

EXHIBIT LIST

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C – OPERATING REVENUE

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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, 2018.
3. As of January 1, 2018, Enbridge will be entering the final 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. In the Custom IR Decision with Reasons, the Board approved a revised depreciation methodology for Enbridge, the Constant Dollar Net Salvage approach (“CDNS”). The Board also approved the refund to customers of \$379.8 million of previously collected site restoration cost (“SRC”) amounts, to be credited to customers through Rider D over the Custom IR term. The Board established the Constant Dollar Net Salvage Adjustment Deferral Account (“CDNSADA”) to track on an annual basis the actual Rider D credits to ratepayers versus the approved amount. By the end of 2017, Enbridge will have returned more than the Board-approved total amount of SRC refunds (\$379.8 million) to customers through Rider D. As a result, there is forecast to be a positive balance in the CDNSADA by the end of 2017 (which would be recoverable from ratepayers). Continuing with the Rider D credits in 2018 would result in an incremental increase (dollar-for-dollar) in the CDNSADA balance and a required subsequent year recovery from customers to recover such amounts. It is appropriate, therefore, to discontinue Rider D as of January 1, 2018. In conjunction with that change, it is also appropriate to update Allowed Revenue for 2018 to remove the impact of tax deductibility of the Rider D refund amounts. Enbridge proposes instead to record the tax deductibility impact as a credit in the 2018 CDNSADA, to be cleared at the same time as Enbridge’s 2017 deferral and variance accounts, such that all considerations relevant to Rider D and the refund of SRC amounts can be completed as of the time when Enbridge’s 2017 accounts are cleared.

5. Enbridge therefore 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. Interim or final rates for the year commencing January 1, 2018, including all adjustments resulting from the application of Enbridge’s

Board-approved Custom IR framework as well as the items set out below in subparagraphs (iii) to (vi);

- ii. The continuation of approved deferral and variance accounts for 2018;
 - iii. The discontinuation of Rider D, as explained above in paragraph 4;
 - iv. The transfer of SRC refund tax deductibility from Allowed Revenue into the CDNSADA, as explained above in paragraph 4;
 - v. 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, 2018.
6. 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.
7. The Application will result in average 2018 rate increases of approximately 4.8% or less for all customer classes on a T-service basis (that is, excluding commodity costs), with the impact for residential customers being approximately 4.8% or about \$29 annually. These bill impacts do not take account of the credit from the transfer of the SRC refund tax deductibility impact to the 2018 CDNSADA (noted in paragraph 4) that customers will receive when Enbridge's 2017 deferral and variance accounts are cleared. When the impact of the clearance is taken into account, the average 2018 bill impact for residential customers will be approximately 4.1% or about \$25 annually.

8. Enbridge is not seeking approval of Cap and Trade Unit Rates in this 2018 Rate Adjustment Application, as consistent with the instructions from the OEB in the EB-2015-0363 Report on the Regulatory Framework for the Assessment of Costs of Natural Gas Utilities' Cap and Trade Activities. Instead, the 2018 Cap and Trade Unit Rates (as well as necessary additional Variance or Deferral Accounts) will be presented for approval within Enbridge's 2018 Compliance Plan (EB-2017-0224), which is to be filed within 3 weeks of the Board's Decision on Enbridge's 2017 Compliance Plan (EB-2016-0300). Enbridge requests that approval of the 2018 Cap and Trade Unit Rates be granted in sufficient time to allow for implementation in conjunction with the January 1, 2018 QRAM Application.

9. In the EB-2012-0459 evidence, it was indicated that the Company would file a rate adjustment application (without detailed supporting evidence) by September 1st 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 1st 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 15th 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 1st 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. Enbridge will file its supporting detailed evidence in this proceeding before October 1, 2017.

