

ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF NATURAL RESOURCE GAS LIMITED

Natural Resource Gas Limited has applied for an order approving rates for the sale and distribution of natural gas commencing April 1, 2014. Learn more. Have your say.

Natural Resource Gas Limited ("NRG") filed an application dated March 11, 2014, with the Ontario Energy Board for an order or orders approving or fixing just and reasonable rates and other charges for the sale and distribution of natural gas commencing April 1, 2014.

The application was made in accordance with the Quarterly Rate Adjustment Mechanism ("QRAM") established by the Board for dealing with changes in gas costs for all rate regulated gas distributors (EB-2008-0106).

NRG asked the Board to be able to recover from customers the costs of natural gas purchases made by NRG in February 2014 in order to fulfill its contract with Union Gas Limited. NRG stated that it was unable to buy enough natural gas to fulfill its contractual obligations and was subject to a penalty.

On April 1, 2014, the Board issued its Decision and Interim Order on the application. In its Decision and Interim Order, the Board stated that the incremental natural gas purchases made in February and the penalty charge applied to NRG had not been sufficiently examined in the QRAM process. The Board has decided to hold a hearing to further consider these issues.

The Board in this hearing will review the incremental gas purchases made by NRG in February 2014, including the penalty charge and its recovery from NRG's ratepayers.

The Board notes that its Decision and Interim Order resulted in a rate increase for an average residential customer of approximately \$280 a year. This amount does not include the penalty charge. Depending on the outcome of this hearing, the rate impact could change.

THE ONTARIO ENERGY BOARD WILL HOLD A PUBLIC HEARING

The OEB will hold a public hearing to consider NRG's application. We will question the company on its case. We will also hear arguments from individuals and from groups that represent NRG's customers and that choose to participate in the OEB's hearing. At the end of this hearing, the OEB will establish final rates for NRG for the period at issue.

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 NRG's application on the OEB's website now;
- file a letter with your comments, which will be considered during the hearing;
- become an active participant (called an intervenor). Apply no later than **10 calendar days** after the publication or service date of this notice 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, review the OEB's decision and its reasons on our website.

The OEB intends to consider cost awards in this proceeding that are in accordance with the *Practice Direction on Cost Awards* and are in relation to NRG's April 1, 2014 QRAM application.

LEARN MORE

Our file number for this case is EB-2014-0053. 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, select the appropriate application from the list at the OEB website: www.ontarioenergyboard.ca/notice. 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. The OEB intends to have a written hearing for this case unless a party satisfies the Board that there is a good reason for not holding a written hearing. If you object to the Board holding a written hearing for this case, you must provide written reasons why an oral hearing is necessary no later than **15 calendar days** after the publication or service date of this notice and provide a copy of those reasons to NRG.

FILING DOCUMENTS WITH THE OEB

For anything you file with the OEB, you must provide an electronic copy in PDF format and two paper copies. You must quote file number **EB-2014-0053** and clearly state the sender's name, postal address, telephone number and email address. 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.

PRIVACY

If you write a letter of comment, your name and the content of your letter or the documents you file with the OEB 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.

ADDRESSES

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

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

Natural Resource Gas Limited
39 Beech Street East
Aylmer ON N5H 3J6

Attention: Brian Lippold
Email: blippold@nrgas.on.ca
Tel: (519) 773-5321
Fax: (519) 773-5335

This hearing will be held under section 36 of the Ontario Energy Board Act, S.O. 1998 c.15 (Schedule B).

