

Request for help!!!!

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To: "Chris Ballard, MPP (Constituency Office)" <cballard.mpp.co@liberal.ola.org>, Wynne_Kathleen-MPP-CO <kwynne.mpp.co@liberal.ola.org>

Date: Mon, 07 Nov 2016 15:00:22 -0500

Good afternoon Premier Wynn and Councillor Ballard,

As a Liberal supporter for all of my adult life, I have never been so close to switching my allegiance until now.

The main point that has me this way? HYDRO RATES!

Could either of you please tell me what your government is doing to combat the issue of soaring rates across the province? I am a single father of two young girls that is consistently struggling to keep the lights on. I have applied for the energy assistance program only to be told that my income of \$50,000 per year is too much to qualify for the program. I find this appalling considering my monthly hydro bill is often in excess of \$350.00! There has been many a month that I have had to decide whether to pay rent or hydro. I have representatives from Newmarket Hydro constantly threatening to cut off my electricity. The people hired to handle these types of calls are especially unfazed and cold when it comes to trying to help. They have no care that I am the sole provider of 12 year old twin daughters, and struggle to keep current with my bills. They simply do not care to hear about my situation and have no problem leaving a young family in the dark, and then charge me a fee to restore the power.

I'm not asking for free electricity here. Believe me, I know that my bills need to be paid or I risk losing service. What I am asking for is a plan. A plan by your government to combat this trend of out of control billing. Even though you have made promises during the election season to fight for families like mine, I have not seen any PLAN to combat this. Please don't tell me that the energy assistance program is your solution. This program is not enough, and in my case NO HELP AT ALL. Also, your plan of cutting the 8% HST has not shown up on my bill as of yet, and is NOT ENOUGH! Considering how much money the Ontario Government is making off of their possibly illegal monopoly on the electricity market, I would think that there is more that can be done.

Also, perhaps your government can intervene with the local hydro distributors to stop being so insensitive and cold-hearted to people in my situation. They simply do not care at all about the people they service. When I am being told that I have to pay them 350.00 by the end of the day or my service will be cut off, they do not care to help. I have been told by the reps at Newmarket hydro that they cannot wait until Friday (of the same week) when I get paid to have the resources to pay my bill. They are some of the rudest and most unsympathetic people I have ever encountered professionally with no willingness to help its customers. Perhaps it is because they have a monopoly on the market and know that we will play by their rules or else...

Again, not sure of what can be done here, but one thing is for certain, something needs to be done.

Hoping that you and your government does not lose my confidence, but I am certainly close to the breaking point.

Yours truly,

Nick Chun

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