

**ONTARIO ENERGY BOARD**

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

**AND IN THE MATTER OF** an Application by EPCOR Natural Gas Limited Partnership for an Order or Orders approving or fixing just and reasonable rates and other charges for the sale, distribution, transmission and storage of gas for the period from January 1, 2020 to December 31, 2024

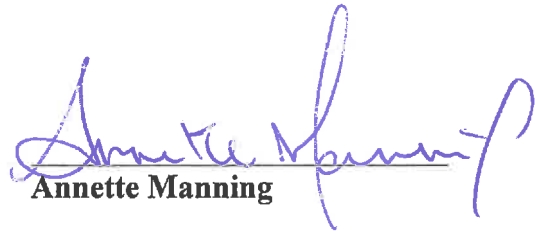
**AFFIDAVIT OF SERVICE OF ANNETTE MANNING (SWORN March 6, 2019)**


I, **Annette Manning**, residing in the City of Edmonton in the Province of Alberta, Canada, make **OATH AND SAY**:

1. I am Annette Manning at EPCOR Utilities Inc., the parent corporation of EPCOR Natural Gas Limited Partnership, and as such I have knowledge of the matters hereinafter deposed to.
2. In accordance with the requirements of the Letter of Direction issued by the Ontario Energy Board dated February 28, 2019 (the “**Direction**”), by email on February 28, 2019 I have:
  - a. served the Notice of Hearing (the “**Notice**”) enclosed with the Direction and EPCOR Natural Gas Limited Partnership’s applications and evidence for 2020 to 2024 rates, (collectively, the “**Application**”), directly to the parties listed in paragraph 1(a) of the Direction in the format attached as Exhibit “A”;
  - b. served the Notice enclosed with the Direction and the email message stated in paragraph 1(b) of the Direction to the parties listed in paragraph 1(b) of the Direction in the format attached as Exhibit “B”; and
  - c. made a copy of the Notice enclosed with the Direction and the Applications available for public review at EPCOR Natural Gas Limited Partnership’s head office in Aylmer, Ontario. In addition, the Notice and the Applications have been placed in a prominent place upon EPCOR Natural Gas Limited Partnership’s website.

d. With respect to Twitter, EPCOR Natural Gas does not have a Twitter account.

SWORN BEFORE ME at the City of )  
Edmonton in the Province of Alberta )  
this 6th day of March, 2019. )

  
Annette Manning

  
\_\_\_\_\_  
A Notary Public in and for Alberta )



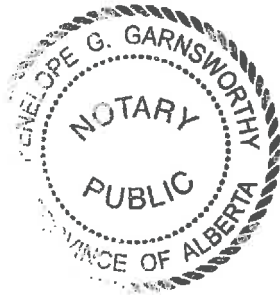
Penny G. Garnsworthy  
Barrister & Solicitor

**Exhibit "A"**

This is Exhibit "A" referred to in the  
Affidavit of Annette Manning sworn  
before me this 6<sup>th</sup> day of March, 2019

*Penny G. Garnsworthy*

A Notary Public in and for Alberta



Penny G. Garnsworthy  
Barrister & Solicitor

# ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF EPCOR NATURAL GAS LIMITED PARTNERSHIP

**EPCOR Natural Gas Limited Partnership has applied to change its natural gas rates and other charges.**

**Learn more. Have your say.**

EPCOR Natural Gas Limited Partnership has applied to the Ontario Energy Board to change its natural gas distribution rates and schedule of service charges effective January 1, 2020. If the application is approved as filed, residential customers and certain commercial customers will see the following changes to their natural gas delivery rates, effective January 1, 2020:

Customer Classes	Natural Gas Delivery Rate Impact
Typical Residential Customer (using 1,780 cubic metres per year)	Decrease of \$5.24 per year
General Service Rate 4 Customers (using 16,400 cubic metres per year)	Increase of \$78.16 per year
Rate 5 Interruptible Contract Customers (using about 170,000 cubic metres per year)	Increase of \$1,430.98 per year

Other customers, including businesses, may also be affected.

EPCOR Natural Gas Limited Partnership has also applied for approval of a rate plan to set natural gas distribution rates for the period January 2021 to December 2024. The rate plan is based on an OEB-approved formula that is tied to inflation and other factors intended to promote efficiency.

