

From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Thursday, November 6, 2025 1:32 PM
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:

Dear Board Members, I am writing as a resident of Mississauga, with a home served by Alectra Utilities. I wish to register my concerns with the proposed rate changes, particularly in light of the company's performance regarding infrastructure maintenance and responsiveness to reported issues. These concerns are shared by several neighbours on our block. Rate increases should be tied to demonstrable improvements, yet we have seen little evidence that existing infrastructure is being maintained to a satisfactory standard. In our neighbourhood, multiple residents have repeatedly expressed the need for higher service capacity. Our detached homes, for example, have less than half the service capacity that many modern townhomes are equipped with. These calls have gone unanswered, suggesting that Alectra is underperforming in its duty to maintain infrastructure and meet growing demand. Rate-setting must consider not only cost recovery but also the impact on customers, especially when service levels are not meeting reasonable expectations. As such, before any rate changes are approved, I ask that the Board require Alectra Utilities to present a clear, measurable plan to improve existing infrastructure - ideally reviewed and endorsed by the OEB or a trusted third party. Furthermore, I urge that accountability mechanisms be put in place. For example, penalties for any delays in the execution of such plans. Until that time, I respectfully ask the OEB to reject any rate increase. Thank you for your consideration.

Name: Jeremy Fernie

Address: [REDACTED]

Do you reside in the impacted service area?: Yes

Email: [REDACTED]

Phone: [REDACTED]

Company:

Receive a copy of the decision?: Yes