

From: webmaster@oeb.ca <webmaster@oeb.ca>  
Sent: Tuesday, September 21, 2021 4:31 PM  
To: registrar <registrar@oeb.ca>  
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --  
2021-09-21

-- Case Number --  
EB-2021-0041

-- Name --  
Mandy Rowlands

-- Phone --  
[REDACTED]

-- Company --

-- Address --  
[REDACTED]

-- Comments --

These kinds of rate hikes are getting ridiculous. To pass the cost of a new customer service system to the customer is ridiculous. You either have the funds to do it, or you don't, and you make due like the rest of the world. There are PLENTY of organizations with old and outdated software, and they do just fine. Borrow money from a bank like the rest of us have to if we want to upgrade something. I used to work at London Hydro and know that their customer service reps (call centre workers) make \$60K plus; that is absolutely insane. Reduce those costs or stop increases in order to pay for these delivery charges, updated software, etc. For \$60K, the customer service and help should be much better than it actually is. It feels like we, the customer, are constantly paying more and more for no real advantage to us.

-- Attachment --