

Braccio, Nadia

De: Greffe
Objet: TR: Complaint on charges for Hydro's non-communicating meter and health issues

De : eliana castellarin [<mailto:elianac@videotron.ca>]
Envoyé : 12 mars 2014 16:42
À : Greffe
Objet : Fwd: Complaint on charges for Hydro's non-communicating meter and health issues

Please deposit this email in the following dossier:

R-3863-2013

Begin forwarded message:

From: eliana castellarin <elianac@videotron.ca>
Subject: Complaint on charges for Hydro's non-communicating meter
Date: 12 March, 2014 1:42:17 PM EDT
To: info@regie-energie.qc.ca

To whom it may concern:

This email is about the additional charges for switching my Smart meter for a Non-Communicating meter.

I will pay the additional charges for the installation of the non-communicating meter and the additional charge of \$17.00 per month for the meter reader but this email is to say that I don't think it is right or fair to have to pay any additional charges.

I was having a lot of trouble sleeping and was agitated and anxious all day so I opted out and got the non-communicating meter. So I am paying extra for feeling physically bad. Furthermore, I was already paying the meter reader on the old system and now I am paying twice for the meter reader. Also I am paying for the new non-communicating meter while those that left the Smart Meter don't pay. The meter, non-communicating or not, should be part of the service offered by Hydro. I feel like I am being punished for having a physical problem.

Please work for us customers and ask Hydro to revise these charges as they are totally unfair.

Thank you very much.....Eliana