10. Enbridge respectfully requests that the Board establish a process for this Application that allows for rates to be implemented as of January 1, 2018, in conjunction with the January 1, 2018 QRAM Application. If necessary, Enbridge

further requests that if final rates cannot be implemented as of January 1, 2018, the Board approve interim rates to be effective as of January 1, 2018, 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

UPATED: October 17, 2017 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 2018 rates within the Custom IR rate making model approved by the Board in Enbridge's EB-2012-0459 rate application. The 2018 rates approved in this proceeding will be interim rates, until the Board approves the Cap and Trade Unit Rates for 2018 within Enbridge's 2018 Cap and Trade Compliance Plan application (to be filed as EB-2017-0224).
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 2018 Allowed Revenue amount for the purpose of determining final rates for 2018 in the same manner as which was previously approved by the Board (with one change, as noted below).
4. Enbridge's rate adjustment includes the determination of the 2018 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 2018 final rates.
6. As described below, Enbridge's requested approval of 2018 rates includes the 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. There is one change from the approach followed in prior years. As described in Exhibit D2, Tab 1, Schedule 2, Enbridge is requesting the discontinuance of Rider D (refund of Site Restoration Costs) for 2018. As of the end of 2017, Enbridge will have refunded more than the Board-approved total of \$379.8 million of SRC to ratepayers. Discontinuing Rider D for 2018 will ensure that there is no over-refund to ratepayers that would have to be recovered in subsequent years. At the same

time, Enbridge is proposing to move the tax deductibility credit associated with the forecast return of SRC from Allowed Revenue to the 2018 Constant Dollar Net Salvage Adjustment Deferral Account (“CDNSADA”). This treatment will effect a final true-up of the CDNSADA as approved by the Board, such that the deferral account and all of the SRC completion implications are dealt with and completed by the time that Enbridge’s 2017 Deferral and Variance Accounts are cleared.

10. In this proceeding, Enbridge requests approval of the final 2018 Allowed Revenue Amount. Table 1 (attached as Appendix “B”) sets out the derivation of the final 2018 Allowed Revenue Amount.
11. Column 1 of Table 1 sets out the Board-approved placeholder 2018 Allowed Revenue amount, by component. Column 2 indicates the items being updated, in order to arrive at the final 2018 Allowed Revenue amount that is set out within Column 3. All other components of 2018 Allowed Revenue were previously approved by the Board in EB-2012-0459. The final 2018 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.
12. Enbridge also requests approval of its 2018 gas volume forecast, which is used for the purpose of setting 2018 rates (as well as 2018 gas costs and other gas cost related items). The evidence in support of the 2018 volume forecast is found within

the “C” series of exhibits. Also set out within the “C” series of exhibits is the 2018 revenue forecast, which uses the 2018 gas volume forecast. Evidence in support of Enbridge’s 2018 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).

13. Enbridge then requests approval of the forecast revenue deficiency associated with the 2018 Allowed Revenue amount, and the 2018 gas volume forecast, as set out within the “F” series of exhibits.
14. Taking all the foregoing into account, Enbridge requests approval of its proposed 2018 Rates, as set out in the “H” series of exhibits, to be effective January 1, 2018.
15. In connection with the approval of 2018 Rates, Enbridge requests that the Board approve the establishment of the 2018 Deferral and Variance Accounts set out within the evidence at Exhibit D2, Tab 1, Schedule 1. The Deferral and Variance accounts being requested have all been approved or ordered in prior proceedings.
16. Enbridge requests that the Board establish a process for this Application that provides for 2018 rates to be approved as soon as possible, and in any event in sufficient time for implementation in conjunction with the January 1, 2018 QRAM Application.
17. Enbridge is not seeking approval of the Cap and Trade Unit Rates in this 2018 Rate Adjustment Application, as consistent with the instructions from the OEB in the EB-2015-0363 Report on the Regulatory Framework for the Assessment of Costs of

Natural Gas Utilities' Cap and Trade Activities. Instead, the Cap and Trade Unit Rates (as well as necessary additional Variance or Deferral Accounts) will be presented for approval within Enbridge's 2018 Compliance Plan (EB-2017-0224), which is to be filed within 3 weeks of the release of the Board's Decision on Enbridge's 2017 Compliance Plan (EB-2016-0300). Enbridge requests that approval of the 2018 Cap and Trade Unit Rates be granted in sufficient time to allow for implementation in conjunction with the January 1, 2018 QRAM Application.