It is important to review the application carefully to determine whether you may be affected by these changes.

#### THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC MEETING

The Ontario Energy Board (OEB) is hosting a meeting on **March 19, 2019** at **East Elgin Community Complex, located at 531 Talbot Street West, Aylmer, Ontario** at 6:30 p.m. to 8:30 p.m. (doors open at 6 p.m.) so that you can:

- Learn more about EPCOR Natural Gas Limited Partnership's costs and rate application
- Find out how the OEB will review the application
- Get involved and provide your comments about the application to the OEB

**All customers of EPCOR Natural Gas Limited Partnership are welcome to attend the meeting. General Service Rate 4 class of customers and Rate 5 Interruptible Contract customers are encouraged to attend.**

#### THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC HEARING

The OEB will hold a public hearing to consider the application filed by EPCOR Natural Gas Limited Partnership. During the hearing, we will question EPCOR Natural Gas Limited Partnership on the request for a rate change. We will also hear questions and arguments from individual customers and from groups that represent residential and business customers. At the end of this hearing, the OEB will decide what, if any, rate change will be allowed.

If EPCOR Natural Gas Limited Partnership's application is approved, the OEB's review in the years 2021 through 2024 may be limited to ensuring certain annual adjustments are made in accordance with the approved rate plan.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

#### BE INFORMED AND HAVE YOUR SAY

You have the right to information regarding this application and to be involved in the process.

- You can review EPCOR Natural Gas Limited Partnership's application on the OEB's website now.
- You can file a letter with your comments, which will be considered during the hearing.
- You can become an active participant (called an intervenor). Apply by **March 20, 2019**, or the hearing will go ahead without you and you will not receive any further notice of the proceeding.
- At the end of the process, you can review the OEB's decision and its reasons on our website.

#### LEARN MORE

Our file number for this case is **EB-2018-0336**. To learn more about this hearing, find instructions on how to file letters or become an intervenor, or to access any document related to this case, please select the file number **EB-2018-0336** from the list on the OEB website: [www.oeb.ca/participate](http://www.oeb.ca/participate). You can also phone our Consumer Relations Centre at 1-877-632-2727 with any questions.

#### ORAL VS. WRITTEN HEARINGS

There are two types of OEB hearings – oral and written. EPCOR Natural Gas Limited Partnership has applied for a written hearing. The OEB will determine at a later date whether to proceed by way of a written or oral hearing. If you think an oral hearing is needed, you can write to the OEB to explain why by **March 20, 2019**.

#### PRIVACY

*If you write a letter of comment, your name and the content of your letter will be put on the public record and the OEB website. However, your personal telephone number, home address and email address will be removed. If you are a business, all your information will remain public. If you apply to become an intervenor, all information will be public.*

*This rate hearing will be held under section 36 of the Ontario Energy Board Act, 1998, S.O. 1998 c.15 (Schedule B).*



Ontario

Ontario Energy Board  
Ontario Energy Board  
Ontario Energy Board

**Exhibit "B"**

This is Exhibit "B" referred to in the  
Affidavit of Annette Manning sworn  
before me this 6<sup>th</sup> day of March, 2019

*Penny G. Garnsworthy*

A Notary Public in and for Alberta



Penny G. Garnsworthy  
Barrister & Solicitor

## Manning, Annette

---

**Subject:** FW: Notice of Hearing for EPCOR Cost of Service Application  
**Attachments:** Notice\_EPCOR\_QOE-NEC-165\_FIN\_20190228.pdf

Sent to 1932 contacts; however, from when we sent the customer survey, we know a few of those are invalid and will bounce back.

All BCC'd so you cannot see the email addresses.



