



Fwd: VON DEHN,SEAN, Residential, \$0.00, 87995440302 messages

Tue, Feb 10, 2026 at 9:46 AM

[REDACTED]

Community & Social Services | Services sociaux et communautaires
City of Ottawa | Ville d'Ottawa

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Mon, Jan 19, 2026 at 3:13 PM
Subject: VON DEHN,SEAN, Residential, \$0.00, 8799544030
To: [REDACTED]

Hi [REDACTED]

My manager is asking if we could get a copy of the authorization form where the customer gave OW permission to call Hydro Ottawa on their behalf, set up pay direct, call in about budget amounts.

This is now going through our legal department.

Thanks.

[REDACTED]

[REDACTED]

[REDACTED]

Hydro Ottawa Limited / Hydro Ottawa limitée
2711 Hunt Club Road, PO Box 8700/chemin Hunt Club, C.P. 8700
Ottawa, Ontario K1G 3S4

hydroottawa.com

Wed, Feb 11, 2026 at 12:46 PM

To: [REDACTED]

Hi [REDACTED]

Here is my correspondence with OW re not providing the previous authorization form

[REDACTED]

----- Forwarded message -----

From: [REDACTED]

Date: Tue, Jan 27, 2026 at 3:24 PM

Subject: RE: [VERIFIED] RE: VON DEHN,SEAN, Residential, \$0.00, 8799544030

To: [REDACTED]

Hi there,

I have attached the general consent from the Province. It can also be found on the public website:

[Consent to Disclose and Verify Personal Information - Forms - Central Forms Repository \(CFR\)](#)

Thanks,

[REDACTED]

[REDACTED]

| conseillère, Soutien des politiques et des programmes

Community and Social Services | Services sociaux et communautaires

[City of Ottawa | Ville d'Ottawa](#)

[370 Catherine Street | 370 rue Catherine](#)

[REDACTED]

[REDACTED]

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[REDACTED] as City of Ottawa - Internal / Ville d'Ottawa - classé interne

From: [REDACTED]
Sent: January 27, 2026 2:55 PM
To: [REDACTED]
Subject: Re: [✓ VERIFIED] RE: VON DEHN,SEAN, Residential, \$0.00, 8799544030

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Hi [REDACTED]

Thanks for getting back to me, we appreciate all your help on this file.

Would it be possible to provide us with a copy of a blank authorization form (not filled out)

Thanks so much

[REDACTED]

[REDACTED]

[REDACTED]

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Ottawa, Ontario K1G 3S4

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On Tue, Jan 27, 2026 at 10:11 AM [REDACTED] wrote:

Good morning,

Unfortunately, our organization cannot sharing information at this time even regarding past periods of service for this client as they have revoked consent.

I have cc'ed my Program Manager should you have any follow up questions regarding this request.

Thanks,

[REDACTED]

[REDACTED]

| conseillère, Soutien des politiques et des programmes

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[REDACTED]

[REDACTED]

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Classified as City of Ottawa - Internal / Ville d'Ottawa - classé interne

From: [REDACTED]

Sent: January 26, 2026 11:59 AM

To: [REDACTED]

Subject: Re: [✓ VERIFIED] RE: VON DEHN,SEAN, Residential, \$0.00, 8799544030

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Hi [REDACTED]

I hope you are doing well.

I am following up on Kathleen's request regarding Mr. Von Dehn's account.

[REDACTED]

It is my understanding that Ontario Works will not be discussing this account moving forward. However, are you able to provide a copy of the original consent form Mr. Von Dehn signed authorizing Ontario Works to access his Hydro Ottawa account and set up pay direct?

Thank you,

[REDACTED]

[REDACTED]

[REDACTED]

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On Thu, Jan 22, 2026 at 1:38 PM [REDACTED] wrote:

----- Forwarded message -----

From: [REDACTED]

Date: Wed, Jan 21, 2026 at 7:55 AM

Subject: Re: [VERIFIED] RE: VON DEHN,SEAN, Residential, \$0.00, 8799544030

To: [REDACTED]

Morning [REDACTED]

Ah ok. So he withdrew his consent but he had signed a form.

I think that is what our legal department is looking for. The initial consent form he had signed with OW for OW to speak to us about his account.

He claims we had no right to speak to OW about his account.

He has an interesting website. I think this is his career.

Thanks.

[REDACTED]

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On Tue, Jan 20, 2026 at 3:32 PM [REDACTED] wrote:

Hi there,

Do you mean a specific client? We have a general consent on file for our clients and I am able to forward it at your request. However, client's do have the right to withdraw consent to specific third party and in these cases, I could not.

Does this answer your question?

Thanks,

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: January 20, 2026 1:31 PM
To: [REDACTED]
Subject: Re: [✓ VERIFIED] RE: VON DEHN,SEAN, Residential, \$0.00, 8799544030

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Hi [REDACTED]

Following up on my previous message, we are hoping to obtain a copy of the actual document signed by the client authorizing Ontario Works to speak with Hydro Ottawa on their behalf.

Is it possible to provide this documentation?

Thanks,

[REDACTED]
[REDACTED]
[REDACTED]

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2711 Hunt Club Road, PO Box 8700/chemin Hunt Club, C.P. 8700
Ottawa, Ontario K1G 3S4

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On Mon, Jan 19, 2026 at 3:27 PM [REDACTED] wrote:

Thanks or the update.

It is with legal here as well. I have a meeting tomorrow and will provide update on how we can accomplish this for when the staff call in. Any suggestions on how we can send consent at the time of call or prior to?

Thanks,

[REDACTED]

[REDACTED]

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From: [REDACTED]

Sent: January 19, 2026 3:14 PM

To: [REDACTED]

Subject: VON DEHN,SEAN, Residential, \$0.00, 8799544030

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This is now going through our legal department.

Thanks.

[REDACTED]

[REDACTED]

[REDACTED]

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