

From: [Office of the Registrar](#)
To: [Zulma DeBonis](#)
Subject: FW: Redacted - Letter of Comment Submitted: EB-2026-0056
Date: Tuesday, September 29, 2026 11:41:44 AM

From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Monday, September 28, 2026 6:13 PM
To: Office of the Registrar <Registrar@oeb.ca>
Cc: Webmaster <Webmaster@oeb.ca>
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LETTER OF COMMENT

Comments:

I'm writing this as a typical resident that has never done anything like this before. I have been having consistent issues with overcharging. For my power bill and is london hydro, completely responsible, probably not. I'm sure my building plays a component, as it's a brand new build, and no one had ever lived in my apartment before. I am already being charged. Approximately \$300 a month for a 2 bedroom apartment. With all brand new ed energy, efficient appliances and no additional appliances that I have constantly connected. I'm also a night shift working registered nurse so I do absolutely nothing on peak hours. I contacted london hydro after my first bill and said. Hello, there must be an error because it was only for twenty two days and it was two hundred and forty dollars. I was immediately told to apply to a government program to help pay part of my bill rather than any attempt to help me discover the issue. My issue is not that I cannot afford my bill. Because I can, my issue is that I felt like I was being scammed by this company or that there was a problem with my meter that I wanted investigated, which I clearly stated. I contacted them multiple times and was given the runaround multiple times and was talked to as if I was unintelligent, uneducated and being a nuisance when I genuinely believe there is a problem with my meter reading or something is connected to my meter that shouldn't be. I just wanted them to do a basic investigation. It took over four emails and communications being deferred for over a month until I finally received a call from someone that said, sorry, he'd been on vacation, and that was probably why they were giving me the run around, as he's the one that deals with these issues. The emails I got said they could clearly tell I was frustrated with the situation and that was because they were absolutely not doing their job, because if their job is to collect our money, that's what they've done. I thought their job was to actually "work behind the scenes as they say it to make sure everything runs smoothly" but the work you're supposed to do is when there is an issue, investigate it, and they couldn't even do that until I submitted a formal complaint to the energy board that I never heard back from. If you are charging one residence that is an apartment. Approximately three hundred dollars a month for hydro. Then, I cannot even imagine what homes are paying. You are already clearly trying to destroy the middle class. Let alone lower income. Your recommendation, when you have fees that are high immediately is to lean on government programs to pay their bills without even investigating anything. To me, this pay increase that they want, is unearned unfounded and will do nothing but make the cost of living higher for Canadians. That are already having a hard time in the current economy. I can see nothing that they have done that is warranted them to receive any more money because no increased services, no improvement in the service has ever happened with them and they treat their customers like garbage, as I can personally attest. I'm guessing if you compared us to

other places in Canada, we probably pay some of the highest fees already for power supply when we are one of the largest producers of it. If you approve this rate increase, you are irresponsible. You are not in touch with the common person and you do not care about the impact this will have on regular people just trying to survive. If they need this so badly this money, they can take it from the company's other streams of revenue or take it directly from their executive's annual salaries, which I'm sure went up from the previous year. You cannot claim that you are not making enough profits if you are able to give people pay increases to the amounts I'm sure you have. And while your incomes may not be disclosed to us, I hope they are to the energy board and they can investigate this. When increases in cost of production happen, and you've been overcharging. Someone already for your service. You should not then still pass that fee. Along to the customer, you should recognize that you are an inflated service and absorb that cost yourself and remove it from your profit margin unless you're a criminal enterprise. I already feel like trying to deal with you is like dealing a crime syndicate. And I'm promising you, I don't know their actual incomes, but I bet that it is over six hundred thousand dollars per year on the lowest estimate. As a nurse responsible for people's lives every day, I can't even dream of that kind of income so I don't think they need to be making that much money. So please do not approve any rate or pay increases for London Hydro to put on their customers who are just people trying to survive in this terrible economy. Any additional costs they are facing can be absorbed by the company as they have already inflated, their prices beyond what is reasonable. Thank you.

Name: Margaret Shanks

Do you reside in the impacted service area?: Yes

Was AI used for the letter of comment?: No