18. During the current 2014 to 2018 Custom IR term, Enbridge has made several commitments in Settlement Proposals that have been approved by the Board in Rate Adjustment proceedings and Earnings Sharing (ESM) proceedings. These commitments relate to items that Enbridge has agreed to pursue and report on, or to explain, in evidence to be filed in future proceedings. Several of these items are relevant to this 2018 Rate Adjustment proceeding. Enbridge can advise that it has satisfied each of the relevant commitments in its evidence in this case. For ease of reference, Appendix "C" to this Overview evidence includes a summary of each commitment, and an indication of where Enbridge's response to that item is discussed.

Appendix E

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

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)
2018 TEST YEAR

Line No.	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	
	EB-2012-0459 Total 2018 Allowed Revenue Placeholder (\$Millions)	2018 Required Updates (\$Millions)	Total Final 2018 Test Year Allowed Revenue (\$Millions)	Explanation See Page 2	Evidence Exhibit Reference	
Cost of capital						
1.	Rate base	6,152.6	93.5	6,246.1	a)	B Series of Exhibits
2.	Required rate of return	7.12	(0.97)	6.15	b)	E Series of Exhibits
3.		<u>438.1</u>	<u>(54.0)</u>	<u>384.1</u>		
Cost of service						
4.	Gas costs	1,632.5	122.4	1,754.9	c)	D1-1-1 and D1-2-1 to D1-2-11
5.	Operation and maintenance	442.8	24.7	467.5	d)	D1-1-1 and D1-3-1 to D1-5-1
6.	Depreciation and amortization	305.5	-	305.5		
7.	Fixed financing costs	1.9	-	1.9		
8.	Municipal and other taxes	50.4	-	50.4		
9.		<u>2,433.1</u>	<u>147.1</u>	<u>2,580.2</u>		
Misc. operating and non-operating revenue						
10.	Other operating revenue	(42.7)	-	(42.7)		
11.	Interest and property rental	-	-	-		
12.	Other income	(0.1)	-	(0.1)		
13.		<u>(42.8)</u>	<u>-</u>	<u>(42.8)</u>		
Income taxes on earnings						
14.	Excluding tax shield	68.3	14.3	82.6	e)	D1-1-1 and D1-6-1 to D1-6-2
15.	Tax shield provided by interest expense	(54.6)	6.2	(48.4)	e)	D1-1-1 and D1-6-1 to D1-6-2
16.		<u>13.7</u>	<u>20.5</u>	<u>34.2</u>		
Taxes on sufficiency / (deficiency)						
17.	Gross sufficiency / (deficiency)	(163.6)	82.1	(81.5)		
18.	Net sufficiency / (deficiency)	(120.3)	60.4	(59.9)		
19.		<u>43.4</u>	<u>(21.8)</u>	<u>21.6</u>	e)	D1-1-1 and D1-6-1 to D1-6-2
20.	Sub-total revenue requirement	2,885.5	91.8	2,977.3		
21.	Customer Care Rate Smoothing V/A Adjustment	5.0	(0.1)	4.9		
22.	Allowed revenue	<u>2,890.5</u>	<u>91.7</u>	<u>2,982.2</u>		
Revenue at existing Rates						
23.	Gas sales	2,496.2	129.0	2,625.2	f)	C Series of Exhibits
24.	Transportation service	205.0	46.8	251.8	f)	C Series of Exhibits
25.	Transmission, compression and storage	1.8	17.4	19.2		
26.	Rounding adjustment	0.3	(0.3)	-		
27.	Revenue at existing rates	<u>2,703.3</u>	<u>192.9</u>	<u>2,896.2</u>		
28.	Gross revenue sufficiency / (deficiency)	<u>(187.2)</u>	<u>101.2</u>	<u>(86.0)</u>		F Series of Exhibits

Witness: K. Culbert

App.B Pg.1
Ref. Required adjustments to 2018 Placeholder Allowed Revenue per Appendix E of the EB-2012-0459 Final Rate Order, and other subsequent proceedings

- 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-2015-114 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 2018 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-2015-114 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 the Company's proposal to discontinue the site restoration cost Rider (Rider D), and all other Board required / permitted adjustments to achieve final 2018 Allowed Revenue.
- f) Adjustment to revenue forecasts resulting from updating the 2018 volume forecast and use of July 1, 2017 Board Approved rates.

