

-- Name --

Sandie Shlimoon

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

Yes

-- Comments --

As a residential customer, I do not believe another increase is reasonable given the current cost of living and the level of reliability that customers are experiencing.

1. The cost of living is already placing significant pressure on families.

The cost of housing, food, insurance, fuel and other essential household expenses has increased substantially.

Electricity is not an optional expense. Families have no choice but to pay their electricity bills, and another increase places additional pressure on household budgets.

Before approving another increase, I believe the OEB should carefully consider whether customers are receiving a level of reliability and service that justifies additional costs.

2. I am experiencing interruptions in my electricity service.

I have personally experienced multiple electricity interruptions recently. In one week alone, my electricity went out three times while I had my slow cooker operating during the day. Each interruption stopped the slow cooker from operating.

While a slow cooker may seem like a relatively minor inconvenience, these interruptions affect much more than one appliance. Electricity interruptions can interrupt refrigerators, freezers, heating and cooling systems, internet equipment, security systems, medical equipment and other essential household devices.

As a customer, I find it difficult to understand why I should be paying more for electricity distribution when I am already experiencing repeated interruptions in the basic service I am paying for.

3. I have concerns about how my electricity costs have changed over time.

My understanding and experience as a customer is that E.L.K. previously had responsibilities relating to hydro/water services as well. Since those responsibilities changed, I have nevertheless continued to see increases in my overall monthly utility costs, whether through electricity rates or other charges.

I recognize that electricity and water/hydro services may involve different rates, entities and regulatory structures.

However, from the perspective of a household customer, what matters is the total cost of maintaining essential utility services. The overall financial burden on families has continued to increase.

4. Reliability should be considered before additional increases are approved.

E.L.K. has reduced or changed some of its responsibilities over time, while electricity distribution remains a fundamental responsibility. Yet I am experiencing interruptions in that service.

It is difficult for me to support paying more when my experience is that the electricity service itself is not consistently reliable.

I respectfully ask that the proposed increase not be approved unless E.L.K. can demonstrate that the additional costs are necessary, reasonable and directly connected to providing reliable electricity service to its customers.

Residential customers should not be expected to continually pay more for an essential service while simultaneously experiencing interruptions in that service.

Thank you for considering my comments as part of the EB-2026-0032 proceeding.

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

No