

Ontario PC Caucus

News Release

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ONTARIO PCs SUPPORT OMBUDSMAN'S INVESTIGATION; MACLEOD

OTTAWA – “I fully support Andre Marin’s decision to launch an investigation into Hydro One and its treatment of customers,” Ontario PC Energy Critic Lisa MacLeod said today.

Earlier today the Ontario Ombudsman’s office held a press conference to launch an official investigation into the customer service related complaints that have been escalating in his office over the last 10 months.

“All members of our caucus have received complaints of the unfair treatment people are experiencing in this province. This is not an isolated issue and this government has been silent on it for far too long.”

“It was visibly obvious the amount of frustration the Ombudsman was feeling when he spoke to the lack of co-operation with his own office when they made inquiries to Hydro One,” said MacLeod. “The entire PC Caucus will be pressing the government to show some leadership and address the issue with Hydro One in the coming months.”

“Ontarians want to pay their bills and they expect a reasonable level of customer service, the behaviour by Hydro One is unacceptable,” said MacLeod.

“The Ombudsman stated that Hydro One claims to be prohibited from giving refunds to those they overcharge, but instead offer credits. I can assure you this will change under the leadership of a Hudak government after the next election.”

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