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From: Ontario Energy Board <webmaster@oeb.ca>  
Sent: Monday, September 22, 2025 4:08 PM  
To: Office of the Registrar <Registrar@oeb.ca>  
Subject: Redacted - Letter of Comment - EB-2024-0198

-- Name --

Melinda Deni

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

Yes

-- Comments --

As a ratepayer, I want programs that are fair, cost-effective, and give me freedom to choose who I want to work with.

Under EB-2024-0198, Enbridge's residential Home Renovations Savings program restricts participation to a small group of energy auditing company's (only four) and insulation company's (only six), spends too much on marketing, and duplicates many administrative roles already provided by the IESO. I also don't understand why gas heated customer like me are restricted in who we can work with - as a homeowner, it would make far more sense if I could choose from the same list.

The IESO model is more open, transparent, competitive, and consumer-friendly — I would rather see my money go toward results than administration and marketing. Plus, more competition means a better price for me.

Since Enbridge has shown that they cannot deliver this program in an open, fair and cost-effective way, I would prefer it be opened up to more companies to give homeowners real choice and more competition, or that the IESO deliver all residential programs entirely instead of Enbridge - to avoid duplication and keep costs down for ratepayers.