ENBRIDGE'S PRIOR COMMITMENTS FROM PRIOR SETTLEMENT PROPOSALS

As noted in the final paragraph of Exhibit A1, Tab 3, Schedule 1, Enbridge has made several commitments in recent Settlement Proposals related to items that Enbridge has agreed to pursue and report on, or to explain, in evidence to be filed in future proceedings. Several of these items are relevant to this 2018 Rate Adjustment proceeding. The following sets out a summary of each such commitment, along with an indication of where Enbridge's response to that item is discussed in the written direct evidence for this proceeding.

A. EB-2017-0102: 2016 Earnings Sharing Mechanism

Enbridge's commitments related to the 2018 Rate Adjustment proceeding stemming from the Settlement Agreement for the 2016 Earnings Sharing proceeding are as follows:

1. In relation to the Average Use True Up Variance Account ("AUTUVA") Enbridge agreed that it would provide the following evidence in its 2018 Rate Adjustment proceeding:

- a) Evidence, regarding how Enbridge undertakes:
 - i. Establishment of baseload;
 - ii. Establishment of heatload per customer; and
 - iii. Customer count

Witness: K. Culbert

- b) If applicable, evidence outlining any changes made since rebasing, to the methodology, parameters and assumptions of related to the determination of the items above.
- c) If there were any changes made to its calculation of the AUTUVA balances since rebasing, an analysis of the impact of the change by showing the difference between the actual normalized average use for each year, and what the amount would have been if no changes had been made.
- d) Forecast volumes and customer meters on a monthly basis including the forecast monthly figures for baseload and heatload per customer. In the 2018 Earnings Sharing Mechanism proceeding, Enbridge will provide these figures on an actual basis.

Details on these items can all be found in Exhibit C1, Tab 2, Schedule 1. Item a) is set out beginning on page 13. Item b) is set out at paragraph 2. Item c) is not applicable since, per item b) there have been no changes to the methodology. Item d) is set out at Appendix A.

2. Enbridge agreed that as part of its 2018 Rate Adjustment Application, it would file evidence explaining the steps that have been taken to address UAF that may be associated with metering differences at gate stations (as described in response to BOMA Interrogatory #21). Enbridge's evidence was to address any reductions in UAF achieved to date from review of metering at gate stations, as well as plans for any future actions to address this item.

Witness: K. Culbert

Details on this item can be found at Exhibit D1, Tab 2, Schedule 4 beginning on page 4.

B. EB-2016-0215: 2017 Rate Adjustment

Enbridge's commitments related to the 2018 Rate Adjustment proceeding stemming from the 2017 Rate Adjustment proceeding are as follows:

1. Enbridge made several commitments in the 2017 Rate Adjustment Settlement Proposal. Those items relevant to the 2018 Rate Adjustment are as follows:

a) Review of firm transportation requirements to underpin deliveries

In consideration of the continuing shift in gas supply to Dawn, Enbridge agreed to examine whether it is appropriate to amend the current requirements for firm transportation to underpin Direct Purchase and system gas deliveries, in order to provide equal treatment of Direct Purchase and system gas customers and balance transportation commitment requirements with security of supply objectives. Enbridge agreed to report on this review and any proposed or planned changes in its 2018 Gas Supply Plan.

Details on this item can be found at Exhibit D1, Tab 2, Schedule 3, paragraph 16.

b) Update to heat value

For many years, Enbridge has used the same heat value for gas for the purpose of gas supply planning and calculating delivery obligations for Direct Purchase

Witness: K. Culbert

customers. In recent years, the heat value of gas received by Enbridge has been increasing. Starting in July 2017 (subject to conditions precedent in terms of timing), Enbridge will update the heat value to be used for Direct Purchase

delivery obligations. Starting in its 2018 gas supply plan, Enbridge will use an updated heat value for gas supply planning. The updated heat value used will be the average heat value for the previous twelve months ending March 31st, update effective July 1st every year.

Details on this item can be found at Exhibit D1, Tab 2, Schedule 3, paragraph 36.

c) Consultation to consider moving to an Ontario Landed Reference Price

Enbridge agreed to make reasonable efforts to convene and complete a stakeholder consultation process before the 2018 Rate Adjustment Application to consider whether and/or how to move to an Ontario Landed Reference Price, instead of an Empress Reference Price, for the setting of gas supply charges. Enbridge agreed to report on its position and any proposal as part of the 2018 Rate Adjustment Application.

