

EXHIBIT LIST

A – ADMINISTRATIVE

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
<u>A1</u>	1	1	Exhibit List	K. Culbert
	2	1	Application	K. Culbert
	3	1	Overview and Approvals Requested	K. Culbert
	4	1	Draft Issues List	K. Culbert
	5	1	Conditions of Service	D. McIlwraith
	6	1	Curriculum Vitae of Company Witnesses	K. Culbert

B – RATE BASE

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
<u>2017 Rate Base</u>				
<u>B1</u>	1	1	Rate Base Evidence and Summaries	R. Small
		2	Utility Rate Base 2017 Updated Forecast	R. Small
		3	Working Capital Components – 2017 Updated Forecast	R. Small

EXHIBIT LIST

C – OPERATING REVENUE

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
<u>2017 Revenue Forecast Summary</u>				
<u>C1</u>	1	1	2017 Operating Revenue Summary	M. Suarez
	2	1	Gas Volume Budget	M. Suarez
<u>2017 Economic Forecasts</u>				
<u>C2</u>	1	1	Key Economic Assumptions	H. Sayyan M. Suarez
		2	Budget Degree Days	H. Sayyan M. Suarez
		3	Average Use Forecasting Model	H. Sayyan M. Suarez
		4	2017 Customer Additions	F. Ahmad
<u>2017 Fiscal Year Revenue</u>				
<u>C3</u>	1	1	Utility Revenue 2017 Updated Forecast	R. Small
	2	1	Customer Meters and Volumes by Rate Class - 2017 Budget	M. Suarez
		2	Comparison of Average Customer Meters by Rate Class 2017 Budget and 2016 Board Approved Budget	M. Suarez
		3	Comparison of Gas Sales and Transportation Volume by Rate Class 2017 Budget and 2016 Board Approved Budget	M. Suarez

EXHIBIT LIST

C – OPERATING REVENUE

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
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2017 Fiscal Year Revenue

<u>C3</u>	2	4	Comparison of Gas Sales and Transportation Revenue by Rate Class 2017 Fiscal Year and 2016 Board Approved	M. Suarez
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D – OPERATING & MAINTENANCE COSTS

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
----------------	------------	-----------------	-----------------	--------------------

2017 Operating Costs

<u>D1</u>	1	1	Operating Cost Summary	R. Small
		2	Cost of Service 2017 Updated Forecast	R. Small
	2	1	2017 Gas Supply Evidence Overview	D. Small M. Kirk
		2	Gas Supply Memorandum	D. Small M. Kirk
		3	2017 Gas, Transportation and Storage Costs	D. Small M. Kirk
		4	2017 Unbilled and Unaccounted for Gas Volumes	D. Small M. Kirk
		5	Summary of Gas Cost to Operations Year Ended December 31, 2017	H. Sayyan M. Suarez

EXHIBIT LIST

D – OPERATING & MAINTENANCE COSTS

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
<u>2017 Operating Costs</u>				
<u>D1</u>	2	6	Summary of Storage and Transportation Costs Fiscal 2017	D. Small
		7	2017 Forecast Peak Day Supply Mix	D. Small
		8	Gas Supply/Demand Balance	D. Small
		9	Status of Transportation and Storage Contracts	D. Small
		10	Monthly Pricing Information	D. Small
		11	Gas Supply Future Considerations	M. Kirk D. Small
	3	1	2017 Customer Care/CIS Update	D. McIlwraith R. Small
		2	EB-2011-0226 Settlement Agreement Enbridge Customer Care and CIS Costs 2013 to 2018 - September 2, 2011	D. McIlwraith R. Small
		3	Updated CIS / CC Template for 2017	D. McIlwraith R. Small
	4	1	2017 DSM Forecast Budget	M. Lister
	5	1	2017 Pension / OPEB Updated Forecast	J. Barradas J. Shem

EXHIBIT LIST

D – OPERATING & MAINTENANCE COSTS

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
----------------	------------	-----------------	-----------------	--------------------

2017 Operating Costs

<u>D1</u>	6	1	2017 Utility Taxable Income and Income Tax Expense	R. Small
		2	Calculation of Utility Taxable Income and Income Tax Expense 2017 Updated Forecast	R. Small

2017 Deferral and Variance Accounts

<u>D2</u>	1	1	Deferral and Variance Accounts	R. Small
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EXHIBIT LIST

E – COST OF CAPITAL

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
<u>Written Evidence Capital Structure</u>				
<u>E1</u>	1	1	2017 Cost of Capital Summary	R. Small
	2	1	Return on Equity Calculation for 2017	M. Suarez
	3	1	2017 Cost of Debt	R. Craddock R. Small
<u>2017 Fiscal Year Capital Structure</u>				
<u>E2</u>	1	1	Cost of Capital 2017 Updated Forecast	R. Small
		2	Summary Statement of Principal and Carrying Costs of Term Debt 2017 Updated Forecast	R. Small
		3	Unamortized Debt Discount and Expense Average of Monthly Averages 2017 Updated Forecast	R. Small
		4	Preference Shares Summary Statement of Principal and Carrying Cost 2017 Updated Forecast	R. Small
		5	Unamortized Preference Share Issue Expense Average of Monthly Averages 2017 Updated Forecast	R. Small

EXHIBIT LIST

F – REVENUE SUFFICIENCY/DEFICIENCY

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
<u>Written Evidence</u>				
<u>F1</u>	1	1	Revenue (Deficiency) / Sufficiency Summary	R. Small
	2	1	Allowed Revenue and Sufficiency / (Deficiency) 2017 Updated Forecast	R. Small
	3	1	Utility Income 2017 Updated Forecast	R. Small
	4	1	Utility Rate Base 2017 Updated Forecast	R. Small

EXHIBIT LIST

G – COST ALLOCATION

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
<u>Written Evidence</u>				
<u>G1</u>	1	1	2017 Fiscal Year Cost Allocation Methodology	A. Kacicnik B. So
<u>2017 Fiscal Year</u>				
<u>G2</u>	1	1	Fully Allocated Cost Study - 2017 Fiscal Year	A. Kacicnik B. So
	2	1	Revenue to Cost/Rate of Return Comparisons	A. Kacicnik B. So
		2	Revenue to Cost/Rate of Return Comparisons Excluding Gas Supply Commodity	A. Kacicnik B. So
	3	1	Functionalization of Utility Rate Base	A. Kacicnik B. So
		2	Functionalization of Utility Working Capital	A. Kacicnik B. So
		3	Functionalization of Utility Net Investments	A. Kacicnik B. So
		4	Functionalization of Utility O&M	A. Kacicnik B. So
	4	1	Classification of Rate Base	A. Kacicnik B. So
		2	Classification of Net Investment	A. Kacicnik B. So



EXHIBIT LIST

G – COST ALLOCATION

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
<u>G2</u>	4	3	Classification of O&M Costs	A. Kacicnik B. So
	5	1	Allocation of Rate Base	A. Kacicnik B. So
		2	Allocation of Return & Taxes	A. Kacicnik B. So
		3	Allocation of Total Cost of Service	A. Kacicnik B. So
	6	1	Rate Base Functionalization Factors	A. Kacicnik B. So
		2	Classification of Gas Costs to Operations	A. Kacicnik B. So
		3	Allocation Factors	A. Kacicnik B. So
		4	Allocation of DSM Program Costs General Costs Including Fringe Benefits and A&G	A. Kacicnik B. So
	7	1	Tecumseh – Functionalization and Classification of Rate Base	A. Kacicnik B. So
		2	Tecumseh – Functional Allocation of Cost of Service - 2017 Fiscal Year	A. Kacicnik B. So
		3	Tecumseh – Classification of Cost of Service 2017 Fiscal Year	A. Kacicnik B. So
		4	Tecumseh Gas Rate Derivation 2017 Fiscal Year	A. Kacicnik B. So

EXHIBIT LIST

G – COST ALLOCATION

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
<u>G2</u>	7	5	Tecumseh Gas Isolation of Transmission Related Rate Base 2017 Fiscal Year	A. Kacicnik B. So
		6	Tecumseh Gas Isolation of Transmission Related Operating Cost 2017 Fiscal Year	A. Kacicnik B. So
		7	Functionalization of Short Cycle Net Revenues to In/Ex Franchise Customers 2017 Fiscal Year	A. Kacicnik B. So

EXHIBIT LIST

H – RATE DESIGN

<u>Exhibit</u>	<u>Tab</u>	<u>Schedule</u>	<u>Contents</u>	<u>Witness(es)</u>
<u>Written Evidence</u>				
<u>H1</u>	1	1	2017 Proposed Rates	J. Collier A. Kacicnik
		2	Interruptible Rate	A. Chagani R. DiMaria D. Small
<u>Fiscal Year</u>				
<u>H2</u>	1	1	Revenue Comparison – Current Revenue vs. Proposed Revenue	J. Collier
	2	1	Proposed Revenue Recovery by Rate Class	J. Collier
	3	1	Summary of Proposed Rate Change by Rate Class	J. Collier
	4	1	Calculation of Gas Supply Charges by Rate Class	J. Collier
	5	1	Detailed Revenue Calculations by Rate Class	J. Collier
	6	1	Rate Handbook	J. Collier
	7	1	Annual Bill Comparison	J. Collier

**IN THE MATTER OF** the *Ontario Energy Board Act, 1998*,  
S.O. 1998, c. 15 (Sched. B), as amended;

**AND IN THE MATTER OF** an Application by Enbridge Gas  
Distribution Inc. for an Order or Orders approving or fixing  
rates for the sale, distribution, transmission and storage of  
gas.

### **APPLICATION**

1. The Applicant, Enbridge Gas Distribution Inc. (“Enbridge”, or the “Company”) is an Ontario corporation with its head office in the City of Toronto. It carries on the business of selling, distributing, transmitting, and storing natural gas within Ontario.
2. Enbridge hereby applies to the Ontario Energy Board (the “Board”), pursuant to section 36 of the *Ontario Energy Board Act, 1998*, as amended (the “Act”) for an Order or Orders approving or fixing just and reasonable rates for the sale, distribution, transmission, and storage of gas commencing January 1, 2017.
3. As of January 1, 2017, Enbridge will be entering the fourth year of a five year Incentive Regulation (“IR”) plan approved by the Board in EB-2012-0459. The Board Decision with Reasons in that proceeding establishes a Custom IR framework to set Enbridge’s rates over the period from 2014 to 2018. Specifically, the Board’s Decision with Reasons and related Rate Order approved placeholder Allowed Revenue amounts for 2015 to 2018, subject to adjustment each year to update certain elements of Allowed Revenue. The resulting final Allowed Revenue amount for each year is to be used to set final rates, based upon updated volume forecasts for that year.

4. Enbridge applies to the Board for such final, interim or other Orders, accounting orders and deferral and variance accounts as may be necessary in relation to approve:
  - i. Final rates for the year commencing January 1, 2017, including all adjustments resulting from the application of Enbridge's Board-approved Custom IR framework;
  - ii. The continuation of approved deferral and variance accounts for 2017;
  - iii. The re-establishment for 2017 and 2018 of the Customer Care Services Procurement Deferral Account, in the same form as was approved for 2014 to 2016;
  - iv. The establishment for 2017 of a Rate 332 Variance Account, similar to the account that was approved for 2016 to record any variance that occurs from forecast Rate 332 revenue;
  - v. The re-establishment for 2017 of the Greater Toronto Area Incremental Transition Cost Deferral Account, in the same form as was approved for 2016; and
  - vi. The determination of all other issues that bear upon the Board's approval or fixing of just and reasonable rates for the sale, distribution, transmission, and storage of gas by Enbridge for the year commencing January 1, 2017.
5. Enbridge further applies to the Board pursuant to the provisions of the Act and the Board's Rules of Practice and Procedure for such final, interim or other Orders and directions as may be appropriate in relation to the Application and the proper conduct of this proceeding.

