

December 11, 2017

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

Dear Ms. Walli:

Re: EB-2017-0306 – Union Gas Limited –MAAD Application

As per the Board's Letter of Direction dated December 1, 2017, enclosed is my Affidavit of Service in regard to the above-noted proceeding.

Yours truly,

Angela Monforton
Administrative Assistant
Regulatory Affairs

Encl.

ONTARIO ENERGY BOARD

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

AND IN THE MATTER OF an Application by Enbridge Gas Distribution Inc. and Union Gas Limited, pursuant to section 43(1) of the *Ontario Energy Board Act, 1998*, for an order or orders granting leave to amalgamate as of January 1, 2019.

- AFFIDAVIT OF SERVICE -

I, Angela Monforton, of the Municipality of Chatham-Kent, in the Province of Ontario, MAKE OATH AND SAY:

1. That I am employed by Union Gas Limited in the position of Administrative Assistant, Regulatory Affairs.
2. That on December 5th 2017, I arranged for the service of the English and French versions of the notice, together with a link to the Application and Evidence, by e-mail, directly on: the clerks of all municipalities in which Union Gas supplies gas, the band councils of all Indigenous communities and First Nation Reserves to which Union Gas supplies gas, the Métis Nation of Ontario, all intervenors in Union Gas' 2013 rebasing proceeding (EB-2011-0210), 2017 rate adjustment proceeding (EB-2016-0245), 2018 rate adjustment proceeding (EB-2017-0087), on all of Union Gas Rate M12 and T2 customers, contract customers and EPCOR Southern Bruce Gas Inc. attached as Exhibit "A".
3. That between December 6th and December 10th 2017, I arranged with customer care for the service of the English and French versions of the Notice by email on any customers for which Union Gas has an email address and appropriate permissions to use the email address to send utility or regulatory information, attached as Exhibit "B".
4. That on December 6th 2017, I arranged for Union Gas' Public Affairs team to tweet the message as written in the Letter of Direction, and posted the links to the English and French Notice on Union Gas' website, attached as Exhibits "C" and "D".

Sworn before me at the Municipality)
Of Chatham-Kent, this 11th day of)
December, 2017)

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)
)
)
)
)

Angela Monforton, Administrative Assistant
Regulatory Affairs

A Commissioner, etc.

Angela Monforton

From: Angela Monforton
Sent: December-05-17 4:37 PM
To: Angela Monforton
Cc: Vanessa Innis; Shaw, Carly; Mark Kitchen
Subject: EB-2017-0306 - Enbridge Gas Distribution Inc. and Union Gas Limited - Application for Amalgamation - Notice of Hearing
Bec: Contract customers
M12, T2.

Good Afternoon,

Union Gas Limited and Enbridge Gas Distribution Inc. have applied to the Ontario Energy Board to amalgamate to form a single natural gas distribution, transportation and storage company effective January 1, 2019. Please review the Ontario Energy Board's Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board's hearing.

Union Gas Limited and Enbridge Gas Distribution Inc. ont déposé auprès de la Commission de l'énergie de l'Ontario une requête d'approbation de leur fusion en vue de former une seule entreprise de distribution, de transport et d'entreposage de gaz. Veuillez lire l'avis d'audience pour vous mieux renseigné et pour savoir comment participer au processus d'audience du tribunal.

Sincerely,
Union Gas

Angela Monforton
Administrative Assistant
Regulatory Affairs

THIS IS EXHIBIT "A" TO THE AFFIDAVIT
OF Angela Monforton
SWORN BEFORE ME THIS 11 DAY OF
December 20 17

Union Gas Limited | An Enbridge Company
TEL: 519-436-4600 ext 5004619 | ahale@uniongas.com
50 Keil Drive North, Chatham, ON N7M 5M1

A COMMISSIONER, ETC.

uniongas.com | Canada's Top 100 Employer | [Facebook](#) | [Twitter](#) | [LinkedIn](#) | [YouTube](#)

Angela Monforton

From: Angela Monforton
Sent: December-05-17 4:40 PM
To: Angela Monforton
Cc: Vanessa Innis; Shaw, Carly; Mark Kitchen
Subject: EB-2017-0306 - Enbridge Gas Distribution Inc. and Union Gas Limited - Application for Amalgamation - Notice of Hearing

Good Afternoon,

Union Gas Limited and Enbridge Gas Distribution Inc. have applied to the Ontario Energy Board to amalgamate to form a single natural gas distribution, transportation and storage company effective January 1, 2019. Please review the Ontario Energy Board's [Notice of Hearing](#) to learn more and to find out how you can participate in the Ontario Energy Board's hearing.

