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-----Original Message-----

From: Ontario Energy Board <webmaster@oeb.ca>

Sent: Friday, June 19, 2026 10:40 AM

To: Office of the Registrar <Registrar@oeb.ca>

Subject: Redacted - Letter of Comment - EB-2026-0029

-- Name --

Joe Crawford

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

-- Comments --

I am opposing this application. On a weekly basis our residential area in Port Colborne loses hydro on a constant basis. No explanations, no fixings. Just keeps happening. When the service goes out and I have complained in the past and talked with the managers and higher ups at CNP their replies are "We are doing the best we can". When inquiring about getting some kind of compensation for the continuous power outages and inconveniences their replies are, "if your power is out there is no electricity going to you so youre already saving money." Thats not the point. Either fix your hydro lines or treat your customers better. It does not have to be a bad weather day for the power just to randomly shut off for 5 to 10 minutes or longer on a weekly basis.

I feel that if CNP wants to raise their rates, they should fix the issues at hand first to make sure they can deliver properly. Then with having a proper system in place without having outages randomly happen due to their equipment maybe then look into having a rate increase.

-- Was AI used for the letter of comment? -- No