6. As a result of this Application, the impact on customers' bills in 2017 will result from the application of the Board-approved Custom IR framework for 2017. The application of the Custom IR framework will result in average rate increases of approximately 1.0% for all customer classes on a T-service basis (that is, excluding commodity costs), with the impact for residential customers being approximately 1.2% or about \$7 annually.
7. Enbridge's final rates for 2017 will also include its Cap and Trade Unit Rates as required by the Board's July 28, 2016 "Early Determination Regarding Billing of Cap and Trade Related Costs and Customer Outreach" (the "Early Determination") in the EB-2015-0363. However, in accordance with direction from the OEB and consistent with the instructions in the EB-2015-0363 Report on the Regulatory Framework for the Assessment of Costs of Natural Gas Utilities' Cap and Trade Activities, Enbridge is not seeking approval of the Cap and Trade Unit Rates in this Rate Adjustment Application. Instead, the Cap and Trade Unit Rates (as well as necessary additional Variance or Deferral Accounts) will be presented for approval within Enbridge's 2017 Compliance Plan, which is to be filed by November 15, 2016. Enbridge requests that approval of the 2017 Cap and Trade Unit Rates be granted in sufficient time to allow for implementation in conjunction with the January 1, 2017 QRAM Application.
8. In the EB-2012-0459 evidence, it was indicated that the Company would file a rate adjustment application (without detailed supporting evidence) by September 1<sup>st</sup> of the prior year which would allow the necessary administrative processes and notices to be produced. Additionally, it was indicated that the Company would file the supporting detailed evidence supporting the application by October 1<sup>st</sup> of each year in order to allow enough time for the necessary regulatory processes which would permit a Board Decision and final Rate Order by December 15<sup>th</sup> each year. This approach, which is consistent with the rate adjustment process used in

Enbridge's first generation IR term, will accommodate rate implementation for January 1<sup>st</sup> of the subsequent rate and fiscal year. In the EB-2012-0459 Decision with Reasons, the Board accepted Enbridge's proposal for setting rates for 2015 through 2018.

9. The evidence in support of this Application was intended to be filed by September 30, 2016, however, a communication from the Board on September 30<sup>th</sup> informed the Company that any aspect of rate request with respect to the Cap and Trade framework (including Cap and Trade Unit Rates) should be removed from the 2017 Rate Adjustment Application. Rate request impacts of the Cap and Trade Framework are to be filed in a separate application.
10. Enbridge respectfully requests that the Board establish a process for this Application that allows for rates to be implemented as of January 1, 2017, in conjunction with the January 1, 2017 QRAM Application, and for Rider D (refund of Site Restoration Cost Reserve) to be implemented as of January 1, 2017. If necessary, Enbridge further requests that if final rates cannot be implemented as of January 1, 2017, the Board approve interim rates to be effective as of January 1, 2017, with a process for final rates to be approved as soon as possible thereafter.
11. Enbridge requests that a copy of every document filed with the Board in this proceeding be served on the Applicant and the Applicant's counsel, as follows:

The Applicant:

Mr. Andrew Mandyam  
Director, Regulatory Affairs and  
Financial Performance  
Enbridge Gas Distribution Inc.

Address for personal service: 500 Consumers Road  
Willowdale, Ontario M2J 1P8

Mailing address: P. O. Box 650  
Scarborough, Ontario M1K 5E3

Telephone: 416-495-5499 or 1-888-659-0685  
Fax: 416-495-6072  
Email: EGDRRegulatoryProceedings@enbridge.com

The Applicant's counsel:

Mr. David Stevens  
Aird & Berlis LLP

Address for personal service and mailing address: Brookfield Place, P.O. Box 754  
Suite 1800, 181 Bay Street  
Toronto, Ontario M5J 2T9

Telephone: 416-865-7783  
Fax: 416-863-1515  
Email: dstevens@airdberlis.com

DATED: October 4, 2016 at Toronto, Ontario.

ENBRIDGE GAS DISTRIBUTION INC.

Per: \_\_\_\_\_ (Original Signed)

Andrew Mandyam  
Director, Regulatory Affairs and  
Financial Performance



OVERVIEW AND APPROVALS REQUESTED

1. This rate adjustment application sets out Enbridge's request for approval of 2017 final rates within the Custom IR rate making model approved by the Board in Enbridge's EB-2012-0459 rate application.
2. The Board issued its Decision and Rate Order in EB-2012-0459 on August 22, 2014. That Decision included the final approval of 2014 rates, as well as the process to be used to adjust rates for 2015 to 2018.
3. Enbridge has now updated its 2017 Allowed Revenue amount for the purpose of determining final rates for 2017 in the same manner as which was previously approved by the Board.
4. Enbridge's rate adjustment includes the determination of the 2017 gas volume budget (which requires, among other things, creating forecasts of customers, large volumes, degree days, customer additions and average uses), the updating of operating costs (which includes determination of gas costs, updates of certain O&M costs and tax calculations), the updating of cost of capital (which includes applying the updated ROE and cost of debt to the rate base amount that is used for ratemaking purposes) and the calculation of the sufficiency/(deficiency) which requires forecasts of revenues.
5. Then, when all of that work was completed, Enbridge undertook a full cost allocation and rate design process to create 2017 final rates.

6. Within this 2017 Rate Adjustment Proceeding, Enbridge requests approval of its final rates for 2017. As described below, this includes approval of a number of constituent elements.
7. Through Enbridge's EB-2012-0459 rate application, the Board approved a five year Custom IR rate making model to be used by Enbridge for fiscal years 2014 through 2018. The Board's Decision with Reasons and associated Final Rate Order approved all of the elements and forecast costs to be used within the derivation of 2014 Allowed Revenue and final rates associated with 2014.
8. The Board's Decision with Reasons and related Rate Order also approved placeholder Allowed Revenue amounts for 2015 to 2018. The placeholder Allowed Revenue amounts are subject to adjustment in advance of each year to update certain limited elements of Allowed Revenue. The elements to be updated to set final Allowed Revenue for each year from 2015 to 2018 were described within Appendix E to the EB-2012-0459 Final Rate Order, a copy of which is attached hereto as Appendix "A". The resulting final Allowed Revenue amount for each year is to be used to set final rates, based upon updated volume forecasts for that year.
9. In this proceeding, Enbridge requests approval of the final 2017 Allowed Revenue Amount. Table 1 (attached as Appendix "B") sets out the derivation of the final 2017 Allowed Revenue Amount.

10. Column 1 of Table 1 sets out the Board-approved placeholder 2017 Allowed Revenue amount, by component. Column 2 indicates the items being updated, in order to arrive at the final 2017 Allowed Revenue amount that is set out within Column 3. All other components of 2017 Allowed Revenue were previously approved by the Board in EB-2012-0459. The final 2017 Allowed Revenue amount incorporates the updated amounts associated with each of the items listed in Column 2. Column 4 of Table 1 includes a brief description of each of the items being updated. Column 5 includes the evidentiary reference for each of the updated items: in general, the evidence about updated rate base is found in the “B” series of exhibits, the evidence about updates to certain operating cost elements is found in the “D” series of exhibits, and the evidence about updates to cost of capital is found in the “E” series of exhibits.
11. Enbridge also requests approval of its 2017 gas volume forecast, which is used for the purpose of setting 2017 rates (as well as 2017 gas costs and other gas cost related items). The evidence in support of the 2017 volume forecast is found within the “C” series of exhibits. Also set out within the “C” series of exhibits is the 2017 revenue forecast, which uses the 2017 gas volume forecast. Evidence in support of Enbridge’s 2017 gas costs forecast is found within the Exhibit D, Tab 2 series of exhibits. This evidence has been expanded as compared to prior years in order to respond to a commitment made in the EB-2015-0114 Settlement Proposal (2016 rate adjustment case).
12. Enbridge then requests approval of the forecast revenue deficiency associated with the 2017 Allowed Revenue amount, and the 2017 gas volume forecast, as set out within the “F” series of exhibits.

13. Taking all the foregoing into account, Enbridge requests approval of its proposed final 2017 Rates, including the new Dawn Transportation Service (“DTS”) and an update to Rate 332, as set out in the “H” series of exhibits, to be effective January 1, 2017.
14. In connection with the approval of final 2017 Rates, Enbridge requests that the Board approve the establishment of the 2017 Deferral and Variance Accounts set out within the evidence at Exhibit D2, Tab 1, Schedule. The Deferral and Variance accounts, except for three renewed accounts being requested, were each approved for the Custom IR term within the EB-2012-0459 Decision with Reasons, except for the Dawn Access Costs Deferral Account for which approval was granted within the EB-2014-0323 proceeding, and the OEB Cost Assessment Variance Account, which was approved in a Board letter dated February 9, 2016. The renewed accounts being requested, the 2017 Rate 332 revenue Variance Account, the 2017 Greater Toronto Area Incremental Transition Cost Deferral Account and the 2017 Customer Care Services Procurement Deferral Account, are explained further within Exhibit D2, Tab 1, Schedule 1.
15. Enbridge requests that the Board establish a process for this Application that provides for final rates to be approved as soon as possible, and in any event in sufficient time for implementation in conjunction with the January 1, 2017 QRAM Application. Enbridge also requests that the Board approve the implementation of Rider D commencing on that date, to allow for the refund of \$77.5 million of site restoration cost reserve to be spread over the entire 2017 Rate Year. This is explained at Exhibit H1, Tab 1, Schedule 1.

16. Enbridge's final rates for 2017 will also include its Cap and Trade Unit Rates as required by the Board's July 28, 2016 "Early Determination Regarding Billing of Cap and Trade Related Costs and Customer Outreach" (the "Early Determination") in the EB-2015-0363. However, in accordance with direction from the OEB and consistent with the instructions in the EB-2015-0363 Report on the Regulatory Framework for the Assessment of Costs of Natural Gas Utilities' Cap and Trade Activities, Enbridge is not seeking approval of the Cap and Trade Unit Rates in this Rate Adjustment Application. Instead, the Cap and Trade Unit Rates will be presented for approval within Enbridge's 2017 Compliance Plan, which is to be filed by November 15, 2016. Enbridge requests that approval of the 2017 Cap and Trade Unit Rates be granted in sufficient time to allow for implementation in conjunction with the January 1, 2017 QRAM Application.

## **Appendix E**

### **Elements to be Updated within 2015 through 2018 Custom Incentive Rate Processes and Applications**

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1. Volumes will be re-forecast annually through following the established processes of updating forecasts of; customer additions, probability weighted large volume customer forecasts, customer meter unlocks, economic outlook and gas prices, average use and approved heating degree days using the approved degree day methodologies.
2. Resulting from the annual volumes re-forecast, revenues will be re-forecast using approved rates.
3. Resulting from the annual volumes re-forecast, the annual gas supply plan will be redetermined, and annual projected gas costs as well as annual gas in storage volume requirements and related rate base gas in storage values and any gas cost related working cash allowance impacts will be reforecast within annual revenue requirements.
4. O&M related Customer Care/CIS costs will be updated annually in accordance with the Board Approved EB-2011-0226 Settlement Agreement.
5. O&M related DSM costs will be updated annually to reflect where available, updated Board Approved DSM costs resulting within the DSM Policy Consultation, EB-2014-0134 proceeding or subsequent proceedings. Any related rate base working cash allowance impacts will be re-forecast within annual revenue requirements.
6. O&M related Pension and OPEB expense amounts will be updated annually through the use of re-forecasts performed by Enbridge's external pension Consultant, Mercer Canada Limited. Any related rate base working cash allowance impacts will be reforecast within annual revenue requirements.
7. Utility income taxes will be re-forecast annually to reflect impacts to taxable income stemming from the updating of revenues, gas costs, O&M and the re-determined approved overall rate of return on rate base.
8. Return on Equity will be re-set each year within the results included in the Board Final Rate Order to reflect the Board Policy produced ROE%.
9. The cost of debt will be updated each year of the IR plan, using the most current information available, including information on the actual amounts and rates associated with any debt issued in the prior year.