Union Gas Limited and Enbridge Gas Distribution Inc. ont déposé auprès de la Commission de l'énergie de l'Ontario une requête d'approbation de leur fusion en vue de former une seule entreprise de distribution, de transport et d'entreposage de gaz. Veuillez lire [l'avis d'audience](#) pour vous mieux renseigné et pour savoir comment participer au processus d'audience du tribunal.

Sincerely,
Union Gas

Angela Monforton
Administrative Assistant
Regulatory Affairs

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Angela Monforton

From: Angela Monforton
Sent: December-05-17 2:12 PM
To: 'rodneyn@ramafirstnation.ca'; 'nicoleg@ramafirstnation.ca'; 'Cplain@aamjiwnaang.ca'; 'SRedmond@aamjiwnaang.ca'; 'chief@clfn.on.ca'; 'cfnchief@vianet.ca'; 'execassist@vianet.ca'; 'PeterCollins@fwfn.com'; 'psyrette@gardenriver.org'; 'Veronica.Waboose@longlake58fn.ca'; 'reg@mississauga.com'; 'lindac@mississauga.com'; 'rdonm@mbq-tmt.org'; 'Wayne.smith@bellnet.ca'; 'receptionist@nigigoonsiminikaaning.ca'; 'mariannac@nfn.ca'; 'chiefdeansayers@batchewana.ca'; 'councilsecretary@batchewana.ca'; 'j.leonard@bellnet.ca'; 'mfncchief@mitaanjigamiing.ca'; 'secretary@mitaanjigamiing.ca'; 'chief@wfn.com'; 'Stacey.LaForme@newcreditfirstnation.com'; 'avahill@sixnations.ca'; 'arleenmaracle@sixnations.ca'; 'chiefalfredbisailon@vianet.ca'; 'celia.echum@ginoogamingfn.ca'; 'alya@metisnation.org'
Cc: Shaw, Carly; Mark Kitchen; Vanessa Innis
Subject: EB-2017-0306 - Enbridge Gas Distribution Inc. and Union Gas Limited - Application for Amalgamation - Notice of Application
Attachments: Notice_Enbridge_Union_20171201.pdf; Notice_Enbridge_Union_FR_20171201.pdf

First Nations + Métis Nation

Good Afternoon,

As directed by the Ontario Energy Board, attached, please find a copy of the Notice of Application in English and French, together with a link to Union's Application and Evidence for the EB-2017-0306 – MAAD Application proceeding.

[EB-2017-0306 – Enbridge Gas Distribution Inc. and Union Gas Limited – MAAD Application – Application and Evidence](#)

