

From: jean at Gmail [REDACTED]
Sent: April-14-14 10:54 AM
To: 'Grant Crack, MPP (Constituency Office)'
Cc: BoardSec
Subject: RE: Enbridge

Mr. Crack,

May I thank you for taking the time to respond to my note of March 20th 2014. I would also wish to commend you on your efforts to provide a more detail explanation in the matter of the latest gas utility increase – explanation which in my view should have come from Enbridge customer services some time back when they applied for this latest rate change.

Natural gas is new to us this year as we recently move in the L'Original area. We quickly found out how, as you put it “natural gas remains the best energy value” and the positive impact on our retiree fixed income budget. I'd like to think that I am a reasonable and understanding person Mr. Crack. Reading through the details of your note, I do have a better understanding of the overall behind the scenes picture. However, I would still have to question the jump in price of natural gas. Picture this if you may – let's say that for a few months, gas for your car is \$1 per liter at the pump and one day as you go for a fillup you find the price has gone up to \$1.40 per lt, what do you think would be your reaction??? I am pretty sure you'd feel like kicking the pump, right??? I think this pretty well describes how thousands of Ontarians feel right there now. How could natural gas price jump up by that much in such in 3 months?? What is the OEB to do in this situation?? Why was this board created in the first place?? **“To promote a viable, sustainable and efficient energy sector that serves the public interest and assists consumers to obtain reliable energy services at reasonable cost. ...To protect the interests of consumers with respect to prices....”** It is my opinion that, after review of the OEB release, they did not offer too much resistance to Enbridge's arguments for the proposed hike and handily avoided questioning natural gas suppliers on their pricing rational.

Again, I do appreciate your smooth rational for this increase but I still feel very strongly that a 40% hike is irresponsible and grossly profiteering. I'd also want to point out that just because fuel oil and electricity costs are high does not provide justification for bringing the price of natural gas in line with them.

Respectfully yours,
Jean Duplantie

From: Grant Crack, MPP (Constituency Office) [<mailto:gcrack.hawkesbury@liberal.ola.org>]
Sent: Thursday, April 10, 2014 1:23 PM
To: [REDACTED]
Subject: FW: Enbridge

Dear Mr. Duplantie,

Thank your for your email regarding the Ontario Energy Board's Decision regarding Enbridge Gas Distribution's April 2014 rate application.

In its decision, the Ontario Energy Board (OEB) approved the recovery of Enbridge Gas Distribution's costs to supply customers this past winter, the coldest winter in 25 years. However, the rate is approved on an interim basis pending the Board's consideration of steps to smooth costs for customers since the full impact on customer's actual bills will not be experienced until next year's heating season when gas consumption is much higher. As customers pay what Enbridge pays for natural gas without mark-up, the OEB has ruled that Enbridge can pass along the reality of higher market prices from the unusually cold winter. If spread evenly throughout the year, for typical residential customers who buy their gas supply

and transportation from Enbridge, the changes would result in an overall increase of approximately \$33 a month over the next year. Of this \$33 a month, approximately \$20 per month relates to costs associated with this past cold winter. The other \$13 per month relates to the projected forecast natural gas price, both of which will be reviewed again in three months (July 1st) as part of the normal regulatory process. The exact monthly increase depends on the amount of natural gas a customer uses. The average customer could experience a total annual increase of \$400. But no one is going to get a bill for this in one lump sum, and the OEB has indicated it will commence a proceeding to consider options to smooth costs for customers. The fact is that virtually all natural gas providers have increased their prices due to increased demand and increased gas prices over this unusually cold winter. Even with this interim price increase, natural gas remains the best energy value, at less than half the cost of oil or electricity. Despite this increase, the current adjusted natural gas supply rate is less than it was 10 years ago.

Enbridge Gas Distribution applied to the Ontario Energy Board to adjust rates on April 1 as we do every three months. Changing the rate four times a year helps smooth out rates for our customers. Natural gas prices go up and down, and are largely driven by supply and demand. The price of natural gas has increased in North American markets this winter primarily because of cold weather and high demand for heating. Natural gas supplies in North America are abundant – it just costs more on the market now because cold weather has increased demand. Customers can choose to buy their natural gas from us and pay the same price we pay, or they can buy natural gas at a fixed price for a fixed period of time from a licensed marketer. For customers who buy natural gas from us, we have asked that the gas supply rate, which accounts for part of the bill, increase to reflect higher prices in the market.

Customers in financial hardship can also access additional support. Developed by the Ontario Energy Board, the Low-Income Energy Assistance Program (LEAP) is a year-round program to assist low-income customers with their bill payments and natural gas costs. LEAP provides emergency relief with a one-time financial grant of up to \$500 to eligible low-income customers experiencing difficulty paying already "past due" bills. Additionally, low-income and LEAP qualified customers can also avail of Enbridge's Home Weatherization Program. The Home Weatherization Program provides qualified Enbridge customers with FREE home upgrades like draft proofing and insulation, thus helping them save money on their energy bills and improving the comfort of their home.

Please see the link for Low Income Energy Assistance Program

<https://www.enbridgegas.com/corporate/donations-sponsorships/low-income-energy-assistance-program.aspx>

Hoping this information is of assistance. If you need further assistance, please do not hesitate to contact the office.

Best regards,

Grant Crack, MPP
151, Main Street East
Hawkesbury ON K6A 1A1
613-632-2706 / 1-800-294-8250

From: jean at Gmail [REDACTED]
Sent: Thursday, March 20, 2014 7:09 PM
To: Crack_Grant-(Alexandria)
Cc: [REDACTED]
Subject: RE: Enbridge

Dear Mr Crack,

To ensure that my voice also gets heard on this subject, please know that I support Mr. Carriere's note and it's contents. With our Hydro costs being the highest in Canada, this latest Enbridge request to raise natural gas costs by 40% is absolutely irresponsible. Supply and demand my foot; this wreaks nothing else but greed.

I believe the only people to affect the OEB are the elected members of our governments and so, Sir, here is an opportunity for you to score some points with your constituency.

Regards,
Jean Duplantie
[REDACTED]

From: carri.bruno [<mailto:carri.bruno@gmail.com>]
Sent: Thursday, March 20, 2014 4:24 PM
To: gcrack.alexandria@liberal.ola.org
Subject: Enbridge

Hi Grant,

I see where Enbridge is asking for a 40% increase in the price of natural gas. This is outrageous. Here is another outfit that wants to get on the bandwagon. We have enough gouging by the oil industry and HydroOne. They claim that the increase is necessary because of the harsh winter and that it has depleted their reserves. They should open their books and let us see how much money they made this winter. As for the reserves, summer is coming so they will have several months to replenish their reserves. Apparently we have so much gas, that we want to build pipe lines to export to the USA. I hope our Premier will have the courage to stop this, to protect the seniors and less fortunate in our society. Senior citizens are on fixed incomes and need to be protected.

As our representative to Queen's Park will you be bringing the matter up with our Government? Thanking you for your attention in this important matter.

Bruno Carriere
[REDACTED]



