From: Office of the Registrar
To: Zulma DeBonis
Subject: FW: Redacted - Letter of Comment - EB-2026-0056
Date: Tuesday, October 6, 2026 3:44:08 PM

-----Original Message-----
From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Tuesday, October 6, 2026 1:32 PM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Redacted - Letter of Comment - EB-2026-0056

-- Name --
Frederick Ball

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

-- Comments --
I feel that this proposed rate hike is unconscionable at this particular time. I appreciate that costs are rising everywhere - but my limited pension only rises the amount that the "cost of living" rises (i.e. is indexed to the cost of living) - approx. 1.5% per annum. London Hydro's proposed increase of approx. 4% far exceeds the cost of living in the London area!!!
On August 14, 2026, "thanks" to a series of 9 electrical power outages over a 4 minute period, my computer printer was destroyed - IN SPITE OF HAVING BEEN PLUGGED INTO A CIRCUIT-BREAKER EQUIPPED POWER BAR! The cost to replace the printer was in excess of $300. I attempted to recoup this expense from London Hydro. Unsurprisingly the response I received from the liability ensurer for London Hydro (The Mearie Group) was the denial of my claim, on the grounds that "The cause of the outages was an internal fault from a London Hydro customer that affected the distribution system" and "This was not within London Hydro's control". Perhaps then, rather that seeking an across-the-board rate increase of 4% to justify 'the growing cost of doing business and the need to invest in infrastructure to increase capacity as demand grows' David Arnold might seek to improve the system in order to prevent customer X's "internal fault" from affecting other London Hydro's customers. Sorry, but blaming a power outage that affects faithful good customers like me on one particular customer's (University of Western Ontario) "internal fault" is, in the vernacular, a 'total cop-out'.
p.s. I love when London Hydro couches its rate increases as "RATE CHANGES". A euphamism is a euphamism is a euphamism.

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