



EB-2011-0226

NOTICE OF APPLICATION

ENBRIDGE GAS DISTRIBUTION INC. CUSTOMER CARE AND CUSTOMER INFORMATION SYSTEM COSTS

Enbridge Gas Distribution Inc. ("Enbridge") filed an application dated June 20, 2011 (the "Application") with the Ontario Energy Board (the "Board") under section 36 of the *Ontario Energy Board Act, 1998*, S.O. c.15, Sched. B, as amended, for an order or orders approving its Customer Care ("CC") and Customer Information System ("CIS") costs for 2013 to 2018. The Board has assigned file number EB-2011-0226 to the Application. The Board's decision on the Application may have an effect on all of Enbridge's customers.

Enbridge has proposed for recovery in rates CC and CIS costs in the following amounts (in millions):

2013	2014	2015	2016	2017	2018
\$120.9	\$123.0	\$125.2	\$127.4	\$129.7	\$132.0

These amounts represent an increase of approximately \$20 million to the amount expected to be spent on CC and CIS costs in 2012 and presently approved by the Board. If approved by the Board, the proposed amounts will result in an increase to customer's bills. Customer care is a utility service for billing, collections, payments and customer support. The customer information system is the computer system that supports customer care.

Enbridge included evidence in support of its Application.

This Application will proceed by way of a written or oral hearing, to be subsequently determined.

How to see Enbridge's Application

A copy of the Application and related documents may be viewed at the Board's office listed below or on the Board's website at:

http://www.rds.ontarioenergyboard.ca/webdrawer/webdrawer.dll/webdrawer/search/rec&sm_udf10=eb-2011-0226&sortd1=rs_dateregistered&rows=200.

A copy can also be viewed at Enbridge's office at the address indicated below or on its website <http://www.enbridge.com>.

How to Participate

You may participate in this proceeding by requesting either intervenor or observer status, or by submitting a letter of comment:

1. **Intervenors** participate actively in the proceeding (i.e., submit written questions, evidence, and arguments, and cross-examine witnesses at an oral hearing). You may request intervenor status by sending a letter of intervention to the Board and copying Enbridge no later than **10 days** from the publication or service date of this notice. The letter of intervention must include:
 - a. A description of how you are, or may be, affected by the outcome of this proceeding;
 - b. If you represent a group, a description of the group and its membership; and
 - c. Whether you intend to seek an award of costs and the grounds for your cost award eligibility.
2. **Observers** do not participate actively in the proceeding but receive documents issued by the Board in the proceeding. There is no fee for observers to receive documents issued by the Board. You may request observer status by sending a request to the Board no later than **10 days** from the publication or service date of this notice.
3. **Letters of Comment** are to be sent to the Board no later than **30 days** from the publication or service date of this notice. All letters of comment will be placed on the public record, subject to the privacy terms for personal information stated below. This means that the letters will be available for viewing at the Board's offices and will be placed on the Board's website.

YOUR PERSONAL INFORMATION IS TREATED DIFFERENTLY DEPENDING ON HOW YOU CHOOSE TO PARTICIPATE IN THE HEARING:

- **Intervenors** - everything you file with the Board, including your name and contact information, will be placed on the public record (i.e., the public file and the Board's website).
- **Letters of comment or observers** - the Board removes any personal (i.e., not business) contact information from the letter of comment or the request for observer status (i.e., address, fax number, phone number, and e-mail address of the individual), however, your

name and the content of the letter of comment or of the request for observer status will become part of the public record.

Filing Information for Intervenor

If you already have a user ID, please submit your intervention request through the Board's web portal at <https://www.errr.ontarioenergyboard.ca>. Additionally, two paper copies must be submitted to the address set out below.

If you do not have a user ID, visit the Board's website under e-Filing Services and complete a user ID/password request form. For instructions on how to submit documents and naming conventions please refer to the RESS Document Guidelines found at <http://www.ontarioenergyboard.ca/OEB/Industry>, e-Filing Services.

The Board also accepts interventions by e-mail, at the address below. Additionally, two paper copies must be submitted to the address set out below. Those who do not have internet access are required to submit their intervention request on a CD in PDF format, along with two paper copies.

Need more information?

For more information on how to participate please go to the Board's website at <http://www.ontarioenergyboard.ca/OEB/Industry/Regulatory+Proceedings/Hearings/Participating+in+a+Hearing> or call the Board at 1-888-632-6273 (toll free).

How to Contact the Board or Enbridge Gas Distribution Inc.

Please reference Board file number **EB-2011-0226** in the subject line of your e-mail or at the top of your letter. It is also important that you provide your name, postal address and telephone number and, if available, an e-mail address and fax number. All communications should be directed to the attention of the Board Secretary at the address below, and be received no later than 4:45 p.m. on the required date.

ADDRESSES

Ontario Energy Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto ON M4P 1E4
Attention: Board Secretary
Filings: <https://www.errr.ontarioenergyboard.ca>

E-mail: boardsec@ontarioenergyboard.ca
Tel: 1-888-632-6273 (Toll free)
Fax: 416-440-7656

Enbridge Gas Distribution Inc.
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Fax: 416-863-1515

IMPORTANT

IF YOU DO NOT REQUEST TO PARTICIPATE IN ACCORDANCE WITH THIS NOTICE, THE BOARD MAY PROCEED IN YOUR ABSENCE AND YOU WILL NOT BE ENTITLED TO ANY FURTHER NOTICE OF THESE PROCEEDINGS.

DATED at Toronto, July 26, 2011

ONTARIO ENERGY BOARD

Original signed by

Kirsten Walli
Board Secretary