

3/12/08
Ontario Energy Board
PO Box # 2319
2300 Yonge Street
Toronto On
M4P 1E4
Att: Kristen Walli

RECEIVED

NOV 20 2008

ONTARIO ENERGY BOARD

Enbridge Gas Distribution Inc.
500 Consumers Road
Toronto On.
M2J 1P8
Att: Norm Ryckman
Director, Regulatory Affairs

EB-2008-0219 NS

OEB BOARD SECRETARY	
File No:	Sub File: 5
Panel	PN, DB, PS, DC
Licensing	CS
Other	
00/04	

Re: EB-2008-0219 Enbridge Gas Distribution Inc.

Letter of Comment

Sir/Madam

As a customer I object to Enbridge Gas Distribution Inc. request to the discontinuation of the Alternative Dispute Resolution commitment. I have attempted to utilize this procedure to resolve a complaint and at the present time have been unable to fully understand, or access the present system, which was set up to maintain a positive relationship with the customer. Therefore if Enbridge is successful in their request to the eradication of the Alternative Dispute Resolution commitment then customers who have complaints will have absolutely no avenue left to question this corporation's conduct. I will be more than willing to submit the basis of my complaint if required.



Sincerely
Mike McCue
195 Windy Oaks Drive
Mississauga ON
L5G 1Z5

email mmccue@rogers.com

125 Scenic Millway
Toronto, Ontario M2L 1T1

Direct Energy Home Services

80 Allstate Parkway
2nd Floor
Markham, Ontario
L3R 6H3

November 19, 2008

Sir

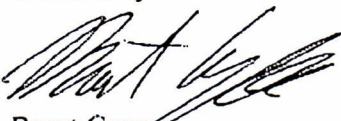
For the second time in two months, a representative of your company arrived at our door. He used misleading statements about who he was representing and his intentions in order to induce us to sign a utility contract. His sales tactics and claims are misleading and dishonest.

This is a cease and desist notice.

We do not want your representatives to visit our home again. We do not want to be contacted by Direct Energy again. The representative refused to take my home address off your list. I am registering a formal complaint against Direct Energy with the Ontario Energy Board. We will call the police if another Direct Energy representative arrives at our door.

We do not want to switch our utility contracts to Direct Energy. We do not want to have any dealings with Direct Energy.

Yours truly



Brent Cyca



Sunita Sastry

Cc: Ontario Energy Board fax 416-440-7656