Thank you,

Angela Monforton
Administrative Assistant
Regulatory Affairs

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Angela Monforton

From: Angela Monforton
Sent: December-05-17 2:17 PM
To: 'elisabeth.demarco@nortonrosefulbright.com'; 'david.butters@appro.org'; 'jwolnik@era-inc.ca'; 'tbrett@foglers.com'; 'Marion.Fraser@rogers.com'; 'paul.clipsham@cme-mec.ca'; 'pthompson@blg.com'; 'rwarren@weirfoulds.com'; 'jgirvan@uniserve.com'; EGD Regulatory Proceedings; 'fcass@airdberlis.com'; 'bonnie.adams@enbridge.com'; 'DavidMacIntosh@nextcity.com'; 'spainc@rogers.com'; 'drquinn@rogers.com'; 'ian.mondrow@gowlings.com'; 'mark.crane@gowlings.com'; 'jfstacey@interlog.com'; 'bott@justenergy.com'; 'nruzycki@justenergy.com'; 'randy.aiken@sympatico.ca'; 'vyoung@aegent.ca'; 'angela.wong@opg.com'; 'mark.rubenstein@canadianenergylawyers.com'; 'wmcnally@opsba.org'; 'jay.shepherd@canadianenergylawyers.com'; 'paul.kerr@shell.com'; 'nick@sixnatgas.com'; 'jim.gruenbauer@kitchener.ca'; 'pete_serafini@transalta.com'; 'laura-marie_berg@transalta.com'; 'eric_nadeau@transcanada.com'; 'elizabeth_swanson@transcanada.com'; 'transcanada_mainline@transcanada.com'; 'murray_ross@transcanada.com'; 'jim_bartlett@transcanada.com'; 'gord.cameron@blakes.com'; 'mbuonaguro@piac.ca'; 'jwrightman@econalysis.ca'; Mark Kitchen; 'csmith@torys.com'; 'asmith@torys.com'; Angela Monforton; 'csmith@torys.com'; 'David.Butters@appro.org'; 'jwolnik@elenchus.ca'; 'Lisa@demarcoallan.com'; 'tbrett@foglers.com'; 'marion.fraser@rogers.com'; 'spollock@blg.com'; 'paul.clipsham@cme-mec.ca'; 'eblanchard@blg.com'; 'jgirvan@uniserve.com'; EGD Regulatory Proceedings; 'spainc@rogers.com'; 'bradyauch@consumerpolicyinstitute.org'; 'DavidMacIntosh@nextcity.com'; 'drquinn@rogers.com'; 'miriam.heinz@ieso.ca'; 'srahbar@igua.ca'; 'ian.mondrow@gowlingwlg.com'; 'laura.vansoelen@gowlingwlg.com'; 'regulatory@kitchener.ca'; 'jaya.chatterjee@kitchener.ca'; 'randy.aiken@sympatico.ca'; 'vyoung@aegent.ca'; 'mrb@mrb-law.com'; 'jtaylor@ontariogreenhouse.com'; 'mark.rubenstein@canadianenergylawyers.com'; 'jay.shepherd@canadianenergylawyers.com'; 'wmcnally@opsba.org'; 'paul.kerr@shell.com'; 'nick@sixnatgas.com'; 'matthew_ducharme@transcanada.com'; 'roman_karski@transcanada.com'; 'lisa_deabreu@transcanada.com'; 'mjanigan@piac.ca'; 'markgarner@rogers.com'; Vanessa Innis; Mark Kitchen; Kent Kerrigan; Angela Monforton; 'Lawrie.Gluck@ontarioenergyboard.ca'; 'spollock@blg.com'; 'paul.clipsham@cme-mec.ca'; 'eblanchard@blg.com'; 'regulatory@kitchener.ca'; 'randy.aiken@sympatico.ca'; 'tbrett@foglers.com'; 'marion.fraser@rogers.com'; 'srahbar@igua.ca'; 'ian.mondrow@gowlingwlg.com'; 'markgarner@rogers.com'; 'ckhoo@piac.ca'; 'vyoung@aegent.ca'; 'spainc@rogers.com'; 'bradyauch@consumerpolicyinstitute.org'; 'mark.rubenstein@canadianenergylawyers.com'; 'jay.shepherd@canadianenergylawyers.com'; 'wmcnally@opsba.org'; 'jgirvan@uniserve.com'; 'drquinn@rogers.com'; 'matthew_ducharme@transcanada.com'; 'roman_karski@transcanada.com'; 'lisa_jamieson@transcanada.com'; EGD Regulatory Proceedings; Tania Persad; 'nick@sixnatgas.com'; 'wainewright@sympatico.ca'; 'Khalil.Viraney@oeb.ca'; 'Michael.Millar@oeb.ca'; Vanessa Innis; Mark Kitchen; Karen Hockin; Chris Gagner; 'csmith@torys.com'; 'bbrandell@epcor.com'; 'btan@epcor.com'
Cc: Vanessa Innis; Shaw, Carly; Mark Kitchen
Subject: EB-2017-0306 - Enbridge Gas Distribution Inc. and Union Gas Limited - Application for Amalgamation - Notice of Application
Attachments: Notice_Enbridge_Union_20171201.pdf; Notice_Enbridge_Union_FR_20171201.pdf

Angela Monforton

From: Angela Monforton
Sent: December-05-17 2:28 PM
To: Angela Monforton
Cc: Vanessa Innis; Mark Kitchen; Shaw, Carly
Subject: EB-2017-0306 - Enbridge Gas Distribution Inc. and Union Gas Limited - Application for Amalgamation - Notice of Application
Attachments: Notice_Enbridge_Union_20171201.pdf; Notice_Enbridge_Union_FR_20171201.pdf

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[EB-2017-0306 – Enbridge Gas Distribution Inc. and Union Gas Limited – MAAD Application – Application and Evidence](#)

Thank you,

Angela Monforton
Administrative Assistant
Regulatory Affairs

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TEL: 519-436-4600 ext 5004619 | ahale@uniongas.com
50 Keil Drive North, Chatham, ON N7M 5M1

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Angela Monforton

From: Angela Monforton
Sent: December-05-17 2:10 PM
Cc: Vanessa Innis; Shaw, Carly; Mark Kitchen
Subject: EB-2017-0306 - Enbridge Gas Distribution Inc. and Union Gas Limited - Application for Amalgamation - Notice of Application
Attachments: Notice_Enbridge_Union_20171201.pdf; Notice_Enbridge_Union_FR_20171201.pdf

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[EB-2017-0306 – Enbridge Gas Distribution Inc. and Union Gas Limited – MAAD Application – Application and Evidence](#)

Thank you,

Angela Monforton
Administrative Assistant
Regulatory Affairs

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Angela Monforton

From: Vanessa Innis
Sent: December-11-17 10:07 AM
To: Angela Monforton
Cc: Adam Stiers
Subject: FW: Dec 10 update - OEB Notification Awareness

All of the MAADs emails have been sent to the general service customers, Ange. The table below shows how many went out per day, for you to include with your affidavit. A couple more days yet for the C&T notices.