Witness: K. Culbert

ALLOWED REVENUE AND SUFFICIENCY/(DEFICIENCY)  
2017 TEST YEAR

Line No.	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5
	EB-2012-0459 Total 2017 Allowed Revenue Placeholder (\$Millions)	2017 Required Updates (\$Millions)	Total Final 2017 Test Year Allowed Revenue (\$Millions)	Explanation See Page 2	Evidence Exhibit Reference
<b>Cost of capital</b>					
1. Rate base	5,948.6	75.5	6,024.1	a)	B Series of Exhibits
2. Required rate of return	7.04	(0.83)	6.21	b)	E Series of Exhibits
3.	418.7	(44.9)	373.8		
<b>Cost of service</b>					
4. Gas costs	1,632.5	(29.4)	1,603.1	c)	D1-1-1 and D1-2-1 to D1-2-8
5. Operation and maintenance	436.9	23.0	459.9	d)	D1-1-1 and D1-3-1 to D1-5-1
6. Depreciation and amortization	297.7	-	297.7		
7. Fixed financing costs	1.9	-	1.9		
8. Municipal and other taxes	47.9	-	47.9		
9.	2,416.9	(6.4)	2,410.5		
<b>Misc. operating and non-operating revenue</b>					
10. Other operating revenue	(42.7)	-	(42.7)		
11. Interest and property rental	-	-	-		
12. Other income	(0.1)	-	(0.1)		
13.	(42.8)	-	(42.8)		
<b>Income taxes on earnings</b>					
14. Excluding tax shield	54.8	(0.1)	54.7	e)	D1-1-1 and D1-6-1 to D1-6-2
15. Tax shield provided by interest expense	(52.0)	3.9	(48.1)	e)	D1-1-1 and D1-6-1 to D1-6-2
16.	2.8	3.8	6.6		
<b>Taxes on sufficiency / (deficiency)</b>					
17. Gross sufficiency / (deficiency)	(117.9)	88.9	(29.1)		
18. Net sufficiency / (deficiency)	(86.7)	65.3	(21.4)		
19.	31.3	(23.5)	7.7	e)	D1-1-1 and D1-6-1 to D1-6-2
20. <b>Sub-total revenue requirement</b>	2,826.9	(71.0)	2,755.8		
21. Customer Care Rate Smoothing V/A Adjustment	2.9	(0.1)	2.8		
22. <b>Allowed revenue</b>	<u>2,829.8</u>	<u>(71.1)</u>	<u>2,758.6</u>		
<b>Revenue at existing Rates</b>					
23. Gas sales	2,480.3	(43.4)	2,436.9	f)	C Series of Exhibits
24. Transportation service	211.1	70.6	281.7	f)	C Series of Exhibits
25. Transmission, compression and storage	1.8	4.9	6.7		
26. Rounding adjustment	0.3	(0.3)	-		
27. Revenue at existing rates	2,693.5	31.8	2,725.3		
28. <b>Gross revenue sufficiency / (deficiency)</b>	<u>(136.3)</u>	<u>102.9</u>	<u>(33.3)</u>		F Series of Exhibits

Witness: K. Culbert

App.B Pg.1 Ref.	Required adjustments to 2017 Placeholder Allowed Revenue per Appendix E of the EB-2012-0459 Final Rate Order, and other subsequent proceedings
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- a) Adjustment to rate base arising from the gas cost and O&M updates and the related impact on gas in storage and working cash. The adjustment also reflects an allocation of base pressure gas to Unregulated Storage operations, as per the Board approved EB-2015-0114 Settlement Proposal.
- b) Adjustment to forecast cost of capital rates, based upon the updated forecast ROE and updated forecast cost of debt.
- c) Adjustment to forecast gas cost based upon the updated gas cost forecast and the 2017 gas volume forecast. The adjustment also reflects an allocation of Lost and Unaccounted For (LUF) gas to Unregulated Storage operations, as per the Board approved EB-2015-0114 Settlement Proposal.
- d) Adjustment to O&M in relation to updated forecasts of DSM, Pension/OPEB, and CIS/Customer Care costs.
- e) Adjustment to income taxes in relation to all other Board required / permitted adjustments to achieve final 2017 Allowed Revenue.
- f) Adjustment to revenue forecasts resulting from updating the 2017 volume forecast and use of July 1, 2016 Board Approved rates.



DRAFT ISSUES LIST

1. Has Enbridge calculated its final 2017 Allowed Revenue amount, including the updating of placeholder amounts, in accordance with the EB-2012-0459 Decision with Reasons and Final Rate Order?
2. Is the 2017 gas volume budget appropriate?
3. Is the 2017 revenue forecast appropriate?
4. Is the 2017 Allowed Revenue deficiency or sufficiency calculated correctly?
5. Are the final rates proposed for implementation effective January 1, 2017 and appearing in Exhibit H, including the new Dawn Transportation Service (“DTS”) and an update to Rate 332, just and reasonable?
6. Is it appropriate to establish for 2017 the proposed list of deferral and variance accounts set out at Exhibit D2, Tab 1, Schedule 1.

# **ENBRIDGE GAS DISTRIBUTION INC.**

## **CONDITIONS OF SERVICE** **September 30, 2016**

## Revision History

Version #	Date of Revision	Description (e.g. "First Draft", "Final Approval Copy")
1.0		First Draft
2.0	2011/12/30	<p>Section 6.1 Setting Up an Enbridge Account to include the requirement to provide Enbridge with 3 days advance notice of a move. If notification is not received Enbridge will only retroactively adjust the account for a maximum of 30 days from the date notification is received. This will be implemented starting Jan 1 2012.</p> <p>Section 6.3 Security Deposits to revise the good payment history period for return of a security deposit from 24 to 12 months. This will be effective from Jan 2012.</p> <p>Section 6.5 Correction of Billing errors to restrict the period of correction for over or under billing to two years. This will be implemented starting Jan 1 2012.</p> <p>Section 6.9 Management of Customer Accounts originally stated "In a landlord tenant situation Enbridge will follow directions recorded on the account when gas service was initially established". The phrase "when gas service was initially established" has been removed to allow for updated directions to be received from a Landlord.</p>
3.0	2012/03/30	<p>Section 6 now gives a short description of accounts that are classified as Commercial for reference</p> <p>Section 6.1 Setting Up an Enbridge Account removed reference to when these conditions remain in effect</p> <p>Section 6.2 Meter Reading informs customers that they must give access to Enbridge to read the meter at least one per 12 months</p> <p>Section 6.6.3 Discontinuance of Service for Non Payment to inform customers that the Disconnection notice now includes the dates between which the gas service can be disconnected and payment options for avoiding disconnection. This was effective from Jan 2012</p> <p>Section 6.7 Arrears Management Programs to inform customers of the cancellation of installment plan letter. This was effective from Jan 2012. Also to advise customers working with a Social Assistance agency that they will be given 21 days to secure emergency financial assistance before additional Collections action will be taken. This was effective from Jan 2012.</p> <p>Section 6.9 Management of Customer Accounts to inform Landlords of the new process of recording Landlord directions for the properties they own/manage. This was effective March 2012.</p>

Version #	Date of Revision	Description (e.g. "First Draft", "Final Approval Copy")
4.0	2013/1/1	Section 6 now includes information for Low Income Customers
5.0	2015-2016/03/07	<p>This revision captures several typographical and grammatical errors, updates the titles of various Enbridge documents, and clarifies several sections of the document.</p> <p>4. Inserted definition of "applicant".</p> <p>4.2 Substantial revision of "Service Installations" to reflect Enbridge's current practices and to clarify when a CIAC will be required.</p> <p>4.3.2 Included references to service regulators.</p> <p>4.5 Moved definition of "building piping" from Appendix A to Section 4.5 as this is the only instance in the document in which the term is used.</p> <p>4.6 Clarifies that the customer must make repairs or adjustments prior to the gas being turned on by Enbridge.</p> <p>5.2.1 Inserted a new paragraph (the last paragraph) describing the process if the customer does not respond to a meter exchange notice.</p> <p>5.2.2 Amended section to refer to the specific sections of the Electricity and Gas Inspection Act, and delete the previous summary of those sections.</p> <p>6. Note: All Conditions of Service pertaining to eligible low-income customers have been consolidated in Section 6.11, and cross-references have been inserted in each relevant provision of Section 6 directing readers to Section 6.11 for information applicable to eligible low-income customers.</p> <p>6. Clarifications have been made throughout Section 6 to consistently refer to the "Enbridge bill" and "all items billed on your Enbridge bill".</p> <p>6.2 Deleted the reference to a customer providing access for meter reading purposes at least one every twelve (12) months and combined the first and second sentences to clarify that we need access to the meter for the actual meter readings.</p> <p>6.3 Revised the security deposit section to clarify that a security deposit is required if the customer cannot meet Enbridge's "know your customer" identification requirements. In the security deposit waiver criteria list: (i) deleted the reference to a customer providing a reference letter from another utility in Canada; and (ii) included a reference to a customer requesting Enbridge to conduct a credit check and meeting Enbridge's credit requirements. Added the last paragraph to Section 6.3 regarding the conduct of credit checks by Enbridge.</p> <p>6.4.1 Enbridge has recently simplified the text on its bill.</p>

Version #	Date of Revision	Description (e.g. "First Draft", "Final Approval Copy")
		<p>This section has been substantially revised to reflect the "plain language" definitions on the current Enbridge bill.</p> <p>6.4.2 Modified to reflect the title on the Enbridge bill: "Charges for <i>Natural Gas</i>" (amendment in italics).</p> <p>6.4.3 Modified description of "Charges from Other Companies" to clarify that the billers are not owned by or affiliate with Enbridge, and Enbridge does not recommend, endorse or guarantee their products or services.</p> <p>6.4.4 Included the website reference for Paperless Billing sign up.</p> <p>6.4.5 Included suggested timelines to submit payment to avoid the late payment charge for payments made online, in a financial institution or by standard mail. Updated the "Credit Card" section to remove the reference to a specific dollar amount, and refer to the fees payable to the third party credit card service provider. In addition, included the caveat that a customer can only pay by credit cards accepted by the credit card service provider.</p> <p>6.5 Revised to provide clarity with respect to retroactive billing for all charges on the Enbridge bill.</p> <p>6.6.3 Inserted the second-last paragraph pertaining to disclosure of notice of a pending disconnection to the landlord of a rented property. Amended the last paragraph to include "or any other charges" in the second line.</p> <p>6.8 Amended to provide that, after payments are allocated to the oldest billed amount, payments will then be applied to gas charges first and then non-gas charges. The previous Conditions of Service provided that payments would be allocated to the oldest billed amount, and then applied to the non-gas charges first.</p> <p>6.9 Inserted a new section "Management of Landlord/Tenant Accounts" to expand on a paragraph in the previous Conditions of Service and to incorporate information from our website pertaining to accounts for rented properties.</p> <p>6.10 Included information pertaining to our collection of information (including personal information) and a reference to the Privacy Policy. Inserted the second-last paragraph pertaining to disclosure of notice of a pending disconnection to the landlord of a rented property. Inserted the last paragraph dealing with Enbridge's "know your customer" process.</p> <p>6.11 Consolidated the Conditions of Service provisions pertaining to eligible low-income customers in one section (where relevant, there are cross-references to Section</p>

