From: Office of the Registrar
To: Zulma DeBonis
Subject: FW: Redacted - Letter of Comment - EB-2026-0056
Date: Friday, October 9, 2026 9:15:03 AM

-----Original Message-----
From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Thursday, October 8, 2026 11:38 PM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Redacted - Letter of Comment - EB-2026-0056

-- Name --
Omar Mahbub

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

-- Comments --
There has been no substantiated case as to why there is thorough justification for an increase in prices. If you provide outstanding services to your patrons, that provides a case to negotiate a higher cost of service. Yet, London Hydro wants to increase prices after failing to resolve power outages that are frequented all over the city across a range of neighborhoods for extended periods of time. Some people experience these outages on a more frequent basis, which further signals and inconsistency in services provided. While the median income continues to remain almost 10% below the national average, the London Hydro, responsible for providing necessities such as heating, wants to price gouge its patrons. You will soon have no patrons to rinse dry if you keep this up. Please provide a strong case for why we should willingly spend our hard earned money for a subpar service needed just to survive.

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