

To: The City of London

Attn: City Clerk

Attn: Civic Works Committee

Dear Councilor Usher,

Please accept this letter as a complaint against the service, which London Hydro provides to Londoners.

In the last 5 (five) consecutive months, there are no electric meter readings mentioned on my monthly bill (billing #5932159). It is not clear how London Hydro estimates how many kWh our family has spent in any of these months. In addition, it is not clear how London Hydro decides how many off-peak, mid-peak, and on-peak kWh are spent, without any meter readings. It looks to me that all the numbers in my electricity bill are just fabricated by London Hydro. This is not acceptable for me. Following such "high standard of service", London Hydro may manipulate and fabricate the numbers in our bill in a way they want. It appears that there is no way for the customers to verify the readings from the electric meter, and the data from the bill. What is worse, London Hydro can manipulate the electric meter itself, and, in our particular situation, I have deep concerns that our electric meter has been manipulated. In other words, I do not have any reason to believe in the correctness and fair-dealing of London Hydro.

I would like to emphasize, that, in accordance with the Ontario Energy Consumer Protection Act, London Hydro does not have any right to force me to rely on their electronic data base, because any electronic data base may be manipulated very easily. Without any meter readings on my paper bill during a long time, as it is in my case, it is very likely that the London Hydro electronic data base is manipulated in the interest of London Hydro.

I consider the current situation as a Stone Age style "service": someone (London Hydro) takes your money in amount he wants (based on a power he has) without explanations. London Hydro just demonstrates arrogance and disrespect to the customers. We live in XXI century, and, in my view, this is just not acceptable. I do not know who exactly may be responsible for this situation, but I believe that the Board of Directors of London Hydro is responsible for all the activities of London Hydro.

The City of London is the sole shareholder of London Hydro. In this connection, I would like to ask The Civic Works Committee to initiate the resignation of the Board of Directors of London Hydro because of the following reasons:

1. Fundamental misunderstanding of the regulated business. Please note, that the electricity business is regulated in Ontario, and it is obvious that the Board of Directors is not able to ensure the reliable services to the public, in accordance with the existing legislation.
2. Low level of planning and organizational skills. It is very clear, that The Board of Directors was not able to ensure the proper setting of the newly installed electric meters, and related operational and control systems. The reason for that may be the low level of qualification and inappropriate training of the operational staff, and the lack of planning and organizational skills on the management level, as well.
3. Low level of management skills. I think that with such management, London Hydro loses the confidence of the customers and the general public, and there is no good future for London Hydro. As a citizen of the City of London, I would like to see London Hydro working much better.

In addition, I would like to ask The Committee to initiate a full review of the policies and practices applied by London Hydro, in order to ensure a best quality of services to be provided to Londoners. Currently, it looks like that no one in London Hydro is able to understand what the regulated business means and how it works, and no one cares about customers.

In personal plan, because I have deep concerns that my meter readings, and the electric meter itself, have been manipulated somehow in the interest of London Hydro, I would like to ask The Committee to take the following actions:

1. To take the appropriate measures to ensure that London Hydro respects the customers and provides to them on a regular basis and on time accurate detailed meter readings. I, personally, would like to receive printed on paper a full list with all details (date, time, etc.) of all readings taken from my electric meter for the last six months, with detailed explanation how these readings have been taken. As a customer, I think that I have a right to have this information, and this information was not provided to me by London Hydro.

2. I would like, as well, my current electric meter to be replaced immediately with absolutely new one, because the existing one is may be manipulated. The meter has to be replaced in appropriate for me time, with my presence on cite, with all the meter certificates presented (manufacturer test, lab tests on accuracy, wireless capabilities, etc.).

I hope that The Civic Works Committee will take this issue seriously, because many other customers in London area may be affected in the same way.

I would like to appear as a delegation before The Committee.

Regards.

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