



**Stephanie Allman**  
Regulatory Coordinator  
Regulatory Affairs

tel 416-495-5499  
EGIRegulatoryProceedings@enbridge.com

**Enbridge Gas**  
500 Consumers Road  
North York, Ontario M2J 1P8  
Canada

May 29, 2019

**VIA RESS, EMAIL and COURIER**

Kirsten Walli  
Board Secretary  
Ontario Energy Board  
2300 Yonge Street, Suite 2700  
Toronto, Ontario, M4P 1E4

Dear Ms Walli:

**Re: Enbridge Gas Inc. ("Enbridge Gas")  
EB-2018-0319 – Open Bill Access Services  
Updated Interrogatory Responses**

---

Further to the updated Interrogatory Responses filed by Enbridge Gas in the above noted proceeding on April 18, 2019, enclosed please find Enbridge Gas' updated interrogatory response to the following:

- Exhibit I.B.EGI.HVAC.8

The submission has been filed through the Board's RESS and will be available on the Enbridge website at: [www.enbridgegas.com/ratecase](http://www.enbridgegas.com/ratecase).

Please contact the undersigned if you have any questions.

Yours truly,

(original signed)

Stephanie Allman  
Regulatory Coordinator

ENBRIDGE GAS INC.

Answer to Interrogatory from  
HVAC Coalition ("HVAC")

Interrogatory

[B/1/1, p. 6]

Attached to these interrogatories is a spreadsheet, provided by the Company to HVAC Coalition, listing the 108 companies or other entities enrolled in the Open Bill program. With respect to those enrolled in the program:

- a. Please provide, for each month of 2018, the number of Billers:
  - i. Who had charges appearing on at least one of the Company's bills.
  - ii. Who added new charges on at least one of the Company's bills in that month.

When counting the number of Billers with charges or adding new charges, please count all companies or other entities that are Affiliates (as that term is defined in the revised OBA Contract) as a single Biller.

- b. Please provide a table of the top ten Billers (by number of charges on bills during 2018), with their number of charges billed, and the type of items being billed (e.g. service plans, monthly or other periodic payments to purchase equipment, monthly or other periodic rental payments, etc.), in each case grouping Affiliates together as one Biller. If the Company believes the identity of the top ten Billers should be confidential, please provide the information without information identifying the names of those Billers.
- c. With respect to all of the other Billers, not in the top ten, please provide a table showing the number of such Billers who in 2018 had a monthly average number of charges on bills of:
  - i. 0;
  - ii. 1-2;
  - iii. 2-5;
  - iv. 5-10;
  - v. 10-50;

vi. More than 50.

- d. Please provide details of all steps, if any, taken by the Company since the 2014 OBA Settlement to improve the ability of smaller companies to participate in OBA Services program.

## Response

a)

- i) The number of Billers each month in 2018 with charges on the Enbridge bill:

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
# of Billers billing	84	84	85	86	88	88	88	88	89	89	89	89

- ii) Number of new Billers who started billing:

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
# of Biller(s) started	-	-	1	1	2	-	-	-	1	-	-	-

- b) While Enbridge Gas maintains records that track and aggregate the number of bills for each Biller and time period, Enbridge Gas does not maintain records that aggregate the number of charges on each bill, and it is not possible to automatically generate consolidated/summarized reports with this information. Compiling and confirming information about the number of charges on each bill, and for each Biller, would be a very time-consuming and partly manual process. Enbridge Gas estimates that it would take at least one week's work to prepare a spreadsheet/summary of the number of charges per month for each Biller for 2018. It is not clear to Enbridge Gas that the usefulness of any response justifies this level of effort.

The Table below provides information about the number of bills for each of the top ten Billers in 2018. While there is no data available about the number of charges for each Biller, information is provided showing examples of the types of charges (billing codes) used by each of these Billers. This is not a comprehensive or rank-ordered listing, since there is no automated report collecting that data. Note that the column header "# of Charges Billed" should read "# of Bills".

Billers	# of Charges Billed	Type of Items
1	12,622,257	Water Heater, Humidifier, Furnace, Water Softener & Protection plans etc.
2	2,032,629	Water Heater, Humidifier, Furnace, AC & Water Softener etc.
3	432,059	Humidifier, Air Cleaner, Water Heater, Furnace & AC etc.
4	254,891	Air Cleaner, Water Heater, Furnace, AC & Water Softener etc.
5	188,816	Air Cleaner, Water Heater, Furnace, AC & Protection plans etc.
6	180,120	Water Softener, Drinking Water System & Filter Protection Plan
7	153,231	Window/Door, Water Softener, Water Heater, Furnace & AC etc.
8	147,222	Kitchen Appliances, Water Heater & Total Protection Plan
9	74,983	Air Cleaner, Water Heater, Furnace, AC & Drinking Water System etc.
10	73,027	Water Heater, Smart Thermostat, Furnace, AC & Water Softener etc.

c) Please see the table below, which sets out the monthly average number of bills per Biller in 2018 for those Billers not included in the above Table. As explained above, Enbridge Gas does not aggregate information about the number of charges on each bill.

<b>Number of Bills per month</b>	<b>Number of Billers</b>
i. 0	19
ii. 1-2	3
iii. 2-5	1
iv. 5-10	3
v. 10-50	14
vi. More than 50	57

d) The Open Bill Program was designed to be open to qualifying interested parties that wish to participate in the program. Billers of any size are able to participate. At the time of the 2014 OBA Settlement, all interested parties (including HVAC) indicated their agreement (or did not oppose) the program design as contemplated at that time. The changes to the OBA Program since that time that the Company believes are necessary are set out in the updated OBA Contract. If further changes are proposed through this current regulatory process, the Company will consider such proposals and provide its position in response.