



February 28, 2019

Bruce Brandell  
Director, Commercial Services  
EPCOR Utilities Inc.  
2000-10423 101 Street NW  
Edmonton AB T5H 0E8  
[bbrandell@epcor.com](mailto:bbrandell@epcor.com)

**LETTER OF DIRECTION**

Dear Mr. Brandell:

**Re: EPCOR Natural Gas Limited Partnership (EPCOR Natural Gas)  
Application for 2020 to 2024 Rates  
Ontario Energy Board File Number: EB-2018-0336**

The Ontario Energy Board (OEB) has now issued its Notice of Hearing for EPCOR Natural Gas' application for 2020 to 2024 Rates (Notice). The Notice will be published by the OEB, in accordance with directions to the OEB's agent which were copied to you. Please note that you must comply with the directions in paragraphs 1 and 2 below **prior to March 6, 2019**, which is the publication date of the newspaper in which the Notice will appear last. If you are unable to comply with the directions within this timeframe, you must inform the Registrar immediately at [Registrar@oeb.ca](mailto:Registrar@oeb.ca).

You are directed:

1. No later than the date the Notice is posted on EPCOR Natural Gas' website in accordance with paragraph 2, to:
  - a) arrange for the service of the enclosed Notice, in the exact form accompanying this letter and the application and the evidence, directly on the clerks of the affected municipalities, all First Nation Bands and First Nation Reserves to which EPCOR Natural Gas supplies gas, all intervenors in EB-2016-0236 and Enbridge Gas Inc.
  - b) arrange for the service of the enclosed Notice, in the exact form accompanying this letter by email on any customers for which EPCOR Natural Gas has an email address and appropriate permissions to use the

email address to send utility or regulatory information with the following email message:

- i. "EPCOR Natural Gas Limited Partnership has applied to the Ontario Energy Board to change our natural gas distribution rates. 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." The email must attach a copy of the Notice and the words "Notice of Hearing" within the email message are required to provide a live link to the Notice posted on EPCOR Natural Gas' website.
2. To make a copy of the Notice, the application and evidence, and any amendments thereto, available for public review at EPCOR Natural Gas's office and in a prominent place on EPCOR Natural Gas's website.
3. If EPCOR Natural Gas has a twitter account, once the Notice is posted on EPCOR Natural Gas' website, in accordance with paragraph 2, to tweet the following message: "We have applied to the @OntEnergyBoard to change our electricity distribution rates. Learn more. Have your say." The tweet is required to provide a live link to the Notice posted on EPCOR Natural Gas's website.
4. To file with the OEB an affidavit in both electronic and paper forms proving completion of the matters in paragraphs 1 through 3, above immediately thereafter.
5. To provide a copy of the Notice, application and evidence, and any amendments thereto, to anyone requesting the material.

You are further directed not to include any documents or materials when serving the Notice other than documents or materials expressly required by this letter of direction to be served.

Yours truly,

*Original signed by*

Christine E. Long  
Registrar

Encl.

c: Dana Bissoondatt, EPCOR Utilities Inc.  
Richard King, Osler, Hoskin & Harcourt LLP