

ONTARIO ENERGY BOARD

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**

INTERROGATORIES

of

VISTA Credit (VISTA)

1. **References:** Ex. I.B.EGI.HVAC.7. The evidence indicates that (then) Union Gas had completed development of an open bill program agreement.

Ex, I.B.EGI.CME.2. The evidence indicates that the (then) Union Gas OBA program would be rolled out in 2019.

Questions:

- (a) Please indicate the current status of the initiative to provide an open bill program in the legacy Union Gas service territory.
- (b) If there are any current impediments to the launch of an open bill program in the legacy Union Gas service territory, please explain what those impediments are.
2. **Reference:** Ex.N1/T1/S1/p.6. The March 22, 2019 Settlement Agreement herein indicates that the parties, with the exception of Enercare, have agreed, and Enbridge ("EG") has accepted, that EG will discontinue its Bill Insert Program until such time as any new proposed approach for the Bill Insert program is approved.

Question:

Please confirm EG's intent to discontinue the bill insert program, and if confirmed the timing for such discontinuance.

3. **Preamble:** In VISTA's view the EG OBA program has been instrumental in fostering competition in the provision of energy services, including in particular water heater rental and finance services.

Question:

Please provide a table showing the number of OBA billers who included water heater coded charges on their bills, and the number of customer bills which included water heater coded charges, by year from the launch of the OBA program to date.

4. **Preamble:** VISTA would like to better understand the extent of biller/customer disputes under the OBA program, and how they are managed by EG.

Questions:

- (a) Is it EG's policy to allow billers to include buyout, liquidated damages, or any other post-contract charges on customer bills?
- (b) Are there any rules or restrictions on the inclusion of such charges?
- (c) Are there specific billing codes to be used for such charges? If so, please indicate what those billing codes are and how EG identifies such charges.
- (d) Please provide any data that EG has on the types and numbers of biller/customer disputes, by year, for each the 5 years ending December 31, 2018.
- (e) To the extent that EG has a policy for handling of biller/customer disputes beyond that written into the OBA agreement already filed, please provide a copy of any such policy. Please include in this response a copy of any EG billing policy related to OBA biller/customer complaint handling (beyond that already filed as part of the OBA agreement).
- (f) Please filed copies of any EG customer service representative scripts which address or reflect EG's policy on response to biller/customer complaints.
- (g) Under what circumstances will EG become involved in a biller/customer dispute or otherwise in customer inquiries regarding the applicability of a biller/customer contract? Please provide a comprehensive response to this question.
- (h) Does EG utilize an outside call center for customer service that also represents any third party biller(s)? If so, please identify the biller(s)?
- (i) If the answer to part (h) of this question is yes, how does EG ensure that the call centre maintains separation between its services for EG and its services for the biller(s) in addressing customer inquiries and otherwise interacting with customers? Please provide a comprehensive response to this question.