

From: [registrar](#)
To: [Tamara Collins](#)
Cc: [REDACTED]
Subject: FW: Letter of Comment - EB-2018-0305
Date: Wednesday, February 20, 2019 5:02:13 PM

-----Original Message-----

From: Webmaster <Webmaster@oeb.ca>
Sent: Saturday, February 9, 2019 12:26 PM
To: registrar <registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2019-02-09

-- Case Number --
EB-2018-0305

-- Name --
Desiree Di Iulio

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --
To: The Ontario Energy Board

Re: Case# EB-2018-0305

Letter against Enbridge Natural Gas Distribution Rate Increase

For the Ontario Energy Board's Consideration,

Enbridge Gas Inc.'s application to raise its natural gas rates effective January 1, 2019, is of concern to me and I am against the increase to Ontario residents for the following reasons:

As I have personally witnessed, Enbridge's incentive to reduce consumption by users is non-existent. As someone who was away from home with nearly every service shut down for a month, my bill the following month was as high as if I had been using my regular consumption. Upon looking at my bill noticed that less than 10% of my bill was related to my actual consumption. The remaining amounts were for delivery costs, administration, and so on. The perceived rebates and savings to the customer based on usage are an absolute mockery.

As the costs for delivery, administration, etc. increase to more than 90% of the cost of the actual consumption of gas, the incentive to reduce consumption and reliance upon natural gas is lost entirely. Upon calling Enbridge for information on why my reduced consumption had not resulted in a reduced bill, I was explained that those costs were customary no matter the amount used.

I cannot understand the motivation then to add yet another increase onto this already preposterous arrangement. I see in their submissions no breakdown or reasoning for the increase that is of any benefit to myself or to any customer

in services rendered. It seems to me like yet another tactic for large corporations to pillage and strongarm customers who have no choice in the use of their services.

Beyond the lack of consideration in the current billing scheme set up by Enbridge to the customer, there is also no thought about the environmental impact of their current business practice. Beyond the dishonourable environmental and ethical impacts of their larger national and international projects which I will not go into in this letter, Enbridge maintains this same level of concern about the regular everyday consumer. They propose that savings are at all possible through actionable measures. Clearly, as per the example above, no amount of usage controls will have any impact on the premise of billing therefore no single customer will be incentivised to monitor their usage. Enbridge is structuring a system of consumers who blindly and ignorantly utilize as much as is perceived to be necessary which, in a world of unlimited resources, would be a natural choice. But we are not in that utopian world, in fact we live in a world that is facing the largest environmental and climate crisis in our history, and in such, this lack of regard for what we are consuming of this earth and how much we are taxing our land and our supplies, is archaic and frankly insultingly ignorant.

The implications of the proposed increase are both the financial loss to the consumer, and the negative environmental impact. For their ambivalence about consumption monitoring and unwavering and unreasonable current billing, I do not support yet another increase by Enbridge and hope that you consider denying this bully of lining their pockets with more of the populations hard earned dollars.

-- Attachment --