

From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Thursday, November 6, 2025 4:48 AM
To: Office of the Registrar <Registrar@oeb.ca>
Cc: Webmaster <Webmaster@oeb.ca>
Subject: Letter of Comment Submitted: EB-2025-0252

LETTER OF COMMENT

Comments:

Hello to all whom this letter may concern, I would like to start by asking if a rate increase is actually an appropriate tactic for the declared reason. I believe currently there is no justification for a rate increase due to inflation. What has inflated? This move comes across as predatory or advantageous due to un connected costs of tariffs and things that should have no impact on their service. Alectra does not have good business practices. They take advantage of low income situations by consistently adding a poor tax in the form of unjust late fees or provider fees. Personally i have had them try to apply such a tax with no cause as my bills are paid on time yet because i am on an assistance program the floating 'Provider' cost increased enough to off set my low income assistance. which should not be a thing that can happen with no explanation other than it just costs more than it did before you offset the cost with compassionate programs just because. How can an increase be justifiable when they are already targeting people who have trouble affording everything? Going from \$40 to \$75 in provider fees with no justification is only going to get worse if they are allowed to increase rates. They use predatory tactics with fees already and instead of more rope they should be analyzed further to ensure fair business practices. Customers dont have a ton of options for power providers and that shouldn't mean bending over for unjustified increases when they already do not honour agreements and apply unnecessary and inaccurate late fees that only serve to pad their bottom line. Consider for a moment how valuable 60% or more of their customers having a constant cycle of late payments so every month a little gets added just to bump the price up. It would likely add up to quite a bit and seem harmless enough to go unnoticed due to the small individual amounts.

Name: Brett Prince

Address: [REDACTED]

Do you reside in the impacted service area?: Yes

Email: [REDACTED]

Phone: [REDACTED]

[REDACTED]

Receive a copy of the decision?: Yes