

From: [Office of the Registrar](#)
To: [Zulma DeBonis](#)
Subject: FW: Redacted - Letter of Comment - EB-2026-0056
Date: Tuesday, September 29, 2026 11:45:56 AM

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

From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Monday, September 28, 2026 9:32 PM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Redacted - Letter of Comment - EB-2026-0056

-- Name --

Natalia Jansen

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

Yes

-- Comments --

To whom it may concern,

The cost of hydro is already unreasonably high for many London families, and I do not support another rate increase.

This is especially frustrating because London Hydro's distribution rates have already been adjusted. The fact that costs rise over time should not automatically mean customers are expected to keep paying more. The current baseline is already too high.

Families who once had what would be considered a decent middle-class income are now struggling to pay their bills and put food on the table. Many of these families make too much to qualify for assistance programs, but their salaries are not increasing at the same pace as housing, groceries, utilities and other basic expenses. It becomes a vicious cycle.

Before customers are asked to pay even more, I believe there should be serious scrutiny of London Hydro's revenues, operating expenses, executive compensation and other areas where costs could be reduced.

The solution cannot continually be to pass higher costs on to residents. At some point, organizations need to find ways to operate within their means too. Please consider the families in the middle who are being squeezed from every direction and increasingly cannot afford another increase.

-- Was AI used for the letter of comment? --

No