Details on this item can be found at Exhibit H1, Tab 2, Schedule 2.

d) Review of Cap and Trade impacts on volumes forecast

As part of its 2018 Rate Adjustment Application, Enbridge agreed to present evidence addressing the impact on its gas volume forecasting methodology and (as applicable) its 2018 volumes forecast (including the Average Use True Up

Variance Account (AUTUVA)), of the Ontario Government's climate change policies and associated Cap and Trade framework.

Details on this item can be found at Exhibit C1, Tab 2, Schedule 1, Appendix C.

2. Further, in its written direct evidence in the 2017 Rate Adjustment proceeding, at Exhibit H1, Tab 2, Schedule 1: Future Plans, Enbridge made the following commitment:

As agreed, Enbridge will undertake analysis of the value of seasonal credit costs and will discuss with customers whether there are any further changes to the Interruptible Service Program that would make it more attractive.

The Company plans to begin its analysis and consultation as soon as possible following the end of the 2017 winter season. This will give Enbridge and its customers the opportunity to take into consideration any impacts this upcoming winter may have. Last winter was mild and there was very little Curtailment requirement. If the current winter is closer to budget or slightly colder and Enbridge needs to curtail more, this could impact customer decisions around the value and attractiveness of the Interruptible Service Program.

Details on this item can be found at Exhibit H1, Tab 2, Schedule 1.

C. EB-2016-0142: 2015 Earnings Sharing Mechanism

Enbridge's commitments stemming from the Settlement Agreement in the 2015 Earnings Sharing proceeding which are relevant to the 2018 Rate Adjustment proceeding are as follows:

1. Enbridge agreed to commence a process to consider whether there are cost-effective changes that may be made to interruptible distribution service that would make that service more attractive to customers, and thereby avoid

Witness: K. Culbert

incremental firm transportation capacity or other costs. Enbridge agreed to present an analysis of the value that the Company would pay for the seasonal credit and to discuss with stakeholders (including large volume customers) what changes they might like to see to the interruptible program that would make it more cost effective. There is no expectation that any new rate offering would be available before 2018 at the earliest, although Enbridge will report on this initiative in its 2017 Rate Adjustment Application.

Details on this item can be found at Exhibit H1, Tab 2, Schedule 1.

2. Enbridge agreed that before the Company develops or acquires additional storage capacity for utility or regulated gas supply purposes it will file analysis with the Board setting out the need and justification for the incremental storage.

Details on this item can be found at Exhibit D1, Tab 2, Schedule 3, paragraphs 23 and 29.

DRAFT ISSUES LIST

1. Has Enbridge calculated its final 2018 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 2018 gas volume budget appropriate?
3. Is the 2018 revenue forecast appropriate?
4. Is the 2018 Allowed Revenue deficiency or sufficiency calculated correctly?
5. Is the Discontinuance of the Site Restoration Cost Rider D and proposed treatment of the related impacts appropriate?
6. Are the final rates proposed for implementation effective January 1, 2018 and appearing in Exhibit H, just and reasonable?
7. Is it appropriate to establish for 2018 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 2017

Witness: D. McIlwraith

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>
4.0	2013/1/1	Section 6 now includes information for Low Income Customers.
5.0	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>

Witness: D. McIlwraith

	<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. 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”</p>
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Witness: D. McIlwraith

		<p>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 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 4.3.3 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-</p>

Witness: D. McIlwraith

		<p>Authorized Payment Plan and paperless billing. 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. 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>
7.0	2017/09/18	<p>Section 6.1 Added language to support disconnection process in cases where a premise is deemed vacant. Section 6.4.4 Renamed Paperless Billing to eBill. Section 6.5 Amended back billing language to ensure it offers the flexibility to act in the customer's best interest. Section 6.9 Direct Landlords to the web for details on their options to manage tenanted properties</p>

Witness: D. McIlwraith

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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.

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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
Casselton	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		

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Niagara Region

Fort Erie
Grimsby
Lincoln
Niagara Falls

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

Thorold
Wainfleet
Welland
West Lincoln

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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;

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- 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.

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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

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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

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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:

- o 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
- o 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 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.

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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.

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.

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

Witness: D. McIlwraith

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.

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*).

