



January 30, 2026

Sean Von Dehn
320 Via Chianti Grove, Unit 105
Ottawa, Ontario K2J 6J6
gnosticwisdom37@gmail.com

Subject: Unacceptable Conduct and Harassment of Company Personnel

Dear Mr. Von Dehn,

This letter serves as a formal notice regarding your recent conduct and use of inappropriate language directed at Hydro Ottawa personnel.

We have documented instances of offensive and personally targeted language towards our staff during communications with you relating to your billing and payment inquiry. Such behaviour constitutes a violation of the Hydro Ottawa Conditions of Service and fails to meet the standard of mutual respect we require in all customer interactions.

Hydro Ottawa maintains a zero-tolerance policy regarding any form of harassment, abusive language, intimidation, or otherwise offensive behaviour directed at our employees. Our staff are dedicated professionals entitled to be treated with courtesy and respect at all times, regardless of the matter being discussed.

Please be advised that this type of conduct will not be tolerated. Any future instance of threatening or offensive behaviour will result in immediate escalation. Such escalation may include, but is not limited to, the suspension of services, the refusal of future service requests, and the pursuit of all available legal remedies to enforce our right to a safe and harassment-free working environment for our personnel.

As per direction from Ontario Works, a cheque in the amount of \$380.53 was sent via courier on January 28, 2026 and was signed by you on the same day at 2:06 pm. Please note that we can no longer communicate with Ontario Works on your behalf, as we have been advised of the withdrawal of your consent.

Please direct all future correspondence regarding this matter solely to the undersigned.

Regards,

DocuSigned by:

Melanie Lefebvre

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Melanie Lefebvre
Senior Legal Counsel