the way Synergy North presents the increases is incredibly poor. They show what the average user change would be but don't provide any details on the actual rate increases. my peak rate went from 24 cents to 28 cents which is almost a 20% increase, my mid-peak went from 10.2 to 12.2 which is another 20% increase and the off peak went from 7.4 cents to 8.7 cents with the ultra low overnight still remaining fairly cheap but still a 20% increase as well from 2.4 cents to 2.8 cents.

Please have synergy north provide percentage based increases going forward. This "average user" method is very poor and hides the % increase from the news/press release.

Thank you,

John Jonassen, P. Eng