

Letter of Comment - EB-2024-0115

-- Name --

Bradley Cass

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

-- Comments --

Ottawa rates have already been higher than almost any other of the municipalities across Ontario and Canada in general. It's wild to increase costs further especially in this economic climate. The delivery fee alone already regularly exceeds my usage fees and while that is a problem, the solution isn't to raise the usage fees too. Customer service, an actual area they should focus on fixing, is widely regarded as incredibly poor, even potentially negligent. This is especially egregious given that Hydro distribution is an essential service. Additionally the poorly worded and vague communications around this issue shows an intent to mislead the consumer so obviously that it is actually shameless in its execution.