Georgina De Cordova  
Senior Advisor, Communications  
Public & Government Affairs, EPCOR Water Canada

9469 Rosedale Road NW, Edmonton AB T5K 0A5  
Mailing Address: 2000 – 10423 101 Street NW, Edmonton AB T5H 0E8  
Tel 780.412.3650 | 780.721.4616 | [epcor.com](http://epcor.com)

---

**From:** Ontario  
**Sent:** Monday, March 4, 2019 12:53 PM  
**Subject:** Notice of Hearing for EPCOR Cost of Service Application

EPCOR Natural Gas LP has applied to the Ontario Energy Board (OEB) 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 ONTARIO ENERGY BOARD IS HOLDING A PUBLIC MEETING**

The OEB is hosting a meeting on March 19, 2019, at East Elgin Community Complex, located at 531 Talbot Street West, Aylmer, Ontario at 6:30 p.m. to 8:30 p.m. (doors open at 6 p.m.) so that you can:

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All customers of EPCOR Natural Gas Limited Partnership are welcome to attend the meeting. General Service Rate 4 class of customers and Rate 5 Interruptible Contract customers are encouraged to attend.

Every five years, a Cost of Service application is filed with the Ontario Energy Board. The application covers a five year period, from 2020-2024, and will outline all of EPCOR's costs and plans that are required to operate, grow and maintain a safe distribution system.

For more information, view the application on the [EPCOR website](#).

The logo for EPCOR, consisting of the word "EPCOR" in a bold, sans-serif font, with a stylized circular graphic element behind the letter "O".

PROVIDING MORE

This email message, including any attachments, is for the intended recipient(s) only, and contains confidential and proprietary information. Unauthorized distribution, copying or disclosure is strictly prohibited. If you have received this message in error, or are obviously not one of the intended recipients, please immediately notify the sender by reply email and delete this email message, including any attachments. Thank you.

## Manning, Annette

---

**From:** Manning, Annette  
**Sent:** March-04-19 7:21 AM  
**To:** 'pshipway@bayham.on.ca'; 'tmichiels@thamescentre.on.ca'  
**Cc:** Robinson, Susannah; Brandell, Bruce; Sicotte, Shawna; rking@osler.com; Bissoondatt, Dana; Ricketts, Stacy  
**Subject:** FW: Notice of Hearing - EB-2018-0336 email 2 of 3  
**Attachments:** Exhibit 1.zip

Good Day,

Pursuant to the OEB's Letter of Direction, dated February 28, 2019, please see the attached attachments pursuant to EPCOR Natural Gas Limited Partnership's application to the Ontario Energy Board for 2020 to 2024 Rates filing EB-2018-0336.

You can access the Application and Evidence on the [epcor.com](https://www.epcor.com) website here: <https://www.epcor.com/about/news-announcements/notices/Pages/alymer-cost-of-service-application.aspx>

Due to the file size, electronic copies of the Application and Evidence will be emailed to you in 1 (email 3 of 3) additional email that will be immediately sent to you.

Should the size of the email attachment cause issue for your email system, EPCOR can courier a USB Drive to your office upon request.

**Email 2 of 3 includes 1 Attachment:**

**1) Exhibit 1.zip**

**Includes:**

Exhibit 1.pdf

ENGLP - COS Exhibit 1.pdf

*Best Regards,*  
AM

Annette Manning, PMP, Prosci  
Manager, Business Process  
EPCOR Commercial Services  
Direct: 780 412 3552 | cell: 780 916 3803



PROVIDING MORE



## Manning, Annette

---

**From:** Manning, Annette  
**Sent:** March-03-19 12:37 PM  
**To:** 'markgarner@rogers.com'; 'ckhoo@piac.ca'; 'mlewis@thamescentre.on.ca'; 'mcasavecchia@malahide.ca'; 'dleitch@centralelgin.org'; 'nirving@town.aylmer.on.ca'; 'clerk@swox.org'; 'LMillard@bayham.on.ca'; 'jmartin@london.ca'; 'marie.steiner@norfolkcounty.ca'; 'marie.steiner@norfolkcounty.ca'; 'EGDRegulatoryproceedings@Enbridge.com'; 'Lorraine Chiasson'; 'Pat McMahon'; 'jreynaert@town.aylmer.on.ca'; 'mcasavecchia@malahide.ca'; 'sstoll@airdberlis.com'; 'doleary@airdberlis.com'; 'jgrey@igpc.ca'; 'mgardner@willmsshier.com'  
**Cc:** Robinson, Susannah; Brandell, Bruce; Sicotte, Shawna; rking@osler.com; Bissoondatt, Dana; Ricketts, Stacy  
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**Attachments:** Notice\_EPCOR\_QOE-NEC-165\_FIN\_20190228.pdf