Witness: D. McIlwraith

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 need to notify us before taking possession of a new home. Enbridge requires at least 3 business days (including Saturdays) advance notice of a move. You agree to pay for services provided, and are liable for all gas supplied to the premises and for the safe custody of Enbridge property. 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. If you do not set up a new Enbridge account, we will consider the premise vacant and eligible for discontinuance of service.

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.

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 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

Witness: D. McIlwraith

from its customers as a condition of supplying gas service. All new residential customers are subject to a security deposit, unless they meet one of the waiver criteria outlined below. 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.

A security deposit will be required if the customer cannot meet Enbridge's "know your customer" identification requirements, regardless of whether one or more of the waiver criteria are met.

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

- If you have moved and your previous Enbridge account has a good payment history;
- If you request us to conduct a credit check and you meet our credit requirements; or
- If 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).

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:

Witness: D. McIlwraith

- **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 (m³).

- **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/>.

Witness: D. McIlwraith

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

- **eBill**

Enbridge offers customers an environmentally friendly and secure bill delivery option in the form of an electronic bill. In addition, customers receiving an ebill have the option to receive payment reminders and/or notifications. New gas customers will be automatically enrolled in eBill unless they request otherwise. You can view and store up to 24 months of bills electronically through this service. You can sign up at 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

Witness: D. McIlwraith

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.

- **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:

Witness: D. McIlwraith

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 may 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.

Witness: D. McIlwraith

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

Witness: D. McIlwraith

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 review the full details of your options and complete the Landlord Agreement located at <https://www.enbridgegas.com/homes/start-stop-move/landlord-tenant.aspx> to provide Enbridge with your directions.

If ownership of the premises changes, the incoming Landlord is responsible for notifying Enbridge and electing their own 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.

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.

Witness: D. McIlwraith

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. For more information on the LEAP targeted conservation and demand management programs please visit 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

Witness: D. McIlwraith

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/>.

Witness: D. McIlwraith

APPENDIX A

DEFINITION OF TERMS

Cubic Metre ("m³") - 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. 10³m³ equals 1,000 cubic metres.

Curtailement - 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.

Witness: D. McIlwraith

CURRICULUM VITAE OF
FAHEEM AHMAD

Experience: Enbridge Gas Distribution Inc.

Customer Portfolio & Policy Specialist
2016

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:

Professional Engineer (P. Eng.)
Association of Professional Engineers Ontario, 2001

Chartered Professional Accountant
Institute of Chartered Accountants of Ontario, 2014

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)

Witness: K. Culbert

EB-2016-0004
EB-2016-0215
EB 2015-0114
EB-2014-0276
EB-2012-0459
EB-2011-0354
EB-2011-0277
EB-2010-0146
RP-2002-0133

CURRICULUM VITAE OF
ABBAS CHAGANI

Experience: Enbridge Gas Distribution Inc.

Program Manager Business Development
2017

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

Appearances: (Ontario Energy Board)

EB-2016-0215

Witness: K. Culbert

CURRICULUM VITAE OF
JACKIE E. COLLIER

Experience: Enbridge Gas Distribution Inc.
Rate Design Specialist
2016

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-2017-0102
EB-2016-0215
EB-2015-0114
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

Witness: K. Culbert

EBRO 474-A
EBRO 474
EBRO 471

(Régie de l'énergie/Régie du gaz naturel)
R-3969-2016
R-3924-2015
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.

Technical Manager, Treasury
July 2016

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-2016-0215
EB-2015-0114
EB-2014-0276

Witness: K. Culbert

CURRICULUM VITAE OF
KEVIN CULBERT

Experience: Enbridge Gas Distribution Inc.

Manager Regulatory Policy & Strategy
January 2016

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 (3rd level)
Seneca College 1987-89 (business/accounting)

Appearances: (Ontario Energy Board)

EB-2017-0102	
EB-2016-0215	EB-2011-0008
EB-2016-0142	EB-2010-0146
EB-2015-0114	EB-2010-0042
EB-2015-0122	EB-2009-0172
EB-2014-0276	EB-2009-0055
EB-2013-0046	EB-2008-0219
EB-2012-0459	EB-2008-0104 / EB-2008-0408
EB-2012-0055	EB-2007-0615
EB-2011-0354	EB-2006-0034
EB-2011-0277	EB-2005-0001
EB-2011-0226	RP-2003-0203

Witness: K. Culbert

CURRICULUM VITAE OF
PARAG DATTA

Experience: Enbridge Gas Distribution Inc.

