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**NELL VICTORIA ENNIS BHOLA,**

applicant,

v.

**HYDRO-QUÉBEC,**

respondent.

### **THE APPLICATION FOR REVIEW**

On May 1, 2002, Ms. Nell Victoria Ennis Bhola requested from Hydro-Québec:

- personal information concerning her;
- the list of persons who have consulted information concerning her;
- the list of the categories of persons who were exempted from registering when they consulted information concerning her.

On May 17, 2002, Hydro-Québec replied:

In answer to your request, we would like to inform you that, as of May 14<sup>th</sup> 2002, an amount of 368,69 \$ is owed to Hydro-Québec by Mrs. Nell Victoria Ennis Bhola.

On May 28, 2002, she filed an application for review with the Commission d'accès à l'information (the "Commission").

### **THE DECISION**

On June 26, 2002, Hydro-Québec sent further information about M<sup>e</sup> Bhola's file:

1. *Concerning personal information which concerns Nell Victoria Ennis Bhola :*

We enclose herewith copy of our letter dated May 17, 2002 in answer to your letter of May 1<sup>st</sup>, 2002 and copy of our translated letter also dated May 17, 2002, confirming that Mrs. Bhola, as of May 14, 2002, owed an amount of 368,69 \$ to Hydro-Québec. We now inform you that as of today, June 26<sup>th</sup>, 2002, the new balance owed by Mrs. Bhola reads 540,13 \$.

We also enclose six (6) pages of Mrs. Nell Victoria Ennis Bhola's customer file, dated August 2<sup>nd</sup> to August 30<sup>th</sup>, 2001. This is the only information we have concerning this client.

Furthermore, we advise you that :

2. *Concerning the list of persons who have consulted information which concerns Nell Victoria Ennis Bhola :*

Such a list does not exist.

3. *Concerning the list of categories of persons who were exempted from registering when they consulted information which concerns Nell Victoria Ennis Bhola :*

Authorized personnel in our Customer Services; authorized personnel in our Collection Department and authorized lawyers in our Legal Department.

In response to a request for any comments before the Commission closed the file on the grounds that the public body did not hold the information she sought, Ms. Bhola's representative and son, Mr. Richard Anthony Breakenridge, sent a letter stating that he believed information was missing and that the public body was not telling the truth. He stated that Ms. Bhola had been harassed in the past and that Hydro-Québec was trying to suppress information on the activities of its employees.

Once again, Hydro-Québec wrote:

Further to your letter of August 13, we wish to assure you that you received all the information that was available in our computerized files relating to this matter.

However, if you have any new information to provide us, other than the details indicated in the letters - for instance, a company name or street addresses, we would be pleased to look into the situation again.

Please note that we can provide you with a billing history for the current year, at no charge; however, if you want us to go back to previous years, we can go back as early as 1983, at a charge of \$17.50 per year researched.

However, despite the extensive comments sent to the Commission on behalf of applicant, there is no further relevant proof which could modify the conclusion that Hydro-Québec simply does not have the documents.

**CONSEQUENTLY, THE COMMISSION:**

**DISMISSES** the application and **CLOSES** the file.

**JENNIFER STODDART**  
Commissioner

Montreal, November 8, 2002