Version #	Date of Revision	Description (e.g. "First Draft", "Final Approval Copy")
		<p>6.11 in the earlier provisions of Section 6). Inserted a reference to the United Way Greater Simcoe County to assist customers who wish to determine if they qualify for LEAP.</p> <p>6.12 Amended to reflect the correct title (Ombudsman, not Ombud) and change the reference to "dispute resolution" process to "customer service" process to reflect the language used on our website.</p> <p>Appendix A has been modified to reflect the definitions on the current Enbridge bill ("plain language") and remove defined terms that are not used elsewhere in the Conditions of Service.</p>
6.0	2016/09/30	<p>This revision clarifies and updates the following sections of the document:</p> <p>Section 4.4 Added a new section to detail the requirements for an external regulator room.</p> <p>Section 6.2 Amended to provide greater detail on the customer's need to provide access to the gas meter.</p> <p>Section 6.3 Amended the pre-authorized payment criterion for the waiver of the security deposit requirement to provide that the customer must sign up for Enbridge's Pre-Authorized Payment Plan and paperless billing.</p> <p>Section 6.4.4 Updated to reflect a new option to set payment reminders and/or payment notifications, and to provide notice that new gas customers will be automatically enrolled in paperless billing unless they request otherwise.</p> <p>Section 6.4.5 Updated to reflect that customers can sign up for the Enbridge Pre-Authorized Payment Plan or update their Pre-Authorized Payment Plan online.</p>

## Contents

Preface	7
1. Enbridge Franchise Area and Gas Distribution Services	8
2. Gas Distribution Services	9
2.1. Gas Supply and Delivery	9
2.2. Gas supply and/or delivery under more than one rate schedule	9
2.3. Interruptions in Gas Distribution and/or Supply	9
2.4. Force Majeure	9
3. Rate Schedule	10
3.1. Changes in Rate Schedules	10
4. Initiation of Service	10
4.1. Main Extensions	10
4.2. Service Installations	10
4.3. Location of Meter and Service Regulators	11
4.4. External Regulator Room Requirements	12
4.5. Alterations	12
4.6. Customer Responsibilities regarding Building Piping Appliances & Equipment	12
4.7. Inspections of New Installations	13
5. Maintenance of Service	13
5.1. Turning Off and Turning on Gas Supply	13
5.2. Meter Exchange and Testing	14
6. Customer Service for Residential and Low-Income Customers	14
6.1. Setting up an Enbridge Account	14
6.2. Meter Reading	15
6.3. Security Deposits and Credit Checks	15
6.4. Bill Issuance and Payment	16
6.5. Correction of Billing Errors	19
6.6. Discontinuance of Gas Supply or Delivery	19
6.7. Arrears Management Programs	20
6.8. Allocation of Payments between Gas and Non-Gas Charges	21
6.9. Management of Landlord/Tenant Accounts	21
6.10. Management of Customer Accounts	22
6.11. Customer Services for Eligible Low-Income Customers	22
6.12. Our Customer Service Process	23
Appendix A – Definition of Terms	24

## **Preface**

As Canada's largest natural gas distribution company, Enbridge Gas Distribution Inc. ("Enbridge") has been providing natural gas services in a safe and reliable manner for more than 160 years, and currently provides service to over 2 million homes and businesses.

These Conditions of Service describe in summary form Enbridge's operating practices and policies, and are provided as part of our commitment to providing our customers with safe and reliable gas services.

We reserve the right to modify the contents of the Conditions of Service at any time. These Conditions of Service are meant as guidelines and do not supersede any terms and conditions set out in Enbridge's Rate Handbook, or agreed to in our contracts with you.



## 1. Enbridge Franchise Area and Gas Distribution Services

The following is a current list of cities and towns to which Enbridge provides distribution services.

### **Eastern Region**

Admaston	Hawkesbury	Ottawa
Alfred & Plantagenet	Horton	Pembroke
Arnprior	Laurentian Hills	Perth
Beckwith	Laurentian Valley	Petawawa
Brockville	Leeds and Grenville	Renfrew
Carleton Place	McNab-Braeside	Rideau Lakes
Casselman	Merrickville-Wolford	Russell
Champlain	Mississippi Mills	Smiths Falls
Clarence-Rockland	Montague	South Glengarry
Deep River	North Glengarry	Tay Valley
Drummond-North Elmsley	North Grenville	The Nation
Elizabethtown-Kitley	North Stormont	Whitewater Region

### **Central Region**

Adjala	East Luther Grand Valley	Penetanguishene
Ajax	Erin	Peterborough
Amaranth	Essa	Pickering
Asphodel-Norwood	Georgina	Richmond Hill
Athens	Grey Highlands	Scugog
Aurora	Havelock Belmont Methuen	Severn
Barrie	Innisfil	Shelburne
Bradford-West Gwillimbury	Kawartha Lakes	Smith-Ennismore-Lakefield
Brampton	King	Southgate
Brighton	Markham	Springwater
Brock	Melancthon	Tay
Caledon	Midland	Tiny
Cavan Monaghan	Mississauga	Toronto
Clarington	Mono	Trent Hills
Clearview	Mulmur	Uxbridge
Collingwood	New Tecumseh	Vaughan
Douro-Dummer	Newmarket	Wasaga Beach
Dufferin	Orangeville	Wellington
Durham	Oshawa	Whitby
East Garafraxa	Otonabee S- Monaghan	Whitchurch
East Gwillimbury		

**Niagara Region**

Fort Erie  
Grimsby  
Lincoln  
Niagara Falls

Niagara-on-the-Lake  
Pelham  
Port Colborne  
St. Catharines

Thorold  
Wainfleet  
Welland  
West Lincoln

## **2. Gas Distribution Services**

### **2.1. Gas Supply and Delivery**

Gas will be delivered and (if a customer purchases its gas from Enbridge) supplied to our customers within our franchise area under the following circumstances:

- there is sufficient supply of gas;
- there is sufficient capacity in Enbridge's distribution system; and,
- the supplying and/or delivering of gas is economically feasible.

### **2.2. Gas Supply and/or Delivery Under More than One Rate Schedule**

Gas may be delivered and, if applicable, supplied under more than one rate provided the customer meets all the applicability requirements of each rate schedule as approved by the Ontario Energy Board. Gas delivered and, if applicable, supplied under each rate schedule will normally be metered separately but may be taken through one meter provided Enbridge and the customer agree in writing upon a formula for determining the delivery and supply services that the customer will purchase under each rate schedule.

### **2.3. Interruptions in Gas Distribution and/or Supply**

Customers may be required to curtail or discontinue the use of gas if the supply of gas is jeopardized by any of the following:

- in the event of actual or threatened shortage of gas due to circumstances beyond the control of Enbridge;
- when curtailment or restriction is ordered by any government or agency having jurisdiction; or
- for any force majeure event (described below).

Enbridge shall not be liable for any loss of production, nor for any damages whatsoever due to such curtailment or discontinuance. Enbridge may also interrupt service from time to time for repair and maintenance of facilities. Except in the case of an emergency, Enbridge will provide affected customers with reasonable notice of such interruption.

### **2.4. Force Majeure**

Customers of Enbridge shall not have any claim against Enbridge for damages sustained as a result of the interruption or cessation of gas deliveries caused by force majeure which include:

- acts of God, the elements;
- labour disputes, strikes, lockouts;
- fires, accidents;
- the breakage or repair of pipelines or machinery;
- curtailment by an upstream gas transporter;
- depletion or shortage of gas supply;
- order of any legislative body or duly constituted authority; or
- any other cause or contingencies beyond the control of Enbridge.

*[Remainder of page intentionally left blank.]*

### **3. Rate Schedule**

#### **3.1. Changes in Rate Schedules**

In the event the Ontario Energy Board amends the rate schedules of Enbridge, the amended price or amended terms and conditions shall apply to services provided under the rate schedules after the effective date established by the Ontario Energy Board.

### **4. Initiation of Service**

A potential customer that has applied for natural gas service is referred to in this section as the “applicant”.

#### **4.1. Main Extensions**

Enbridge will extend its gas main within its franchise area to serve new customers when it is feasible, in accordance with Enbridge’s feasibility policy and procedures, to do so. Enbridge will look at the following when determining feasibility:

- the number of potential new customers within the next five years;
- the amount of natural gas to be used; and,
- the cost of extending the gas main.

If the cost of the extension is not economically feasible, the applicant(s) will be required to pay a contribution in aid of construction (CIAC). Enbridge will determine the contribution amount and communication will be provided to the applicant(s) in writing.

#### **4.2. Service Installations**

As part of the process to connect an applicant to Enbridge’s natural gas distribution system, we complete a construction estimate to assess the costs associated with your installation. We perform a feasibility analysis to determine whether there are any charges to the applicant for the service installation. Applicants may be required to pay a contribution in aid of construction (CIAC) as your share of the costs to make the installation financially feasible.

The installation costs will vary depending on the nature of the installation. Factors that may affect the installation costs include: the size and type of material required; the cost of required permits or fees; obtaining any land rights; complexity of construction, including the need for horizontal directional drilling, or proximity to a high-pressure or sensitive gas main; and environmental or geotechnical considerations, such as the presence of rock.

Enbridge will determine the location at which the service will enter a building. The normal point of entry will be through the wall nearest to the gas supply. Where feasible, and at Enbridge’s sole discretion, the service may be installed to accommodate requests made by an applicant. The applicant will be responsible for additional costs incurred by Enbridge associated with any such accommodation, if such accommodation affects the feasibility analysis for the installation.

If a CIAC is required, Enbridge will notify the applicant of the CIAC and the applicant may be required to sign a CIAC agreement. Once the CIAC has been paid in full by the applicant, Enbridge will process the application for service and plan the installation based on the next available appointment.

If an applicant for gas service requests an installation that requires part of the service or main to be installed on property that is not owned by the applicant, land rights (in the form of an easement) from the property owner will be required for the installation and maintenance of all necessary gas lines and equipment. The cost of obtaining such land rights will be included in the installation costs (and the CIAC, if applicable). If there are difficulties obtaining the necessary land rights, this will impact the timing of the installation or whether the installation can proceed.

Enbridge will try to restore property to the approximate condition in which it was found before starting our operations. This includes property that is excavated or may be disrupted during laying, constructing, repairing or removing our facilities. Restoration costs are included in the installation costs (and the CIAC, if applicable).

Based on the many factors affecting construction, Enbridge cannot guarantee the time it will take to install a new service.

It is important that you activate your natural gas account within six months of installation. If you do not have an active gas account within six months of installation of a new gas service, you will be required to pay Enbridge's installation costs.

