

Enbridge Gas Inc.

**Application for approval to continue the existing
financial terms associated with offering Open Bill
Access services for the years 2019 and 2020**

**DECISION AND PROCEDURAL ORDER NO. 4
April 4, 2019**

Enbridge Gas Inc. (Enbridge Gas) filed an application with the Ontario Energy Board (OEB) on December 4, 2018 under section 36 of the *Ontario Energy Board Act, 1998*, for approval to continue the existing financial terms associated with offering Open Bill Access (OBA) services for 2019 and 2020.

The OEB issued Procedural Order No. 2 on February 13, 2019, which scheduled a settlement conference on March 6, 2019. Subsequent to the settlement conference, Enbridge Gas filed a partial settlement proposal on March 22, 2019.

The partial settlement proposal proposed that the scope of the matters considered in this application should include the question of whether the OBA program should continue. The partial settlement proposal also proposed a number of procedural steps to allow the OEB to fully consider whether the OBA program should continue, and if so on what terms.

OEB staff filed a submission on the partial settlement proposal on March 28, 2019. OEB staff noted that it was unusual for a settlement proposal to be a settlement on the process. OEB staff further stated that although it doesn't oppose the proposed procedural steps, the process should remain with the OEB.

Findings

The OEB accepts the partial settlement proposal. The OEB agrees with OEB staff that a settlement proposal focused on procedural matters is unusual. Nevertheless, the OEB finds the proposal reasonable. The 2014 OBA settlement agreement allowed any interested party to make an application to the OEB asking for the OBA program to be

terminated or changed. The partial settlement proposal will have a similar effect to such an application.

The OEB is establishing procedural steps with this Decision. The OEB notes that the partial settlement proposal only proposes procedural dates. The OEB may change these dates or the procedural steps as it finds necessary to hear this matter.

IT IS THEREFORE ORDERED THAT:

1. Enbridge Gas shall serve the Notice of Hearing (Notice) set out in Schedule A for Enbridge Gas' application for approval of the financial terms associated with the Open Bill Access program for 2019 and 2020 by **April 5, 2019** to the following parties:
 - All First Nation Bands and First Nation Reserves to which Enbridge Gas supplies gas and the Métis Nation of Ontario
 - The clerks of all municipalities in which Enbridge Gas supplies gas
 - All intervenors in EB-2013-0099 and EB-2017-0306/0307, and EPCOR Natural Resource Gas Limited Partnership
 - All third-parties that currently access the Enbridge Gas bill and parties that will be taking service or have expressed an interest in accessing the Enbridge Gas bill in 2019 or 2020.
2. Enbridge Gas shall make a copy of both the English and French versions of the Notice, the application and the evidence, and any amendments thereto, available for public review at Enbridge Gas' office and in a prominent place on Enbridge Gas' website.
3. Enbridge Gas shall file with the OEB an affidavit in both electronic and paper forms proving completion of the matters above.
4. Enbridge Gas shall provide a copy of the Notice, the application and the evidence, and any amendments thereto, to anyone requesting the material.
5. Enbridge Gas shall file with the OEB complete written responses for interrogatories #8, 12, 15, and 18 from the Heating Ventilation and Air Conditioning Coalition and serve them on all intervenors and OEB staff by **April 18, 2019**.

6. Enbridge Gas and any intervenors may file with the OEB a proposal for the continuation of the Bill Insert program and serve them on all parties by **April 18, 2019**.
7. Intervenors that are approved after April 19, 2019 may file with the OEB a proposal for the continuation of the Bill Insert program and serve it on all parties by **April 25, 2019**.
8. OEB staff and intervenors shall request any relevant information and documentation from Enbridge Gas that is in addition to the evidence already filed, by written interrogatories filed with the OEB and served on all parties by **May 10, 2019**.
9. Enbridge Gas shall file with the OEB complete written responses to all interrogatories and serve them on all intervenors and OEB staff by **May 31, 2019**.
10. Interrogatories from OEB staff, intervenors and Enbridge Gas on proposals for the continuation of the Bill Insert program shall be filed by **May 10, 2019** and the party making the proposal shall file written responses to the interrogatories by **May 31, 2019**.
11. A facilitated meeting among the parties and OEB staff will be convened on **June 12, 2019** starting at 9:30 a.m., at 2300 Yonge Street, 25th floor, Toronto.

DATED at Toronto, **April 4, 2019**

ONTARIO ENERGY BOARD

Original signed by

Kirsten Walli
Board Secretary

SCHEDULE A
NOTICE OF HEARING
Enbridge Gas Inc.
April 4, 2019

ONTARIO ENERGY BOARD SUPPLEMENTAL NOTICE TO CUSTOMERS OF ENBRIDGE GAS INC.

Enbridge Gas Inc. has applied for approval of the financial terms associated with the Open Bill Access program. The OEB will determine if the Open Bill Access program should continue.

Learn more. Have your say.

Enbridge Gas Inc. (Enbridge Gas) has applied to the Ontario Energy Board (OEB) for approval of the financial terms for 2019 and 2020 associated with the Open Bill Access program, including approval for the sharing of net revenues with ratepayers. The Open Bill Access program allows third-parties to access Enbridge Gas' bill for a fee to bill for services and provide marketing information. The program provides an annual benefit of \$5.389 million in rates to Enbridge Gas customers. The OEB has determined that it will consider whether the Open Bill Access program should continue, including the use of bill inserts, and if so under what terms.

