



THE CORPORATION OF

THE TOWNSHIP OF McNAB/BRAESIDE

2508 RUSSETT DRIVE, R.R. 2, ARNPRIOR, ONTARIO K7S 3G8

August 17, 2011

RECEIVED

AUG 22 2011

ONTARIO ENERGY BD

Ms. Kirsten Walli, Board Secretary
Ontario Energy Board
PO Box 2319
1300 Yonge Street
Toronto, ON M4P 1E4

RE: Board File Number: EB-2011-0226

Dear Ms. Walli:

On behalf of the People and Council of the Township of McNab/Braeside, I wish to thank you for the opportunity to comment on the Enbridge Customer Care and Customer Information System Costs application. Residents of McNab/Braeside are converting to Natural Gas from Furnace Oil, Electric, and Propane energy solutions as access to natural gas lines permit. Maintaining the balance between the excellent customer service currently provided by Enbridge with financial constraints on pricing is everyone's goal. Our comments are as follows:

1. Information on the proposed annual cost increase for CC and CIS does not indicate how this increase in cost could be offset through market growth.
2. While the proposed increase is less than 2%/year over the proposed six years and well within recent federal reports on annual cost of living, it should be noted that many local residents employed by the manufacturing sector have had to take wage cuts. Given that the cost of technology has decreased, this would suggest that, in the short term at least, Enbridge should be negotiating a zero increase to labour rates beyond 2012 and that technology improvements should be contained within unit market growth.
3. The application supports a five year agreement with option to exercise two optional years each with anticipated increases. Given that economic recovery in Canada remains tentative, we anticipate that the Ontario Energy Board might be in a better position to review increases in 2014. This would support an application with CC and CIS increases tied to market performance during the next three years, with 4 optional years at the annual percentage

increases as noted in the application to be ratified by the Ontario Energy Board upon review, in 2014, based on provincial economic performance.

Again, the Township of McNab/Braeside thanks you for the opportunity to comment on behalf of our residents.

Yours,



Mary M. Campbell
Mayor