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**From:** Ontario Energy Board <webmaster@oeb.ca>  
**Sent:** Monday, September 29, 2025 4:01 PM  
**To:** Office of the Registrar <Registrar@oeb.ca>  
**Cc:** Webmaster <Webmaster@oeb.ca>  
**Subject:** Redacted - Letter of Comment Submitted: EB-2025-0044

## **LETTER OF COMMENT**

### **Comments:**

I am writing to provide comments regarding the application submitted by Entegrus for a proposed rate increase. The Ontario Energy Board has a critical mandate to protect the interests of consumers with respect to the price, quality, and reliability of electricity service, while also ensuring the financial viability of utilities. In reviewing this application, I respectfully urge the Board to weigh carefully whether the proposed increase is justified, transparent, and in alignment with the OEB's commitment to fairness, accountability, and consumer protection. Ontario households and businesses are already managing rising costs across housing, food, and essential services. Electricity is not a discretionary expense; it is a basic necessity. A rate increase at this time risks placing undue financial strain on residents, particularly vulnerable populations such as seniors, low-income families, and those on fixed incomes. I respectfully request that the OEB ensure: 1. That the utility has demonstrated clear, evidence-based justification for the increase, with transparency on how funds will be used. 2. That all reasonable internal efficiencies, cost-control measures, and alternative funding mechanisms have been fully explored prior to passing costs onto ratepayers. 3. That any approved increase is directly tied to measurable improvements in service reliability, sustainability, or long-term system benefit. In fulfilling its role, the Ontario Energy Board has the responsibility to strike a balance between supporting utility operations and protecting Ontarians from unnecessary financial burden. I encourage the Board to carefully evaluate whether this application meets that standard. Thank you for considering my comments on this important matter.

**Name:** Kassandra Picard

**Do you reside in the impacted service area?:** Yes