

May 26, 2016

Ms. Kirsten Walli
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Dear Ms. Walli:

**Re: EB 2016-0004 Union Gas Limited (“Union”) – Generic Natural Gas Community Expansion
Oral hearing Undertaking Response**

Please find attached an updated response to Undertaking J5.4.

Yours truly,

[Original Signed by]

Chris Ripley
Manager, Regulatory Applications

c.c.: C. Keizer (Torys)
EB 2016-0004 Intervenors

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UNION GAS LIMITED

Undertaking of Mr. Okrucky
To Mr. Elson

To determine and provide the number of electricity customers in the province.

Please see the link below for Board's 2014 Yearbook of Electricity Customers. For 2014, the number of electricity customers was 4,988,859.

<http://www.ontarioenergyboard.ca/OEB/Industry/Rules+and+Requirements/Reporting+and+Record+Keeping+Requirements/Yearbook+of+Distributors#elec>

The number of natural gas customers in Ontario (Enbridge, Union, Kingston, Kitchener, NRG and Six Nations) is approximately 3,661,000.

Subtracting the number of natural gas customers from the number of electricity customers suggests that there are approximately 1,328,000 electricity customers that are not provided natural gas service. However, this is not correct due to how larger buildings, residential or commercial, are served. For example, throughout Ontario there are condominiums and apartment complexes that have a single gas meter providing service to all residents but electricity meters for each tenant. Consequently, the results of this calculation are skewed and not indicative of the actual number of locations currently not receiving natural gas service.