Vanessa

Vanessa Innis
Manager, Regulatory Applications

Union Gas Limited | An Enbridge Company
TEL: 519-436-5334 | CELL: 519-401-0884 | TOLL FREE: 800-571-8446 ext 5005334 | vinnis@uniongas.com
50 Keil Drive North, P.O. Box 2001, Chatham, ON N7M 5M1

uniongas.com | [Canada's Top 100 Employer](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#) | [YouTube](#)

From: Dave Craven
Sent: Monday, December 11, 2017 10:03 AM
To: Mark Isherwood; Sarah Van Der Paelt; David Simpson; Mark Kitchen; Adam Stiers
Cc: Greg Homewood; Andrea Stass; Vanessa Innis; Brenda McDiarmid; Paula Ceccacci; Sharon Johnston
Subject: Dec 10 update - OEB Notification Awareness

Highlights.....

All MADDs email were sent by Dec 10

The last of the Cap and Trade email will go out today.

Very few phone calls

No escalated calls or emails

Roughly 5% (6,000 per day) of the customers are clicking on the link on each email with fairly consistent hits per week day and weekend day.

THIS IS EXHIBIT "B" TO THE AFFIDAVIT
OF Angela Monforton
SWORN BEFORE ME THIS 11 DAY OF
December 20 17
A COMMISSIONER, ETC.

	Dec 6	Dec 7	Dec 8	Dec 9	Dec 10	Dec 11	Dec 12	Total
Email Sent MAADs	111,164	118,770	118,774	118,842	52,117			519,667
Email Sent C&T	0	111,164	118,770	118,774	118,842			467,550
Calls into Contact Centre	13	35	50	Closed	Closed			98
Escalated Calls	0	0	0	Closed	Closed			
Website hits from MAADs email		6,335	7,033	7,288	5,161			25,817
Website hits C&T email		6,057	6,752	6,909	9,150			28,868
Website hits for MADDs from Social Media	9	10	10	10	10			49
Website hits for C&T from social media		9	10	10	10			39
Website hits for MADDs from Uniongas.com	81	144	192	112	106			635

 **uniongas**
An Enbridge Company

Union Gas @UnionGas · Dec 6

Nous avons déposé une requête auprès de @OntEnergyBoard une requête d'approbation de fusionner en vue de former une seule entreprise de distribution, de transport et d'entrepasage de gaz. Soyez mieux renseigné. Donnez votre opinion.

uniong

An Enbridge Company

uniongas.com

Avis de la Commission de l'énergie de l'Ontario aux...

THIS IS EXHIBIT "C" TO THE AFFIDAVIT
OF Angela Horta
SWORN BEFORE ME THIS 11 DAY OF
December 20 17

A COMMISSIONER, ETC.



uniongas
the storage company

Union Gas @UnionGas · Dec 6



Enbridge Gas Distribution Inc. and Union Gas Limited have applied to the @OntEnergyBoard for approval to amalgamate to form a single natural gas distribution, transportation and storage company effective January 1, 2019. Learn more. Have your say.

uniongas

An Enbridge Company

Ontario Energy Board Notice To Customers Of Union Gas
uniongas.com



uniongas

An Enbridge Company

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ABOUT US

[Home](#) > [About Us](#) > [Regulatory Affairs](#) > Other Regulatory Proceedings

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Company Overview

- ▶ [Our Business Values](#)
- ▶ [Union Gas at a Glance](#)
- ▶ [Safety](#)
- ▶ [Community](#)

Other Regulatory Proceedings

Application and Evidence to the Ontario Energy Board ("OEB") seeking approval to effect the amalgamation of Enbridge Gas Distribution Inc. ("EGD") and Union Gas Limited ("Union"), under Section 43(1) of the Ontario Energy Board Act, 1998.

About Natural Gas

- ▶ [Natural Gas Overview](#)

EB-2017-0306 - MAAD Application

Union Gas Limited and Enbridge Gas Distribution Inc.

Application and Evidence 20171102

[Notice of Application - English](#)

[Notice of Application - French](#)

Natural Gas for Vehicles

- ▶ [About Natural Gas For Vehicles](#)

Regulatory

- ▶ [Regulatory Affairs](#)
- ▶ [ORAM Application and Evidence](#)
- ▶ [Rate Cases](#)
- ▶ [Other Regulatory Proceedings](#)
- ▶ [Regulatory Projects](#)
- ▶ [Franchises](#)

EB-2017-0307 - Rate Setting Mechanism

Union Gas Limited and Enbridge Gas Distribution Inc.

Application and Evidence 20171123

[Notice of Application - English](#)

[Notice of Application - French](#)

THIS IS EXHIBIT "D" TO THE AFFIDAVIT
OF Angela Montforter
SWORN BEFORE ME THIS 11 DAY OF
December 20 17

A COMMISSIONER, ETC.