### **4.3. Location of Meter and Service Regulators**

Enbridge shall supply each customer with a meter of a size and type that will adequately measure the gas supplied. Enbridge shall:

- 4.3.1 Make every effort to install meters and service regulators so as to be at all times accessible for inspection, reading, testing, maintaining and exchanging.
- 4.3.2 Not install meters or service regulators in locations prohibited by law. The following locations are specifically prohibited:
  - For meters: (i) under combustible stairways; (ii) unventilated areas; (iii) inaccessible areas; or (iv) within 90 cm (3 feet) of a source of ignition; and
  - For service regulators: within 90 cm (3 feet) of a building opening, and within 305 cm (10 feet) of a mechanical air intake).
- 4.3.3 Install all meters outside the building to which gas is supplied except in rare circumstances where it is not practical. Service regulators must always be installed outside the building. However, Enbridge does permit meters and service regulators to be installed in an External Regulator Room (ERR). There are specific criteria which must be met in order for the installation to be approved. The customer must contact Enbridge in advance of the installation to understand the criteria, agree to the conditions, and obtain approval to proceed. It is important to note life safety generator stations are not permitted to be installed inside an ERR.

4.3.4 Provide protection where outside meters and regulators are installed in locations that do not afford reasonable protection from damage.

Anyone who is not an authorized agent of Enbridge shall not be permitted to connect or disconnect our meters or regulators, nor shall any piping be connected to or disconnected from Enbridge's facilities except by representatives of Enbridge.

Customers are responsible, subject to the provisions of paragraph 4.3.4, for protecting all metering and regulating equipment necessary for the supply of gas and for keeping it accessible at all times.

*[Remainder of page intentionally left blank.]*

#### **4.4. Alterations**

Alterations or service relocation requests will be dealt with as follows:

- The cost of work done to relocate existing equipment solely for the convenience of the customer will be charged to the customer.
- The undepreciated cost of any equipment abandoned as a result of relocation for the customer's convenience, or replacing equipment to increase their capacity to accommodate a customer's increased requirements, may be charged to the customer.

*[Remainder of page intentionally left blank.]*

#### **4.5. Customer Responsibilities Regarding Building Piping Appliances & Equipment**

As an applicant for service, a customer shall:

- at their own expense, install all piping, controls, safety devices and other attachments necessary from the meter to the equipment or appliances served;
- ensure the building piping, appliances and equipment are installed in accordance with regulations made under the authority of statutes passed by the Province of Ontario establishing the requirements for the installations of such facilities; and
- be responsible for maintaining all building piping, appliances and equipment in a good and safe condition. Such maintenance will be at the customer's own expense.

Building piping includes pipe, whether indoors, outdoors, exposed or buried, which brings gas from the "point of delivery" to each point of utilization including plugged or capped gas valves.

If there is a leakage or escape of gas on a customer's premises, the customer is required to notify Enbridge immediately by calling our emergency number at 1-866-763-5427.

Enbridge shall not be liable to the customer for any damages. The customer shall indemnify Enbridge from and against all loss, costs, damages, injury, or expense associated with any injury or damage to persons or property arising, either directly or indirectly, from or incidental to the escape of gas or products of combustion of gas from building piping, venting systems or appliances on the customer's side of the point of delivery.

For the purposes of inspecting or repairing or of altering or disconnecting any service pipe within or outside the building, the customer shall ensure that free access is permitted to Enbridge at all reasonable times, and upon reasonable notice given and request made, to all parts of every building or other premises to which gas is supplied.

#### **4.6. Inspections of New Installations**

All inspections shall conform to the *Technical Standards and Safety Act* and regulations. In particular, all new installations of supply piping, gas appliances and installations will be inspected prior to gas being introduced to a building in accordance with the *Technical Standards and Safety Act* and regulations. If an inspection reveals that repairs or adjustments are required, the customer will be advised and repairs or adjustments to the customer's equipment must be completed by the customer prior to the gas being turned on.



## 5. Maintenance of Service

### 5.1. Turning Off and Turning On Gas Supply

In an emergency, the gas supply to appliances may be turned off in the interest of safety. Only a qualified person holding an appropriate certificate from the regulatory authority having jurisdiction may turn on the supply of gas to appliances which have been turned off.

Except in the case of a notification of a hazard, the turning on and off of the gas supply for purposes of installing, servicing, removing or repairing gas appliances may only be done by a person certified to perform this work by the regulatory authority having jurisdiction.

*[Remainder of page intentionally left blank.]*

## **5.2. Meter Exchange and Testing**

### **5.2.1 Meter Exchange**

Under Government of Canada regulations (Section 12 of the *Electricity and Gas Inspection Act*), Enbridge is required to periodically exchange gas meters for government inspection.

To complete the meter exchange, we will shut off the gas supply to your existing meter, replace it with a new meter and then relight and inspect all of your natural gas equipment. There is no charge for this service.

If we are required to exchange your meter we will contact you via letter or telephone. Please call the number provided to make an appointment. The inspector who comes to your property will carry valid Enbridge photo ID and you may ask to see it before providing access to your property.

There may be times where there has been no response to our attempts to contact you. In those cases, the meter will be exchanged and left off. A card will be left at your property requesting you to call our service department for an appointment; please call our service department and we will return to unlock your meter and to relight your natural gas appliances.

### **5.2.2 Meter Testing**

Should a meter fail to register the amount of gas used, consumption shall be estimated by Enbridge and supply and/or delivery charges shall be paid for by the customer in accordance with such estimate.

Should a customer dispute the accuracy of a meter, you can apply to have a government inspection of your meter (please refer to Sections 23 and 24 of the *Electricity and Gas Inspection Act*).

In the event of an erroneous connection or incorrect use of an apparatus, the error shall be deemed to have existed from the time of connection.

In the event it can be, through records, determined when an error occurred, the bill will be retroactive to that time.

## **6. Customer Service for Residential and Low-Income Customers**

For the purposes of this section, “customer” means a residential customer (referred to as “you” in this section). If you are a low-income customer, our Conditions of Service pertaining to eligible low-income customers are set out in Section 6.11.

Any property which receives gas distribution services for non-residential purposes is classed as a “commercial” account and this Section 6 would not apply.

### **6.1. Setting up an Enbridge Account**

Whether you are a first time customer of Enbridge or moving from an existing Enbridge account, you should notify us before taking possession of a new home. Enbridge requires at least 3 business days (including Saturdays) advance notice of a move. If advance notice is not given Enbridge will only retroactively adjust the account for a maximum of 30 days from the date notification is received.

On our website you will find information on how to submit either an "Open a New Enbridge Account" or "I'm Moving" form. You can also call the Enbridge Call Centre at 1-877-362-7434.

As an Enbridge customer you will be expected to comply with the terms and conditions for natural gas service and will be obliged to pay for all gas supplied and/or delivered to your premises and all items billed on your Enbridge bill.

### **6.2. Meter Reading**

Enbridge reads your meter every other month and will estimate your consumption based on your historical gas usage in between readings; customers must provide access to Enbridge or its agent for meter reading purposes. This includes refraining from placing plants, permanent structures, and other objects within 60 centimeters (24 inches) around the gas meter that may be accidentally damaged by meter readers or technicians trying to access the meter. Enbridge representatives will attempt to use the shortest access route from a path or driveway to access the Enbridge meter. During winter weather, where the Enbridge representative is not aware of what may lie beneath the snow, Enbridge cannot guarantee that plants and other objects may not be walked upon. If Enbridge's representative is unable to read the meter, a bill will be issued based on an estimated reading. If Enbridge has been unable to read a meter during normal working hours, arrangements will be made to obtain a reading at the customer's convenience. You can also submit your own meter reading using the "Submit Meter Reading Form" on our website at [www.enbridgegas.com/meter](http://www.enbridgegas.com/meter) or, alternatively, you can call the Enbridge Call Centre at 1-800-268-5442.

### **6.3. Security Deposits and Credit Checks**

Security deposits are collected to secure payment for future charges in the event of a customer not paying their bill. To protect against losses, Enbridge reserves the right to request a security deposit from its customers as a condition of supplying gas service. A security deposit will be required if the customer cannot meet Enbridge's "know your customer" identification requirements.

Enbridge will waive your security deposit requirement if: you meet our criteria, which include the following:

- you have moved and your previous Enbridge account has a good payment history; or
- you choose to sign up for our Pre-Authorized Payment Plan and paperless billing; or
- you request us to conduct a credit check and you meet our credit requirements; or
- you are an eligible low-income customer and meet the criteria set out in Section 6.11 of these Conditions of Service (Customer Services for Low-income Customers).

If you are required to pay a security deposit, an amount of \$250.00 will be charged on your next Enbridge bill. Payment of the security deposit is required by the late payment effective date indicated on your bill.

Enbridge will review all security deposits on a monthly basis from the date the deposit is fully paid. If you have paid a security deposit, it will be refunded (with interest) once you have demonstrated good payment history for a period of 12 months, and the refund will appear as a credit on the following Enbridge bill.

Good payment history is maintained unless you have experienced any of the following:

- Your account has been in arrears in the last 12 months;
- Receipt of a disconnection notice from Enbridge;
- A payment you provided to Enbridge has been returned for insufficient funds; or
- Your gas has been turned off due to non-payment.

Interest earned on your security deposit will be paid upon return of all or any part of the security deposit or at the time you close your account, whichever comes first. Simple interest will be earned on all security deposits except those held for a total of six months or less. The interest rate applicable to security deposits in any year will be established quarterly and will be based upon the Ontario Energy Board prescribed interest rates. Interest is calculated retroactively to the date the security deposit was received.

Security deposits are not to be considered as prepayments for future charges.

From time to time, Enbridge may investigate your credit record and conduct a credit check (including obtaining a credit report) to support Enbridge's billing and collections processes. Such actions may be taken in connection with the review of your application for service, determination of whether a security deposit is required, account amendment or renewal, account collection action or dispute investigation. Enbridge may also report information (such as late payments, missed payments or other defaults) about your account to credit reporting agencies.

## **6.4. Bill Issuance and Payment**

### **6.4.1 Your Monthly Bill**

The Ontario Energy Board regulates and approves Enbridge's charges. Enbridge charges you the following charges on a monthly basis:

- **Customer Charge**  
The cost of our operations, customer and emergency services. This charge is billed monthly whether or not you consume gas during the month.
- **Transportation to Enbridge**  
The cost of transporting natural gas from Western Canada and the US to Enbridge in Ontario. You can choose to buy transportation services from Enbridge or a marketer (in which case, the price you pay for the Transportation to Enbridge charge depends on the contract terms with your marketer). This charge is billed based on the amount of natural gas consumed.
- **Delivery to You**  
The cost to safely and reliably deliver natural gas through Enbridge's distribution system to your premises and billed based on the amount of natural gas consumed. This charge is on a descending scale: the more gas consumed, the lower the charges per cubic meter (m<sup>3</sup>).

- **Gas Supply**

The cost of the natural gas itself. You can choose to buy natural gas from Enbridge or a marketer (in which case the price you pay for the Gas Supply Charge depends on the contract terms with your marketer). This charge is billed based on the amount of natural gas consumed.

There are other charges that may appear on your bill from time to time based on events that occur with your account. These include:

- **New Account Charge**

If you open a new account with Enbridge, the first bill will include a one-time service charge of \$25.00, to help cover the costs of setting up the account, taking a meter reading and related work.

- **Late Payment Effective Date/Late Payment Charge**

Your bill is due when you receive it which is considered to be three days after the bill date. If you do not pay your bill in full by the late payment effective date on the first page of your bill, an Ontario Energy Board-approved late charge equal to 1.5% per month or 18% per year (for an effective rate of 19.56% per year) multiplied by a total of all unpaid Enbridge charges will be added to your bill. A late payment charge, calculated and assessed in the same manner, will also be added to your bill if full payment for all other charges on your bill is not received by the late payment effective date on the first page of your bill.

Late payment charges are not applied to security deposit amounts owing to Enbridge.

