

ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF UNION GAS LIMITED

Union Gas Limited applied to change its natural gas rates effective January 1, 2017.

Learn more. Have your say.

Union Gas Limited applied to the Ontario Energy Board to change its natural gas rates effective January 1, 2017.

A portion of the change is set using a formula previously approved by the Ontario Energy Board for the period 2014-2018. The formula is tied to inflation and other factors intended to promote efficiency.

Some customers are also impacted by Union Gas Limited's proposal for a new Customer Managed Service for new and existing Union South Rate T2 customers. Union Gas Limited's application also includes the implementation of the Union North Cost Allocation and Rate Design and the Parkway Delivery Commitment Incentive, both of which were previously approved by the Ontario Energy Board.

If the application is approved, an average residential customer of Union Gas Limited would see the following service areas changes and annual impacts.

Previous Service Area	New Service Area	Annual Change
South	South	\$13.35
Fort Frances	North West	-\$8.05
Northwestern	North West	\$17.55
Northern (Union SSMDA)	North West	-\$28.75
Northern (Union NDA)	North East	-\$11.17
Eastern	North East	-\$50.33

THE ONTARIO ENERGY BOARD WILL HOLD A PUBLIC HEARING

The Ontario Energy Board (OEB) will hold a public hearing to consider Union Gas' request. We will question the company on its case for a rate change. We will also hear questions and arguments from individual customers and from groups that represent Union Gas' customers. At the end of this hearing, the OEB will decide what, if any, rate changes will be allowed.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

BE INFORMED AND HAVE YOUR SAY

You have the right to information regarding this application and to be involved in the process.

- You can review Union Gas' application on the OEB's website now.
- You can file a letter with your comments, which will be considered during the hearing.
- You can become an active participant (called an intervenor). Apply by **[utility will insert actual date 5 calendar days from the date the notice is posted on the applicant's website]** or the hearing will go ahead without you and you will not receive any further notice of the proceeding.
- At the end of the process, you can review the OEB's decision and its reasons on our website.

The OEB intends to consider cost awards in this proceeding that are in accordance with the *Practice Direction on Cost Awards* and only in relation to Union Gas' proposals on the Rate T2 Customer Managed Service, the Union North Cost Allocation and Rate Design Implementation and the Parkway Delivery Commitment Incentive.

LEARN MORE

Our file number for this case is **EB-2016-0245**. To learn more about this hearing, find instructions on how to file letters or become an intervenor, or to access any document related to this case, please enter the file number **EB-2016-0245** on the OEB website: www.ontarioenergyboard.ca/participate. You can also phone our Consumer Relations Centre at 1-877-632-2727 with any questions.

ORAL VS. WRITTEN HEARINGS

There are two types of OEB hearings – oral and written. The OEB will determine at a later date whether to proceed by way of a written or oral hearing. If you think an oral hearing is needed, you can write to the OEB to explain why by **[utility will insert actual date 5 calendar days from the date the notice is posted on the applicant’s website]**.

PRIVACY

If you write a letter of comment, your name and the content of your letter will be put on the public record and the OEB website. However, your personal telephone number, home address and email address will be removed. If you are a business, all your information will remain public. If you apply to become an intervenor, all information will be public.

This rate hearing will be held under section 36 of the Ontario Energy Board Act, S.O. 1998 c.15 (Schedule B).

