

EB- 2025 - 0252

Rate Hearing Alctra

Questions to ask Alctra

Why they lie to customers

Elude customers about disconnect

Mississauga customers treated

differently, unfairly due to their

rates for after hours reconnection

They are lied to

Not treated fairly

Manager of CAH a waste of money

for Rate Payers

High Income - Top Heavy

HYBRID - not beneficial for

Customers - lose payments

Family work there and  
play games and not work  
in Collections Dept  
We are disgusted.

Public Interest reduce  
rates, treat all territory  
the same.

No more waste Alcatraz  
Work in office 5 days  
Don't lose payments for  
upgrades and we are  
tied to.

Can't reach anyone  
Do not respond to emails  
on time. Respond after  
2 months

Tom Genco



2512022156

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Received

DEC - 5 2025

OEB

Ontario Energy Board

P.O. Box 2319 St

2300 Yonge St

Tor

ON

M4P 1E4

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