- **Adjustments**

Your bill may show adjustments to charges from time to time when there is a correction made on your account.

For more information on the charges that appear on your bill, visit the "Understanding Your Bill" section on our website <https://www.enbridgegas.com/homes/accounts-billing/understand-your-bill/>.

#### **6.4.2 Billing from a Licensed Energy Marketer**

If you buy your natural gas supply from a licensed energy broker, your gas supply charges, along with the name of your licensed energy broker will appear in the 'Charges For Natural Gas' section of your Enbridge bill.

#### **6.4.3 Charges from Other Companies**

Enbridge provides a billing service to other companies to include their charges on the Enbridge bill. If you have purchased a product or service from a participating company, the charges would appear in the section called "Charges From Other Companies" on your Enbridge bill. These companies are not owned by or affiliated with Enbridge. Enbridge does not recommend, endorse or guarantee the products or services offered by such companies. If you have a question about their products or services, you should contact them directly.

This billing service helps make paying bills more convenient for you. You receive one bill and make one monthly payment to Enbridge Gas Distribution. This service also helps to lower rates by sharing costs with the billers.

#### **6.4.4 Billing Options**

- **Paperless Billing**

Enbridge offers customers an environmentally friendly and secure bill delivery option in the form of a paperless bill. In addition, customers receiving a paperless bill have the option to receive payment reminders and/or payment notifications. New gas customers will be automatically enrolled in paperless billing unless they request otherwise. You can view and store up to 24 months of bills electronically through this service. You can sign up for paperless billing at [www.enbridgegas.com/ebill](http://www.enbridgegas.com/ebill).

- **Budget Billing Plan**

The Enbridge Budget Billing Plan (BBP) is available to all residential gas heating customers at any time during the year and provides the convenience of paying equal amounts throughout the year and avoiding higher bills in winter months. Using your prior year's gas usage, Enbridge forecasts the amount of gas you will use and applies the current gas price to determine your monthly BBP installment.

The BBP season runs from September to July each year. In July, Budget Billing Plans are reviewed and reconciled and customers are billed or credited a BBP Final Adjustment that represents the difference between the charges for gas actually used from the time you join the plan and the monthly BBP installments billed to date. In the month of August, you are billed for the actual gas used in the month. The new plan then starts again in September.

Should a credit balance result after the annual reconciliation, the amount will be credited to your account and will appear on your July bill. If you choose to have the amount refunded, you can call the Enbridge Call Centre at 1-877-362-7434 and a refund cheque will be issued.

Should a chargeable balance result after the annual reconciliation, the amount will be charged to your account and will appear on your July bill. In the event that the BBP Final Adjustment charge is higher than expected, you may choose to call the Enbridge Call Centre at 1-877-362-7434 and one of our Customer Service Representatives will work with you to determine suitable payment arrangements.

At a minimum, one mid-season BBP review will occur usually at the beginning of the next calendar year. The mid-season review will recalculate your monthly BBP installment to ensure accuracy as weather, usage and rate changes could affect the actual charges for gas you use. After the mid-season review, the new monthly installment amount will be billed on your next bill and a bill message will explain that there was a review of your monthly BBP installment.

**Customers are encouraged to monitor their BBP details (actual gas charges billed to date versus BBP installments billed to date) and may request a review at any time.**

A number of factors can create a variance in the plan. Significant changes in weather, gas prices, change in gas marketers, or gas use in the home, such as installing a new natural gas appliance, can create a difference between actual gas costs and installment amounts.

First time gas customers are automatically assigned to the BBP unless they request otherwise.

#### **6.4.5 Payment Options**

- **Pre-Authorized Payment**

Enbridge also offers a Pre-Authorized Payment Plan. Signing up for the Pre-Authorized Payment Plan will allow your amount due to be automatically withdrawn from your bank account on the day before the late payment effective date. Customers can sign up or update their Pre-Authorized Payment Plan online.

- **Other payment options include:**

- Online or in person at a financial institution (to avoid the late payment charge, please allow 7 days for your payment to reach our office).
- Telephone Banking
- Credit Card  
Subject to any convenience or other fees payable to the third party credit card service provider, you may use a valid credit card (that is accepted by the credit card service provider) to make a payment.
- Western Union  
For customers with overdue amounts that are at or nearing disconnection for non-payment, you may choose to make a payment for a fee through Western Union.
- Standard Mail (Cheque or Money Order)  
You can send a cheque or money order (no cash please), along with the bottom tear-off portion of your bill, to:

Enbridge  
P.O. Box 644  
Toronto, ON M1K 5H1

Please make your cheque or money order payable to "Enbridge Gas Distribution Inc." and write your account number on the front. To avoid the late payment charge, please allow 7 days for your payment to reach our office.

- Pay in Person (Cheque or Money Order)  
You may also drop your cheque or money order payment off at one of our payment drop boxes located in the following locations 24 hours a day:

(Please note: for your security, we cannot accept cash at these offices.)

VPC Office  
500 Consumers Road  
North York, Ontario

Ottawa Office  
400 Coventry Road  
Ottawa, Ontario

Thorold Office  
3401 Schmon Parkway  
Thorold, Ontario

## **6.5. Correction of Billing Errors**

When a customer has been billed incorrectly, retroactive billing is required. Retroactive billing ensures that all charges not previously included on the Enbridge bill or previously billed incorrectly on the Enbridge bill are billed correctly to the customer. Retroactive billing can be the result of either a customer error or an Enbridge error.

Where billing errors, either through Enbridge or customer error, have resulted in either under or overbilling, the customer will be charged or credited with the amount erroneously billed for a period not exceeding two years.

If you have been under-billed, Enbridge will work with you to determine a suitable payment arrangement.

## **6.6. Discontinuance of Gas Supply or Delivery**

### **6.6.1 Customer Initiated Discontinuance**

A customer will continue to be bound by these Conditions of Service and will be obliged to pay for all gas supplied and/or delivered to the premises along with all other charges on the Enbridge bill including late payment charges until Enbridge has terminated the supply of gas following the acceptance of a request for termination from the customer.

*[Remainder of page intentionally left blank.]*



### **6.6.2 Emergency or Safety Related Discontinuance**

In addition to service interruption for maintenance and force majeure events, Enbridge may discontinue gas supply and/or delivery to any customer for any of the following reasons:

- for use of gas for any purpose other than that described in the service application, gas supply contract, or rate schedule;
- if Enbridge is refused access for any lawful purposes to the premises to which gas is supplied and/or delivered;
- when Enbridge property on a customer's premises is in any manner tampered with, damaged, or destroyed;
- when Enbridge has reason to believe that an unsafe condition exists on the premises or may develop from a continuation of gas supply and/or delivery;
- when a gas installation contravenes the provisions of the *Technical Standards and Safety Act*, associated regulations, or any other applicable enactment; or
- when there is evidence of gas theft.

Discontinuance of gas supply and/or delivery for any of the reasons set out in paragraph 6.6.2 shall result in a disconnection charge payable by the Customer.

### **6.6.3 Discontinuance of Service for Non-payment**

Enbridge charges are due when the bill is received, which is considered to be three days after the date the bill is rendered. If, for any reason, you are unable to make full payment you are encouraged to contact Enbridge to make suitable payment arrangements. Customers can call the Enbridge Call Centre at 1-877-362-7434.

If the bill is not paid in full and you have not contacted Enbridge to make payment arrangements, under the *Public Utilities Act*, Enbridge has the right to discontinue gas service. Prior to discontinuance of gas service Enbridge will provide a minimum 48 hours' notice in writing to advise when the disconnection will occur. The written notice includes the dates between which the gas service can be disconnected and payment options for avoiding disconnection. An attempt to call you to discuss your gas account will also be made at this time.

If you are seeking payment assistance through a registered charity, government agency, social service agency or a third party. Please see Section 6.11 below for information on financial support and customer service rules available for Enbridge's eligible low-income customers.

If a rented property will have the service discontinued for any reason, notice of a pending disconnection may be provided by Enbridge to the Landlord (as defined in Section 6.9 below) of the premises.

If your meter has been turned off for non-payment, when payment in full is received by Enbridge (including any disconnection charges, security deposit or any other charges), Enbridge will reconnect your gas meter within 48 hours.

## **6.7. Arrears Management Programs**

Enbridge has different arrears management programs available to customers who are unable to pay their entire bill. Enbridge works with customers depending on their individual circumstances to come up with a mutually agreeable payment arrangement. Customers requiring assistance are encouraged to call the Enbridge Call Centre at 1-877-362-7434 to discuss options.

Customers who miss making a payment as part of their payment arrangement will be contacted by the use of electronic mail ("email"), a text message, a phone call, or sent a letter giving notice of the missed payment and the date on which their current arrangement will be cancelled.

In the event that you are an eligible low-income customer having difficulty paying your bill, emergency financial assistance is also available. Please see Section 6.11 below for information on financial support available for Enbridge's eligible low-income customers.

## **6.8. Allocation of Payments between Gas and Non-Gas Charges**

Payments are applied to your Enbridge bill charges based upon the oldest billed amounts being paid first. In the event that payment is insufficient to cover all charges invoiced in a month, payments will be allocated to gas charges first. Any charges that remain outstanding past the late payment effective date will incur a late payment charge as mentioned in the "Bill Issuance and Payment" section.

## **6.9. Management of Landlord/Tenant Accounts**

References to "Landlord(s)" in this document includes the owner, landlord or property management company of a rented property.

Enbridge has processes for recording directions received from Landlords on how to manage accounts at rented properties in between tenants. If you are a Landlord, please complete the Landlord Agreement located at <https://www.enbridgegas.com/homes/start-stop-move/landlord-tenant.aspx> to provide Enbridge with your directions. Enbridge provides the following options:

### Option 1: Continued Service

The Landlord authorizes Enbridge to bill the service to the Landlord in between tenants. This means the Landlord pays for continued service until a new tenant assumes responsibility for the natural gas account.

### Option 2: No Service

The Landlord authorizes Enbridge to disconnect the gas service when there is no active account holder. This means:

- the Landlord is responsible and liable for any damages which may occur as a result of the service being disconnected; and
- the Landlord will also be responsible for any reconnection fees.

If the Landlord does not elect one of the two options above by completing and returning the Landlord Agreement, Enbridge will continue to supply gas to the premises on the basis that the account will be in a generic name and the bills will be sent to the service address. In the event of non-payment, our

regular collection and redocking processes will be followed. If the Landlord wants to ensure that it does not run the risk of disconnection for non-payment of a rented property, please complete and submit the Landlord Agreement, selecting Option 1 (Continued Service)

If ownership of the premises changes, the incoming Landlord is responsible for notifying Enbridge and electing their preferred option. If the incoming Landlord does not make an election by completing and returning the Landlord Agreement to Enbridge, they will be deemed to have elected the previous Landlord's election.

*[Remainder of page intentionally left blank.]*

## **6.10. Management of Customer Accounts**

Enbridge is committed to providing excellent service and to ensuring that relationships with customers are conducted with integrity and in a responsible, fair, honest and ethical manner. Consistent with these objectives Enbridge maintains high standards of confidentiality with respect to the personal information in its possession. We collect information (including personal information) about our customers from our customers directly and from other sources (for example, credit bureaus as further discussed in Section 6.3), for the purposes identified in our privacy policy (available at <https://www.enbridgegas.com/privacy>) including to:

- establish and confirm identity (for example, name, address, phone number, date of birth, Driver's License, etc.);
- set up an account for gas purchase and delivery; and
- confirm credit history.

