

B. ALLOWED REVENUE AND RATE BASE

ISSUE B17b: Is the Allowed Revenue amount for each of 2014, 2015 and 2016 appropriate, including:

b. Is the Operating cost amount appropriate?

REF: D1, TAB 17, Page 10

1. Please confirm that Enbridge has been a member of Ontario One Call for several years by indicating the year of first membership?
2. Please confirm that most expected new members are electricity, water and sewer utilities.
3. What technologies has the utility added in the past 5 years to add efficiency to the engineering analysis? Please be specific in providing the technology and the internal justification for its implementation including expected cost savings.

REF: D1, TAB 17, Page 15

4. What budgetary compensations have been made for the reductions in Legal or Operations as a result of less damages expected through increased line locates diligence?

REF: D1, TAB 17, Page 15

5. Please provide the projected reductions of costs and increases in capital investment that will result from the elimination of repair work on 200 and 400 series meters?

REF: D1, Tab 18, Schedule 1, Page 2

6. Please provide the annual memberships to Enbridge's respective industry associations (e.g., OEA, CoLD, CGA, etc.).

REF: D1, Tab 18, Schedule 1, Page 3

7. Please provide the costs associated with NEB proceedings on behalf of affiliates.
 - a. Please provide an assurance that the costs are transferred to the respective affiliated organizations.

REF: D1, Tab 18, Schedule 1, Page 5

8. Please provide survey results and corrective actions that demonstrate EGD is on the right track.
 - a. Please provide a summary of the initiatives that EGD's has undertaken to address significant issues identified in its surveys.
 - b. Please provide any analysis EGD has undertaken to correlate survey results with SQI's to determine if the Board has the correct measurements in place to measure service quality.
9. Please provide an internal report that captures the results of the Ombudsman's office efforts including significant issues addressed and resulting changes in customer service policy or procedure.

REF: D1, Tab 20, Schedule 1, Page 2

10. Please provide your support for a 4% increase in 2014 in Non-Departmental Operating and Maintenance Expense.

REF: D1, Tab 2, Schedule 1, Page 9

Preamble: Enbridge states: "During 2013 the Company will be required to issue an RFP for a storage contract that will expire March 31, 2014. For purposes of the 2014 forecast, the cost impacts of the current contract are assumed to be continued in the forecast for 2014 gas costs.

11. Please clarify the above statement in terms of assumptions regarding price, ratepayer cost and rate-making implications over the term of the proposal.
12. Using the current differentials between summer and winter prices, appropriately adjusted for basis differential, please provide the price that the market is communicating regarding these storage values.
 - a. Please provide the ratepayer cost and ratemaking implications of using these values in the alternative

c. Is the allocation of O&M costs between utility and non-utility (unregulated) operations appropriate?

REF: D3, Tab 4, Schedule 1

and

EB-2011-0354 Exhibit JT2.1

13. Please delineate the costs attributed to non-utility storage for Lost and Accounted for Gas.

14. Please provide the cost causality principles that underpin this approach.

REF: EB-2011-0354 Exhibit JT2.31

15. Please provide an update on the assessment of this concern and cost implications.

16. Please explain how the cost of base pressure gas is allocated to the non-utility storage. Please provide the cost causality principles behind that approach.

E. OTHER

Are the proposed depreciation rate changes, to be in use beginning in the 2014 Fiscal Year, related to a reduction in the annual level of Site Restoration Cost/Asset Retirement Obligation ("SRC/ARO") collected, appropriate?

REF: D2 Tab 1 Schedule 1, page A-I-3

17. Please provide the basis for the cost estimate of \$1,100 for the abandonment of a service.

18. Given that most service abandonments occur as a result of replacement, how was the recognition of a crew on site to install the replacement service incorporated into the estimate.

19. If the estimate of \$1,100 included actual costs from the past, please provide the % of steel services that contributed to the historic estimate and the percentage of steel services in active service today.

- a. If that assessment yielded such a significant unfunded liability, why has the company not presented relief for this request in this application?