

ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF EPCOR NATURAL GAS LIMITED PARTNERSHIP

EPCOR Natural Gas Limited Partnership has applied to change its natural gas rates and other charges.

Learn more. Have your say.

EPCOR Natural Gas Limited Partnership has applied to the Ontario Energy Board to change its natural gas distribution rates and schedule of service charges effective January 1, 2020. If the application is approved as filed, residential customers and certain commercial customers will see the following changes to their natural gas delivery rates, effective January 1, 2020:

Customer Classes	Natural Gas Delivery Rate Impact
Typical Residential Customer (using 1,780 cubic metres per year)	Decrease of \$5.24 per year
General Service Rate 4 Customers (using 16,400 cubic metres per year)	Increase of \$78.16 per year
Rate 5 Interruptible Contract Customers (using about 170,000 cubic metres per year)	Increase of \$1,430.98 per year

Other customers, including businesses, may also be affected.

EPCOR Natural Gas Limited Partnership has also applied for approval of a rate plan to set natural gas distribution rates for the period January 2021 to December 2024. The rate plan is based on an OEB-approved formula that is tied to inflation and other factors intended to promote efficiency.

It is important to review the application carefully to determine whether you may be affected by these changes.

THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC MEETING

The Ontario Energy Board (OEB) is hosting a meeting on **March 19, 2019 at East Elgin Community Complex, located at 531 Talbot Street West, Aylmer, Ontario at 6:30 p.m. to 8:30 p.m. (doors open at 6 p.m.)** so that you can:

- Learn more about EPCOR Natural Gas Limited Partnership's costs and rate application
- Find out how the OEB will review the application
- Get involved and provide your comments about the application to the OEB

All customers of EPCOR Natural Gas Limited Partnership are welcome to attend the meeting. General Service Rate 4 class of customers and Rate 5 Interruptible Contract customers are encouraged to attend.

THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC HEARING

The OEB will hold a public hearing to consider the application filed by EPCOR Natural Gas Limited Partnership. During the hearing, we will question EPCOR Natural Gas Limited Partnership on the request for a rate change. We will also hear questions and arguments from individual customers and from groups that represent residential and business customers. At the end of this hearing, the OEB will decide what, if any, rate change will be allowed.

If EPCOR Natural Gas Limited Partnership's application is approved, the OEB's review in the years 2021 through 2024 may be limited to ensuring certain annual adjustments are made in accordance with the approved rate plan.

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 EPCOR Natural Gas Limited Partnership's 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 **March 20, 2019**, 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.

LEARN MORE

Our file number for this case is **EB-2018-0336**. 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 select the file number **EB-2018-0336** from the list on the OEB website: www.oeb.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. EPCOR Natural Gas Limited Partnership has applied for a written hearing. 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 **March 20, 2019**.

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, 1998, S.O. 1998 c.15 (Schedule B).



Ontario

Ontario Energy Board / Commission de l'énergie de l'Ontario