Any personal information related to a customer's account will only be shared with the party named on the account or any third party designated by the customer or as otherwise set out in our privacy policy. To provide consent for another person or a third party to discuss your account details with Enbridge, you must contact our Enbridge Call Centre at 1-877-362-7434 to advise us of your permission to discuss your account with these parties.

In addition, if a rented property will have the service discontinued for any reason, notice of a pending disconnection may be provided by Enbridge to the Landlord (as defined in Section 6.9 above) of the premises.

To ensure that Enbridge can identify its customers and ensure that it is dealing with the correct person when a customer contacts Enbridge, Enbridge has a "know your customer" process to collect and update customer information. When you contact Enbridge, you will be required to correctly answer confirmatory questions and, where necessary, update the information associated with your Enbridge account.

## **6.11. Customer Services for Eligible Low-Income Customers**

The Low-Income Energy Assistance Program (LEAP) developed by the Ontario Energy Board is a year-round program to assist eligible low-income customers with their bill payments and natural gas costs. It consists of three elements: (i) emergency financial assistance, (ii) customer service rules, and (iii) targeted conservation and demand management programs. The LEAP Emergency Financial Assistance program and the customer service rules are described below. For more information on the LEAP Emergency Financial Assistance program please visit [www.enbridgegas.com/leap](http://www.enbridgegas.com/leap). For more information on the LEAP targeted conservation and demand management programs please visit [www.Enbridgegas.com/winterproofing](http://www.Enbridgegas.com/winterproofing).

The following definitions are relevant to the LEAP:

- An "eligible low-income customer" means a residential customer who has a pre-tax household income at or below the most recent pre-tax Low Income Cut-Off, according to Statistics Canada, plus 15%, taking into account family size and community size, as qualified by a Social Service Agency or Government Agency; or has been qualified for Emergency Financial Assistance.

- “Emergency Financial Assistance” means any Board-approved emergency financial assistance, or other financial assistance made available by a distributor, to eligible low-income customers.
- A “Social Service Agency or Government Agency” means a social service agency or government agency that has partnered with Enbridge to assess eligibility for Emergency Financial Assistance, the customer service rules or the targeted conservation and demand management programs.

For the purposes of the low-income customer service policies, if a customer is qualified as an eligible low-income customer, the customer’s Enbridge gas account will reflect their low-income status for two years from the date Enbridge was notified the customer was qualified.

If you are an eligible low-income customer, there are service-related standards and practices that are available to you pertaining to security deposits and arrears management:

- Enbridge will waive your security deposit requirement if you are an eligible low-income customer (see definition above) and are moving residences, providing the following conditions are met:
  - you are enrolled in the budget billing plan
  - you do not have an account with a financial institution and
  - your gas service has not been disconnected due to non-payment in the past two years.
- LEAP Emergency Financial Assistance (defined above) provides financial assistance to families in need. Customers who are working with a Social Service Agency or Government Agency will be given 21 days to secure Emergency Financial Assistance before additional collection action will be taken for non-payment.
- Eligible low-income customers that enter into a payment agreement will have the late payment charges waived on the payment arrangement balance. In the event that an eligible low-income customer defaults on an arrears payment agreement, then the option to have late payment charges waived with any future arrears payment agreement will no longer be automatically available. Disconnection of gas service is always a last resort.

To determine if you qualify for LEAP, please contact:

United Way Greater Simcoe County (UWGSC)  
1-855-487-LEAP (5327)

If you qualify, UWGSC will refer to you a local Social Service Agency or Government Agency who will book an appointment with you to complete the required application and provide your supporting documentation.

## **6.12. Our Customer Service Process**

### **Step 1: Call the Enbridge Call Centre at 1-877-362-7434**

Enbridge Customer Service Representatives (CSRs) are trained to help answer your questions.

### **Step 2: Ask to Speak to a Supervisor**

If you feel that your questions are not being fully addressed by the CSR, please ask to speak to a supervisor. They'll try to work with you to resolve your issue.

**Step 3: Contact the Enbridge Customer Ombudsman**

If you've spoken to a CSR and a supervisor and are not completely satisfied with the solution provided, the supervisor will offer to elevate your concern to the Enbridge Customer Ombudsman's office.

For complete information regarding our customer service process, please visit the Enbridge website:  
<https://www.enbridgegas.com/contact-us/>.

## APPENDIX A

### DEFINITION OF TERMS

**Cubic Metre ("m<sup>3</sup>")** - That volume of gas which at a temperature of 15 degrees Celsius and at an absolute pressure of 101.325 kilopascals ("kPa") occupies one cubic metre. 10<sup>3</sup>m<sup>3</sup> equals 1,000 cubic metres.

**Curtailment** - An interruption in a customer's gas supply at a Terminal Location resulting from compliance with a request or an order by Enbridge to discontinue or curtail the use of gas.

**customer** – means any person, persons, company or corporation receiving gas through an Enbridge meter.

**Gas** – natural gas.

**Gas appliance** – means any device approved by the appropriate governmental authority which uses gas as a fuel or as a raw material.

**Meter** – means a device owned by Enbridge and approved by the appropriate governmental authority and installed to measure the volume of gas delivered to the customer.

**Month or monthly** – means, for the purposes of calculating customers' accounts, a period of approximately 30 days.

**Point of delivery** – means that point at which gas leaves Enbridge's metering and regulating facilities and is delivered to you or, if there are no such facilities, Enbridge's shut-off valve.

**Rate schedule** – a numbered rate of Enbridge as fixed or approved by the Ontario Energy Board ("OEB") that specifies rates, applicability, character of service, terms and conditions of service and the effective date.

**Service** – means the pipe or tubing and associated fittings which transmits gas from the pipeline to the meter inlet connection. Where unmetered gas is provided, the service shall be deemed to terminate at the shut-off valve located closest to the building entry, immediately inside the building wall. Where gas pressure regulation is necessary, the service regulator shall form part of the service.

**Terminal Location** – is the building or other facility of the customer at or in which natural gas will be used by the customer.

CURRICULUM VITAE OF  
FAHEEM AHMAD

Experience: Enbridge Gas Distribution Inc.

Manager, Customer Portfolio and Policy  
2010

Program Manager, Financial Assessment  
2007

Supervisor, Gas Supply Analysis  
2006

Program Manager, Portfolio Management  
2004

Program Manager, Capital Appropriations  
2003

Senior Advisor, Financial Business Performance  
2001

Enbridge Incorporated

Financial Analyst, Business and Financial Analysis  
2000

Lahore Electricity Supply Company

Manager, Operations  
1996

Education: Certified Management Accountant (CMA)  
Society of Management Accountants, 2004

Master of Business Administration  
Wilfred Laurier University, 1999

Master of Science, Electrical Engineering  
University of Engineering and Technology, Lahore, Pakistan, 1992

Memberships: The Society of Management Accountants of Ontario  
Professional Engineers of Ontario

Appearances: (Ontario Energy Board)  
EB-2016-0004  
EB-2014-0276  
EB-2012-0459  
EB-2011-0354  
EB-2011-0277  
EB-2010-0146  
RP-2002-0133

Witness: K. Culbert



CURRICULUM VITAE OF  
JOANNE BARRADAS

Experience: Enbridge Gas Distribution Inc.

Controller,  
2014-Present

Ontario Power Generation Inc.

Director, Finance  
2007-2014

Deloitte

Senior Manager, National office  
2000-2007

Bank of Montreal and Ernst & Young

Various Roles  
1992-2000

Education: Master of Business Administration (MBA), 2012  
Queen's University

Chartered Professional Accountant (CPA, CA), 1998  
Chartered Professional Accountants of Ontario

Bachelor of Commerce, 1995  
University of Toronto

Memberships: Chartered Professional Accountants of Canada

Appearances: (Ontario Energy Board)

EB-2015-0122  
EB-2014-0276

Witness: K. Culbert

CURRICULUM VITAE OF  
Abbas Chagani

Experience: Enbridge Gas Distribution Inc.

Contract Compliance and Strategic Accounts Manager  
2016

Strategic Accounts Manager  
2014

Account Executive  
2013

Energy Advantage Inc.

Sr, Manager, Energy Commodities  
2009

Manager, Demand Response  
2008

Manager, Reporting and Analysis  
2007

Energy Analyst  
2005

Education: Chartered Financial Analyst  
CFA Institute, 2012

Bachelor of Electrical Engineering and Management,  
McMaster University, 2005

Memberships: Toronto CFA Society

Witness: K. Culbert

CURRICULUM VITAE OF  
JACKIE E. COLLIER

Experience: Enbridge Gas Distribution Inc.

Manager, Rate Design  
2003

Manager, Rate Research  
2000

Senior Rate Research Analyst  
1996

Centra Gas Ontario Inc.

Manager, Rate Design  
1995

Supervisor, Cost of Service Studies  
1990

Education: Bachelor of Business Management  
Ryerson Polytechnical Institute, 1988

Appearances: (Ontario Energy Board)

EB-2015-0142  
EB-2015-0122  
EB-2014-0276  
EB-2013-0036  
EB-2012-0459  
EB-2012-0451  
EB-2012-0055  
EB-2011-0354  
EB-2011-0277  
EB-2011-0242  
EB-2010-0146  
EB-2009-0172  
EB-2008-0219  
EB-2007-0615  
EB-2006-0034  
EB-2005-0001  
RP-2003-0203  
RP-2003-0048  
RP-2002-0133  
RP-2001-0032  
RP-2000-0040  
EBRO 489  
EBRO 474-B, 483,484  
EBRO 474-A  
EBRO 474  
EBRO 471

Witness: K. Culbert

(Régie de l'énergie/Régie du gaz naturel)  
R3924-2015  
R-3884-2014  
R-3840-2013  
R-3793-2012  
R-3758-2011  
R-3724-2010  
R-3692-2009  
R-3637-2008  
R-3637-2007  
R-3621-2006  
R-3587-2005  
R-3537-2004  
R-3464-2001  
R-3446-2000

CURRICULUM VITAE OF  
ROD CRADDOCK

Experience: Enbridge Inc.

Senior Manager, Treasury  
July 2014

Controller, Enbridge Income Fund  
November 2012

Manager, Enbridge Income Fund Accounting  
July 2011

Education: CA (2002)  
B. Comm. University of Saskatchewan (1999)

Memberships: Institute of Chartered Accountants of Alberta

Appearances: (Ontario Energy Board)  
EB-2014-0276

Witness: K. Culbert

CURRICULUM VITAE OF  
KEVIN CULBERT

Experience: Enbridge Gas Distribution Inc.

Senior Manager Regulatory Policy, Strategy & Proceedings  
July 2014

Senior Manager Regulatory Accounting  
June 2014

Manager, Regulatory Accounting  
2003

Senior Analyst, Regulatory Accounting  
1998

Analyst, Regulatory Accounting  
1991

Assistant Analyst, Regulatory Accounting  
1989

Budgets – Capital Clerk, Budget Department  
1987

Accounting Trainee, Financial Reporting  
1984

Education: CMA (3<sup>rd</sup> level)  
Seneca College 1987-89 (business/accounting)

Appearances: (Ontario Energy Board)

EB-2016-0142  
EB-2015-0114  
EB-2015-0122  
EB-2014-0276  
EB-2013-0046  
EB-2012-0459  
EB-2012-0055  
EB-2011-0354  
EB-2011-0277  
EB-2011-0226  
EB-2011-0008  
EB-2010-0146  
EB-2010-0042  
EB-2009-0172  
EB-2009-0055  
EB-2008-0219  
EB-2008-0104/EB-2008-0408  
EB-2007-0615  
EB-2006-0034  
EB-2005-0001  
RP-2003-0203

Witness: K. Culbert

CURRICULUM VITAE OF  
ROB DiMARIA

Experience: Enbridge Gas Distribution Inc.