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Email 2 of 3 includes 1 Attachment:

**1) Exhibit 1.zip**

**Includes:**

Exhibit 1.pdf  
ENGLP - COS Exhibit 1.pdf

The email 3 of 3 includes 4 attachments :

**1) Exhibit 2 to 10.zip**

**Includes:**

Exhibit 2 .pdf  
Exhibits 3.pdf  
Exhibit 4.pdf,  
Exhibit 5.pdf  
Exhibit 6.pdf  
Exhibit 7.pdf  
Exhibit 8.pdf  
Exhibit 9.pdf  
Exhibit 10.pdf

**2) ENGLP\_CoS APPL\_Checklist\_20190131.xlsx**

**3) ENGLP PGTVA and REDA Continuity Schedules protected\_20190131.xlsx**

**4) ENGLP 2020 Financial Model protected\_20190131.xlsx.**

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.

*Best Regards,*  
*AM*

*Annette Manning*, PMP, Prosci  
Manager, Business Process  
EPCOR Commercial Services  
Direct: 780 412 3552 | cell: 780 916 3803



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**Sent:** March-03-19 12:39 PM  
**To:** 'markgarner@rogers.com'; 'ckhoo@piac.ca'; 'mlewis@thamescentre.on.ca'; 'mcasavecchia@malahide.ca'; 'dleitch@centralelgin.org'; 'nirving@town.aylmer.on.ca'; 'clerk@swox.org'; 'LMillard@bayham.on.ca'; 'jmartin@london.ca'; 'marie.steiner@norfolkcounty.ca'; 'marie.steiner@norfolkcounty.ca'; 'EGDRegulatoryproceedings@Enbridge.com'; 'Lorraine Chiasson'; 'Pat McMahon'; 'jreynaert@town.aylmer.on.ca'; 'mcasavecchia@malahide.ca'; 'sstoll@airdberlis.com'; 'doleary@airdberlis.com'; 'jgrey@igpc.ca'; 'mgardner@willmsshier.com'  
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PROVIDING MORE

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**From:** Manning, Annette  
**Sent:** March-03-19 12:42 PM  
**To:** 'markgarner@rogers.com'; 'ckhoo@piac.ca'; 'mlewis@thamescentre.on.ca'; 'mcasavecchia@malahide.ca'; 'dleitch@centralelgin.org'; 'nirving@town.aylmer.on.ca'; 'clerk@swox.org'; 'LMillard@bayham.on.ca'; 'jmartin@london.ca'; 'marie.steiner@norfolkcounty.ca'; 'marie.steiner@norfolkcounty.ca'; 'jbrick@town.aylmer.on.ca'; 'EGDRegulatoryproceedings@Enbridge.com'; 'Lorraine Chiasson'; 'Pat McMahon'; 'jreynaert@town.aylmer.on.ca'; 'mcasavecchia@malahide.ca'; 'sstoll@airdberlis.com'; 'doleary@airdberlis.com'; 'jgrey@igpc.ca'; 'mgardner@willmsshier.com'  
**Cc:** Robinson, Susannah; Brandell, Bruce; Sicotte, Shawna; rking@osler.com; Bissoondatt, Dana; Ricketts, Stacy  
**Subject:** Notice of Hearing - EB-2018-0336 email 3 of 3  
**Attachments:** Exhibit 2 to 10 .zip; ENGLP 2020 Financial Model protected\_20190131.xlsm; ENGLP PGTVA and REDA Continuity Schedules protected\_20190131.xlsx; ENGLP\_CoS APPL\_Checklist\_20190131.xlsx

Good Afternoon,

Pursuant to the OEB's Letter of Direction, dated February 28, 2019, please see the attached attachments pursuant to EPCOR Natural Gas Limited Partnership's application to the Ontario Energy Board for 2020 to 2014 Rates filing EB-2018-0336.

