

**From:** Dr. Laura Friesen laurafriesen.warriorsway@gmail.com  
**Subject:** Concern about ATCO application to increase fees  
**Date:** March 21, 2025 at 11:08 AM  
**To:** yub@utilitiesboard.yk.ca



Good day,

I am a business owner and resident of Whitehorse. I have recently been in contact with my MLA about the unreliable internet and power in Whitehorse during the summer months and the increasing anxiety as the spring and summer grow nearer. The winter tends to stabilize but the summer is unreliable and in my particular field of healthcare, lack of stability is extremely detrimental.

I am a trauma psychologist specializing in rural, remote, and very remote communities. I provide services to individuals in all territories and some provinces via telepsychology. Having the internet and power constantly go out last summer was an extreme issue as I have clients who have suicidal risk and some who dissociate. Having sessions suddenly terminate due to unreliable local services is no longer acceptable.

With that context stated, making customers pay more for services they do not reliably receive also does not seem an ethical option. I am writing with my concerns that a service promised is not being delivered reliably. For too long, we have had the excuse that upgrades require patience from the public. Yukoners cannot be patient forever. Issues like this have some of us considering how long we can feasibly live in this territory. Which is very unfortunate as I love it here. However, it's become detrimental to my vulnerable clients and is a direct result of unreliable foundational services. The mental health of rural, remote, and very remote individuals has become more of a priority nationally. However, I am unable to provide consistent services if I do not have access to stability myself. It is so sad when access to mental health services isn't even the lack of services but the lack of internet or power.

I trust that ATCO and northwesterl both become more reliable this summer. And I trust that we do not see higher prices for foundational services.

Kind regards, Dr. Laura Friesen

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