THE ONTARIO ENERGY BOARD IS HOLDING A PUBLIC HEARING

The Ontario Energy Board (OEB) will hold a public hearing to consider the application filed by Enbridge Gas. We will question Enbridge Gas on the case. We will also hear questions and arguments from individual customers, from groups that represent the customers of Enbridge Gas, and from groups that use the Open Bill Access program. **At the end of this hearing, the OEB will decide whether the Open Bill Access program should continue and, if so, under what terms.**

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 the application filed by Enbridge Gas 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 **April 18, 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-2018-0319**. 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 enter the file number **EB-2018-0319** on the OEB website: 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. 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 **April 18, 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 e-mail 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 hearing will be held under section 36 of the Ontario Energy Board Act, S.O. 1998 c.15 (Schedule B).



AVIS SUPPLÉMENTAIRE DE LA COMMISSION DE L'ÉNERGIE DE L'ONTARIO

AUX CLIENTS D'ENBRIDGE GAS INC.

Enbridge Gas Inc. a déposé une requête en vue d'obtenir l'approbation des modalités financières dans le cadre du programme de facturation ouverte (Open Bill Access). La CEO déterminera si ce programme doit être maintenu.

Renseignez-vous. Donnez votre avis.

Enbridge Gas Inc. (Enbridge Gas) a déposé une requête auprès de la Commission de l'énergie de l'Ontario (CEO) en vue d'obtenir l'approbation des modalités financières pour 2019 et 2020 dans le cadre du programme de facturation ouverte (Open Bill Access), y compris l'autorisation de divulguer les revenus nets aux contribuables. Ce programme permet aux tiers d'accéder aux factures d'Enbridge Gas moyennant des frais pour facturer des services et pour fournir des renseignements en matière de commercialisation. Le programme procure une prestation annuelle de 5 389 000 millions de dollars sous forme de tarifs aux clients d'Enbridge Gas. La CEO a déterminé qu'elle se penchera sur la question de savoir si le programme de facturation ouverte (Open Bill Access) doit être maintenu, y compris l'utilisation d'encarts joints aux factures, et le cas échéant, dans quelles conditions.

LA COMMISSION DE L'ÉNERGIE DE L'ONTARIO TIENDRA UNE AUDIENCE PUBLIQUE

La Commission de l'énergie de l'Ontario (CEO) tiendra une audience publique afin d'étudier la demande déposée par Enbridge Gas. Nous demanderons à Enbridge Gas de justifier la nécessité de ce projet. Nous écouterons également les questions et les arguments des particuliers et des groupes représentant les clients d'Enbridge Gas, et des groupes qui ont recours au programme de facturation ouverte (Open Bill Access). **À l'issue de cette audience, la CEO décidera si le programme de facturation ouverte (Open Bill Access) doit être maintenu et, le cas échéant, à quelles conditions.**

La Commission de l'énergie de l'Ontario est une agence publique indépendante et impartiale. Les décisions que nous prenons visent à servir au mieux l'intérêt public. Notre objectif est d'encourager le développement d'un secteur de l'énergie efficace et financièrement viable, afin d'offrir des services énergétiques fiables à un prix raisonnable.

INFORMEZ-VOUS ET DONNEZ VOTRE AVIS

Vous avez le droit d'être informé relativement à cette demande et de participer au processus.

- Vous pouvez examiner la demande déposée par Enbridge Gas sur le site Web de la CEO dès maintenant.
- Vous pouvez déposer une lettre de commentaires qui sera prise en compte au cours de l'audience.
- Vous pouvez participer activement au processus (à titre d'intervenant). Inscrivez-vous avant le **18 avril 2019**, faute de quoi l'audience aura lieu sans votre participation et vous ne recevrez plus d'avis dans le cadre de la présente affaire.
- Vous pourrez examiner la décision rendue par la CEO à l'issue de la procédure ainsi que les motifs de sa décision sur notre site Web.

EN SAVOIR PLUS

Le numéro de référence de ce dossier est **EB-2018-0319**. Pour obtenir de plus amples renseignements sur cette audience, sur les démarches à suivre pour déposer une lettre ou participer en tant qu'intervenant, ou pour consulter les documents relatifs à ce dossier, veuillez entrer le numéro de référence **EB-2018-0319** sur le site Web de la CEO : www.oeb.ca/participez. Pour toute question, vous pouvez également communiquer avec notre centre des relations avec les consommateurs au 1 877 632-2727.

AUDIENCES ORALES OU AUDIENCES ÉCRITES

Il existe deux types d'audiences à la CEO : les audiences orales et les audiences écrites. La CEO décidera ultérieurement de traiter l'affaire par voie d'audience orale ou écrite. Si vous estimez qu'avoir recours à une audience orale serait préférable, vous pouvez écrire à la CEO pour lui présenter vos arguments d'ici le **18 avril 2019**.

PROTECTION DES RENSEIGNEMENTS PERSONNELS

Si vous écrivez une lettre de commentaires, votre nom et le contenu de cette lettre seront ajoutés au dossier public et au site Web de la CEO. Toutefois, votre numéro de téléphone, votre adresse de domicile et votre adresse électronique ne seront pas rendus publics. Si vous représentez une entreprise, tous les renseignements de l'entreprise demeureront accessibles au public. Si vous participez à titre d'intervenant, tous vos renseignements personnels seront rendus publics.

Cette audience sera tenue en vertu de l'article 36 de la Loi de 1998 sur la Commission de l'énergie de l'Ontario, L.O 1998, chap. 15 (annexe B).

