

**Natural Resource Gas Limited  
Responses to LIEN Interrogatories**

**Question and answer:**

**COMPLIANCE PLAN SCHEDULE**

1 On what schedule does NRG anticipate filing its compliance plans beyond 2017 (i.e., annually, multi-year)?

Natural Resource Gas Limited will file its compliance plans annually beyond 2017.

**Question and answer:**

**GHG ABATEMENT ACTIVITIES/MEASURES**

2 What potential GHG abatement activities/measures (including categories/types of activities such as those set out by the Board in the *Regulatory Framework for the Assessment of Costs of Natural Gas Utilities' Cap and Trade Activities*, and/or specific measures within such categories) does NRG anticipate undertaking in 2018 and beyond?

Growth in the Natural Resource Gas Limited franchise area has occurred within the last 15 years, during the high Efficiency era. In addition the Ontario Building Code has been amended to ensure newly constructed dwellings have the highest efficiency heating products installed. This means that there is minimal opportunity for abatement through equipment replacement incentive programs.

NRG has identified its most significant opportunities for abatement to be in the area of residential and small commercial building envelope improvement /heat loss reduction. This will be the focus for years 2017 through 2020.

Home Improvement Rebate/Winterization Programs, facilitated by NR Can delivery agents and Union Gas have been recently launched in the NRG Franchise area. Details can be found on our website at [www.nrgas.ca](http://www.nrgas.ca)

**Question and answer:**

**LOW-INCOME CUSTOMER OUTREACH**

3 Enbridge plans to engage with social service agencies, LIEN and VECC, to deliver programs (presumably GHG abatement programs and education about same) to low-income customers as part of its customer outreach.

a) Does NRG intend to do the same?

Yes, Natural Resources Gas intends to engage social services.

b) If yes to (a), how does NRG plan to engage with social services agencies to deliver programs and education to low-income customers and representatives?

NRG maintains a list of clients that meet low-income criteria. The number of clients on this list has ranged between 100 and 115 customers in the past 60 months. With such a manageable list, our administrative and collections staff work closely with each client to facilitate participation in support programs with ODSP, Ontario Works, The Caring Cupboard, the Ontario Works Help Program as well as the Salvation Army of St. Thomas (LEAP).

Natural Resources Gas welcomes LIEN, VECC and other social agencies to engage in the development and delivery of joint education programs. Given our relationship with each client, NRG also has the ability to customize education programs to best serve a clients' unique circumstances.

**Question and answer:**

**IMPACTS ON LOW-INCOME CUSTOMERS' BILLS**

4 Pages 5 and 26 – NRG estimates that *“The average home consumes approximately 2000 cubic metres of natural gas per year. Therefore, customers should expect to pay between \$70 and \$80 more per year for their natural gas.”*

a) Please provide the average residential NRG natural gas customer's total billed amount for 2016.

Please see Appendix A – Residential Averages Table

b) Please provide the average residential NRG natural gas customer's billed amount broken down for each month in 2016.

Please see Appendix A – Residential Averages Table

5 Has NRG considered, and will NRG consider, rate mitigation measures (through GHG abatement measures, financial assistance, or other measures), specific to low-income customers to minimize the impact of cap and trade on NRG's low-income customers? Please specify which measures NRG has considered and will consider.

NRG has not yet considered specific measures to mitigate rates for low-income customers. NRG will consider measures to minimize the impact of Cap-and-Trade once it has adequately studied the impact.

Answer

## APPENDIX A: Answers 4 (a) and 4 (b)

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