Strategist, Business Development
2016 - 2017

Strategic Investment Manager
2016

Project Controls Manager
2016

Senior Advisor, Governance and Control
2014

Advisor, Governance and Control
2012

Ernst & Young

Advisory Services
2009 – 2012

Hatch Limited

Consulting Services
2007 - 2009

Education: Professional Engineer, Ontario
2010

Master of Business Administration
York University, 2014

Bachelor of Engineering, Mechanical
McMaster University, 2007

Memberships: Professional Engineers Ontario

Appearances: None

Witness: K. Culbert

CURRICULUM VITAE OF
ROB DiMARIA

Experience: Enbridge Gas Distribution Inc.

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-2016-0215
EB-2014-0323
EB-2001-0032

Witness: K. Culbert

CURRICULUM VITAE OF
ANTON KACICNIK

Experience: Enbridge Gas Distribution Inc.

Manager, Rate 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-2017-0102
EB-2016-0215
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
KERRY LAKATOS-HAYWARD

Experience: Enbridge Gas Distribution

Director, Energy Supply & Gas Storage
2016

Director, Customer Care
2010

Director, Operations Services
2008

Director, Business Development & Strategy
2006

Manager, Business Development & Strategy
2003

Manager, Volumetric & Market Analysis
2000

Manager, Multi-Family Marketing
1997

Senior Economist, Economic Studies
1995

Ontario Hydro

End Use Economist, Load Forecasts
1994

Evaluation Analyst, Planning & Evaluation
1992

Education: Bachelor of Arts (Specialist in Economics)
University of Toronto, 1990

Master of Science in Planning (Environmental Planning)
University of Toronto, 1992

Queen's Executive Program, 2005

Certificate in Carbon Finance, 2008
University of Toronto

Certificate in Sustainable Management 2014
New York Institute of Finance

Witness: K. Culbert

LEAD 3 Executive Development Program, Enbridge, 2016

Appearances: (Ontario Energy Board)

EB-2011-0354
EB-2011-0277
RP-2006-0034
RP-2005-0001
RP-2003-0203
RP-2003-0048
RP-2002-0133
RP-2001-0032
RP-2000-0040

Witness: K. Culbert

CURRICULUM VITAE OF
DARREN MCILWRAITH

Experience: Enbridge Gas Distribution Inc.

Manager, Customer Care
2016

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

Witness: K. Culbert

Appearances: (Ontario Energy Board)

EB-2016-0215
EB-2016-0142
EB-2015-0114

EB-2014-0276
EB-2012-0459

CURRICULUM VITAE OF
ED REIMER

Experience: Enbridge Gas Distribution Inc.

 Manager, DSM Tracking, Report & Evaluation
 2016

 Manager, Market Development, Strategy & Stakeholder Relationships
 2014

 Manager, New Construction Energy Solutions
 2012

 Manager, High Performance New Construction & Channel Sales
 2009

 Manager, Key Accounts
 2008

Direct Energy Inc.

 Manager, Sales
 2003

 Energy Solutions Consultant
 1999

Education: Masters of Business Administration, Niagara University, NY
 1996

 Bachelor of Business Administration, Brock University, ON
 1990

Memberships: Association of Energy Service Professionals (Certified Energy Manager)

Appearances: (Ontario Energy Board)
 None

Witness: K. Culbert

CURRICULUM VITAE OF
HULYA SAYYAN

Experience: Enbridge Gas Distribution Inc.

Senior Advisor, Economic and Financial Analysis
2016

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-2016-0215
EB-2015-0114
EB-2014-0276
EB-2012-0459
EB-2011-0354
EB-2011-0277
EB-2010-0146

Witness: K. Culbert

CURRICULUM VITAE OF
JASON SHEM

Experience: Enbridge Gas Distribution Inc.

Supervisor, Gas Accounting
2016

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-2017-0102
EB-2016-0142
EB-2015-0114
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
RYAN SMALL

Experience: Enbridge Gas Distribution Inc.