You can access the Application and Evidence on the epcor.com website here:

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Annette Manning, PMP, Prosci  
Manager. Business Process

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Direct: 780 412 3552 | cell: 780 916 3803



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**Sent:** March-03-19 1:18 PM  
**To:** 'markgarner@rogers.com'; 'ckhoo@piac.ca'; 'mlewis@thamescentre.on.ca'; 'mcasavecchia@malahide.ca'; 'dleitch@centralelgin.org'; 'nirving@town.aylmer.on.ca'; 'clerk@swox.org'; 'LMillard@bayham.on.ca'; 'jmartin@london.ca'; 'marie.steiner@norfolkcounty.ca'; 'marie.steiner@norfolkcounty.ca'; 'jbrick@town.aylmer.on.ca'; 'EGDRegulatoryproceedings@Enbridge.com'; 'Lorraine Chiasson'; 'Pat McMahon'; 'jreynaert@town.aylmer.on.ca'; 'mcasavecchia@malahide.ca'; 'sstoll@airdberlis.com'; 'doleary@airdberlis.com'; 'jgrey@igpc.ca'; 'mgardner@willmsshier.com'  
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**Subject:** RE: Notice of Hearing - EB-2018-0336 email 3 of 3

Apologies, the link to the epcor.com website that contains the Application and further information about the EB-2018-0336 is found here:

<https://www.epcor.com/about/news-announcements/notices/Pages/alymer-cost-of-service-application.aspx>

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AM*

Annette Manning, PMP, Prosci  
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*Best Regards,*



Annette Manning, PMP, Prosci  
Manager, Business Process  
EPCOR Commercial Services  
Direct: 780 412 3552 | cell: 780 916 3803



PROVIDING MORE

## **Manning, Annette**

---

**From:** Manning, Annette  
**Sent:** March-04-19 9:20 AM  
**To:** Lysynski, Heather (hlysynsk@London.ca)  
**Cc:** Robinson, Susannah; Brandell, Bruce; Sicotte, Shawna; rking@osler.com; Bissoondatt, Dana; Ricketts, Stacy  
**Subject:** FW: Notice of Hearing - EB-2018-0336 email 1 of 3  
**Attachments:** Notice\_EPCOR\_QOE-NEC-165\_FIN\_20190228.pdf

Good day Heather,  
I'll send the second and third email via your secure sender format. Please let me know if you have any issues.  
Thanks again for your help,  
AM

            
Good day,

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**Cc:** Robinson, Susannah; Brandell, Bruce; Sicotte, Shawna; rking@osler.com; Bissoondatt, Dana; Ricketts, Stacy  
**Subject:** FW: Notice of Hearing - EB-2018-0336 email 3 of 3  
**Attachments:** Exhibit 2 to 10 .zip; ENGLP 2020 Financial Model protected\_20190131.xlsm; ENGLP PGTVA and REDA Continuity Schedules protected\_20190131.xlsx; ENGLP\_CoS APPL\_Checklist\_20190131.xlsx

Good Day,

Pursuant to the OEB's Letter of Direction, dated February 28, 2019, please see the attached attachments pursuant to EPCOR Natural Gas Limited Partnership's application to the Ontario Energy Board for 2020 to 2014 Rates filing EB-2018-0336.

Due to the file size, electronic copies of the Application and Evidence were emailed to you with two previous emails of the same subject.

Should the size of the email attachment cause issue for your email system, EPCOR can courier a USB Drive to your office upon request.

The email 3 of 3 includes 4 attachments :

**1) Exhibit 2 to 10.zip**

**Includes:**

Exhibit 2 .pdf  
Exhibits 3.pdf  
Exhibit 4.pdf,  
Exhibit 5.pdf  
Exhibit 6.pdf  
Exhibit 7.pdf  
Exhibit 8.pdf  
Exhibit 9.pdf  
Exhibit 10.pdf

**2) ENGLP\_CoS APPL\_Checklist\_20190131.xlsx**

**3) ENGLP PGTVA and REDA Continuity Schedules protected\_20190131.xlsx**

**4) ENGLP 2020 Financial Model protected\_20190131.xlsx.**

*Best Regards,*  
AM

Annette Manning, PMP, Prosci  
Manager, Business Process  
EPCOR Commercial Services  
Direct: 780 412 3552 | cell: 780 916 3803



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