Sr. Manager, Large Volume Customer Strategy  
2014

Manager, Key Accounts and Vendor Relationships  
2009

Account Executive  
2006

Senior Marketing Specialist  
2003

Residential Program Manager  
2001

Senior Analyst, Planning and Evaluation  
2000

Rate Research Analyst  
1998

Plant Accounting Chief Clerk  
1994

Accounting Trainee  
1992

Education: Bachelor of Administration, Business Management, Athabasca University  
Diploma in Accounting and Financial Management, Centennial College

Appearances: (Ontario Energy Board)  
EB-2001-0032

Witness: K. Culbert

CURRICULUM VITAE OF  
ANTON KACICNIK

Experience: Enbridge Gas Distribution Inc.

Manager, Rate Research & Design  
2007

Manager, Cost Allocation  
2003

Program Manager, Opportunity Development  
1999

Project Supervisor, Technology & Development  
1996

Pipeline Inspector, Construction & Maintenance  
1993

Education: Bachelor of Applied Science (Civil Engineering)  
University of Waterloo, 1996

Memberships: Professional Engineers of Ontario

Appearances: (Ontario Energy Board)

EB-2016-0142  
EB-2015-0114  
EB-2015-0122  
EB-2014-0276  
EB-2013-0046  
EB-2012-0055  
EB-2011-0354  
EB-2011-0277  
EB-2011-0008  
EB-2010-0146  
EB-2010-0042  
EB-2009-0172  
EB-2009-0055  
EB-2008-0106  
EB-2008-0219  
EB-2007-0615  
EB-2007-0724  
EB-2006-0034  
EB-2005-0551  
EB-2005-0001

Witness: K. Culbert



(RÉGIE DE L'ÉNERGIE)

R-3924-2015

R-3884-2014

R-3840-2013

R-3793-2012

R-3758-2011

R-3724-2010

R-3665-2008

R-3637-2007

R-3621-2006

R-3587-2006

R-3537-2004

CURRICULUM VITAE OF  
MATTHEW KIRK

Experience: Enbridge Gas Distribution Inc.  
  
Gas Supply Regulation Specialist, Energy Supply & Policy  
2015  
  
Cost Allocation Manager, Regulatory Affairs  
2012  
  
Senior Rate Design Analyst, Regulatory Affairs  
2010  
  
Rate Design Analyst, Regulatory Affairs  
2009  
  
Market Analyst, Economic and Market Analysis  
2006

Education: Master of Arts (Economics)  
Wilfrid Laurier University, 2006  
  
Bachelor of Arts (Honours Economics)  
McMaster University, 2005

Memberships: Canadian Association of Business Economists (CABE)

Appearances: (Ontario Energy Board)

EB-2015-0114  
EB-2015-0122  
EB-2014-0323  
EB-2014-0276  
EB-2014-0195  
EB-2013-0046  
EB-2012-0459  
EB-2012-0055  
EB-2011-0354

(Régie de L'Energie)  
R-3924-2015  
R-3884-2014  
R-3840-2013  
R-3793-2012

CURRICULUM VITAE OF  
MICHAEL LISTER

Experience: Enbridge Gas Distribution Inc.

Sr. Manager, Market Policy & Research  
2016

Sr. Manager, Energy Solutions  
2014

Manager, Regulatory Policy & Strategy  
2010

Manager, Investment Planning  
2006

Manager, Volumetric & Market Analysis  
2004

Supervisor, Volumetric & Market Analysis  
2003

Sr. Market Analyst, Volumetric & Market Analysis  
2002 - 2003

NRI Industries Inc.

Production Scheduler, Logistics  
1999-2000

Fairlee Fruit Juices Ltd.

Raw Materials Coordinator  
1998

Coats Canada Inc.

Production Planner, Materials & Logistics  
1996-1997

Education: Chartered Financial Analyst  
CFA Institute, 2005

Master of Business Administration  
York University, 2002

Bachelor of Commerce  
St. Mary's University, 1996

Memberships: CFA Institute  
Toronto CFA Society

Witness: K. Culbert

Appearances: (Ontario Energy Board)  
EB-2015-0245  
EB-2014-0134  
EB-2013-0301  
EB-2012-0459  
EB-2011-0354  
EB-2010-0060  
EB-2009-0172  
EB-2009-0084  
EB-2007-0615  
EB-2005-0001  
RP-2003-0203

(New York Public Service Commission)  
05-G-1635

(New York Public Service Commission)  
08-G-1392

CURRICULUM VITAE OF  
DARREN MCILWRAITH

Experience: Enbridge Gas Distribution Inc.  
  
Senior Manager, Customer Care, Finance and Contract Management  
2014  
  
Enbridge Gas Distribution Inc.  
  
Senior Manager, Business Development and DSM Technology  
2009  
  
Enbridge Solutions Inc.  
  
Manager, Product Development  
2006  
  
Direct Energy Marketing Limited  
  
Director, Customer Analytics  
2004  
  
Director, Financial Services  
2002  
  
Enbridge Commercial Services Inc.  
  
Director, Financial Services  
2001  
  
Enbridge Gas Distribution Inc.  
  
Manager, Budgets  
2000  
  
Supervisor, Budgets & Forecasts  
1998  
  
Economic Analyst  
1996

Education: Master of Arts: Business Economics, Wilfrid Laurier University – 1996  
Bachelor of Commerce, University of Guelph - 1994

Appearances: (Ontario Energy Board)  
  
EB-2014-0276  
EB-2012-0459

Witness: K. Culbert

CURRICULUM VITAE OF  
HULYA SAYYAN

Experience: Enbridge Gas Distribution Inc.

Advisor, Economic & Market Analysis  
2011

Senior Market Analyst  
2007

Risk Software Technologies

Economic Specialist  
2005

Marmara University

Assistant Professor, Econometrics Department  
2002

Instructor, Econometrics Department  
2001

Research Assistant, Econometrics Department  
1994

Education: Ph.D. in Econometrics  
Marmara University, 2000

Master of Science in Statistics  
Marmara University, 1995

Bachelor of Science in Statistics  
Mimar Sinan University, 1992

Memberships: Toronto Association for Business & Economics (CABE)

Appearances: (Ontario Energy Board)

EB-2015-0114  
EB-2014-0276  
EB-2012-0459  
EB-2011-0354  
EB-2011-0277  
EB-2010-0146

CURRICULUM VITAE OF  
JASON SHEM

Experience: Enbridge Gas Distribution Inc.

Supervisor, Financial Reporting  
2014

Senior Advisor, Financial Reporting  
2012

Financial Analyst  
2011

SF Partnership, LLP

Senior Accountant  
2009

Ernst & Young

Senior Accountant  
2008

Staff Accountant  
2007

Education: Chartered Accountant (CA), 2010

Memberships: Institute of Chartered Accountants of Ontario

Appearances: (Ontario Energy Board)

EB-2015-0122  
EB-2014-0276  
EB-2012-0459

(Régie de l'énergie/Régie du gaz naturel)

R-3924-2015

Witness: K. Culbert

CURRICULUM VITAE OF  
DONALD R. SMALL

Experience: Enbridge Gas Distribution Inc.

Manager, Gas Costs and Budget  
2010

Manager, Gas Cost Knowledge Centre  
2003

Manager, Gas Costs and Budget  
1989

Co-ordinator, Gas Costs  
1984

Financial Statement Accountant  
1980

Chief Clerk, Financial Statements  
1979

Advanced Accounting Trainee  
1978

Education: Business Administration Diploma  
Ryerson Polytechnical Institute, 1978

Appearances: (Ontario Energy Board)

EB-2016-1042  
EB-2015-0114  
EB-2015-0122  
EB-2014-0276  
EB-2013-0046  
EB-2012-0459  
EB-2011-0354  
EB-2011-0277  
EB-2010-0146  
EB-2009-0172  
EB-2009-0055  
EB-2008-0219  
EB-2008-0106  
EB-2006-0034  
EB-2005-0001  
RP-2003-0203  
RP-2003-0048  
RP-2002-0133  
RP-2001-0032  
RP-2000-0040  
RP-1999-0001

Witness: K. Culbert



EBRO 497  
EBRO 495  
EBRO 492  
EBRO 490  
EBRO 487  
EBRO 485  
EBRO 479  
EBRO 473  
EBRO 465

CURRICULUM VITAE OF  
RYAN SMALL

Experience: Enbridge Gas Distribution Inc.

Manager, Regulatory Accounting  
2014

Senior Analyst, Regulatory Accounting  
2006

Analyst, Regulatory Accounting  
2004

Supervisor, Gas Cost Reporting  
2001

Senior O&M Clerk  
2000

Bank Reconciliation Clerk  
1999

Accounting Trainee  
1998

Education: Chartered Professional Accountant, Certified Management Accountant  
Chartered Professional Accountants of Ontario, 2014  
The Society of Management Accountants of Ontario, 2003

Diploma in Accounting,  
Wilfrid Laurier University, 1997

Bachelor of Arts in Economics  
The University of Western Ontario, 1996

Appearances: (Ontario Energy Board)

EB-2015-0049  
EB-2015-0122  
EB-2014-0276  
EB-2014-0195  
EB-2012-0459  
EB-2012-0055  
EB-2011-0354  
EB-2011-0008

Witness: K. Culbert

CURRICULUM VITAE OF  
BRANDON SO

Experience: Enbridge Gas Distribution Inc.  
  
Manager, Cost Allocation  
2016  
  
Senior Gas Cost Accountant, Gas Accounting & Analytics  
2009  
  
Senior Financial Analyst, Business Development & Customer Strategy  
2007  
  
Toronto Hydro  
  
Senior Financial Analyst  
2003  
  
Ballard Power Systems  
  
Senior Accountant  
1999

Education: Master of Business Administration  
Richard Ivy School of Business  
  
Bachelor of Business Administration (Accounting)  
University of Texas at Austin  
  
Bachelor of Arts (Economics)  
University of Texas at Austin  
  
Chartered Professional Accountant (CPA, CGA)  
Chartered Professional Accountants of Ontario

Memberships: Charter Professional Accountants of Ontario

Appearances: (Ontario Energy Board)  
None

Witness: K. Culbert

CURRICULUM VITAE OF  
MARGARITA SUAREZ-SHARMA

Experience: Enbridge Gas Distribution Inc.

Manager, Economics & Business Performance  
2014

Manager, Economic & Market Analysis  
2012

Manager, Cost Allocation  
2008

Manager, DSM Reporting & Analysis  
2005

Analyst, Rate Design  
2004

Senior Analyst, DSM Planning and Evaluation  
2002

Senior Economic Analyst, Economic & Financial Studies  
1998

The Canadian Institute

Conference Producer  
1997

Margaret Chase Smith Center for Public Policy

Research Assistant  
1995

Education: Master of Arts in Economics  
University of Maine, 1995

Bachelor of Arts in Economics  
University of Maine, 1993

Appearances: (ONTARIO ENERGY BOARD)

EB-2015-0114  
EB-2015-0122  
EB-2014-0276  
EB-2012-0459  
EB-2011-0354  
EB-2011-0277  
EB-2010-0146  
EB-2009-0172  
EB-2008-0219  
EB-2008-0106

(RÉGIE DE L'ÉNERGIE)  
R-3758-2011  
R-3724-2010  
R-3692-2009  
R-3665-2008