Manager, Revenue and Regulatory Accounting
2016

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-2017-0102
EB-2016-0215
EB-2016-0142
EB-2015-0114
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
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-2017-0102	
EB-2016-0215	EB-2008-0106
EB-2015-0114	EB-2006-0034
EB-2015-0122	EB-2005-0001
EB-2014-0276	RP-2003-0203
EB-2013-0046	RP-2003-0048
EB-2012-0459	RP-2002-0133
EB-2011-0354	RP-2001-0032
EB-2011-0277	RP-2000-0040
EB-2010-0146	RP-1999-0001
EB-2009-0172	EBRO 497
EB-2009-0055	EBRO 495
EB-2008-0219	EBRO 492
EBRO 490	EBRO 487
EBRO 485	EBRO 479
EBRO 473	EBRO 465

Witness: K. Culbert

CURRICULUM VITAE OF
BRANDON SO

Experience: Enbridge Gas Distribution Inc.

Cost Allocation Specialist
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)

EB-2017-0102
EB-2016-0215

(RÉGIE DE L'ÉNERGIE)

R-3969-2016

Witness: K. Culbert

CURRICULUM VITAE OF
LORI STICKLES

Experience: Enbridge Gas Distribution Inc.

Technical Manager, Regulatory Applications
2017

Planning & Budgeting Technical Advisor
2017

Senior Manager Budgets and Financial Support
2014

Enbridge Gas New Brunswick Inc.

Manager Corporate Services
2014

Manager, Financial Reporting
2008

Staff Accountant
2004

Education: Chartered Professional Accountant
2014

Certified General Accountant
2003

Bachelor Business Administration
University of New Brunswick, Fredericton, New Brunswick
1990

Appearances: (New Brunswick Energy and Utilities Board)

Matter 253 – 2015 Rate Application / 2013 Annual Financial Results Review

Matter 225 – 2014 Rate Application / 2012 Annual Financial Results Review

Matter 178 – 2012 Rate Application

Matter 175 – 2011 Annual Financial Results Review

Matter 132 – 2010 Annual Financial Results and Natural Gas Sales Review /
2012 Proposed Budget

Matter 2010-007 – 2009 Annual Financial Results and Natural Gas Sales Review /
2011 Proposed Budget

(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

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-2017-0102
EB-2016-0215
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

R-3758-2011
R-3724-2010
R-3692-2009
R-3665-2008

Witness: K. Culbert

CURRICULUM VITAE OF
LYNETTE UHYREK

Experience: Enbridge Gas Distribution Inc., Toronto, Ontario
Director Accounting
March 2017-Present

Assistant Controller
May 2014- March 2017

Enbridge Energy Company, Inc., Houston, Texas
Manager, Financial Reporting
July 2011 – May 2014

Supervisor, SEC Reporting
March 2011 – July 2011

Supervisor, Special Projects
May 2010 – March 2011

PricewaterhouseCoopers, Houston, Texas
Manager, External Auditing
August 2001 – May 2010

(Worked in the PricewaterhouseCoopers SpA office in Rome, Italy from June 2007 – April 2009 as an audit manager.)

Intern, External Auditing
January 2000 – April 2000

Education: Certified Public Accountant, 2002 - Texas State Certification

University of St. Thomas, Houston, Texas
M.B.A., Concentration: Accounting, May 2001

B.B.A., Accounting, May 2001
Minors: Finance and Philosophy
Graduated Magna Cum Laude

Memberships: American Institute of CPAs

Appearances: None

Witness: K. Culbert

CARBON ABATEMENT – RENEWABLE NATURAL GAS & GEOTHERMAL

Pursuant to the Board’s Letter of Direction dated October 16, 2017, Enbridge has been instructed to remove the “cap-and-trade related proposals” from this application.

Enbridge will file those proposals and supporting evidence in a standalone application under docket number EB-2017-0319. Although Enbridge acknowledges the statement in the Board’s Letter of Direction that the Board will not consider the “cap-and-trade related proposals” to be filed in EB-2017-0319 until after a Decision and Rate Order is issued in this 2018 rate adjustment proceeding, it should be noted that Enbridge’s “cap-and-trade related proposals” do seek relief to be effective during 2018, and that request will be maintained in the standalone EB-2017-0319 proceeding.