

July 15, 2016
44 Pilgrim Drive
Markham, Ontario
L6C 1T9

Mr. Paul Dubé
Ombudsman of Ontario
483 Bay Street
Toronto, Ontario
M5G 2C9

Dear Mr. Dubé,

Our letter of April 27, 2016 outlined a number of serious concerns at Toronto Hydro and the Ontario Energy Board. Your website says "An appointment is recommended for in-person (Walk in) complaints. Please call to schedule an appointment." We did that previous to our letter. During the next two months, in communication with your office, we repeatedly requested a meeting so we could present our documentation.

After more than 2 months, numerous emails and phone calls with your office, multiple requests to come in and show our binder of documentation, your office declined to continue with our request for an investigation into the OEB in their decisions about Toronto Hydro and refused to meet with us and see the documentation that we have. How can you possibly make proper decision without having all the information available? Your responses and lack of action are quite frankly, astonishing. We would like to direct you to our May 5th and May 31, 2016 emails. (attached) We answered all your questions but your office declined to answer any of ours.

The reason given for not investigating the OEB is that you do "not have the jurisdiction to overturn or review the substance of a decision of the OEB." What you are essentially saying is that you can't investigate any government or government agency because you don't have the power to overturn their decisions.

Our group observes that the role of the Provincial Ombudsman is to investigate and report. We have never asked that you overturn any substantive decisions by any Government or Government organization. It would be ridiculous to expect the Provincial Ombudsman could have that power. You leave yourself open to ridicule by even suggesting it.

The Provincial Ombudsman is supposed to shine a light on issues that affect the public interest and public safety. Since 2006, Toronto Hydro has raised rates over \$6 billion and put the utility almost \$2 billion into debt with no effective oversight. We have concrete evidence of conflicts of interest, perjury at regulatory hearings, resume fraud and much more. Your office has decided to do nothing. The Provincial Ombudsman's Office has deliberately ignored its mandate to protect the public interest and in our view, has been negligent.

Sincerely,

Paul Kahnert
David Grant
Tom Adams

Cc Hon. Dave Levac, Speaker, Kathleen Wynne, Premier, Patrick Brown, Leader PC, Andrea Horwath, Leader NDP