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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  
Second Round Interrogatory Responses**

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In accordance with the Ontario Energy Board's Decision and Procedural Order No. 4 for the above noted proceeding, enclosed please find the interrogatory responses of Enbridge Gas.

For consistency and ease of reference, the Interrogatories received from HVAC and Board Staff have been re-numbered in order of sequence with the previous Interrogatories that have been asked by these parties in this proceeding.

The following attachment has been redacted in accordance with the Board's revised Practice Direction on Confidential Filings, effective October 28, 2016.

- Exhibit I.Vista.4\_Attachment 1

The confidential unredacted attachment will be provided to the Ontario Energy Board in a sealed envelope under separate cover.

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  
Board Staff ("Staff")

Reference: EB-2018-0319 Exhibit B – Tab 1 - Schedule 1 - Attachment 1 p. 9-10  
Section 8.9.3 OBA contract

Preamble: The 2013 settlement agreement and section 8.9.3 of the OBA contract state that there is a transition period if the OBA program is to be terminated.

There is also a forecasted credit of \$5.389 million each year for ratepayers from the net revenues of the OBA program.

Question:

- a) Please provide the plan for the transition period in the event that the program is to be terminated.
- b) Please provide the estimated term of the transition period in the event that the program is to be terminated.
- c) In the event the program is terminated, does Enbridge plan to recoup or replace the forecasted revenue of \$5.389 million each year? If so, how?

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**Response**

- a) Unless agreed otherwise, the plan for the transition period would reflect the provisions of Appendix "G" to the OBA Agreement.
- b) Unless agreed otherwise, the term of the transition period will be determined in accordance with Section 8.10.3 of the OBA Agreement. It will be the longer of (i) twelve months following delivery of notification of the program transition plan pursuant to Subsection 8.10.3(c); and (ii) the longest period of time for which the Company provides such Transition Services to any of the Program Billers. To determine the "longest period of time for which the Company provides such Transition Services to any of the Program Billers", the Company will have reference to the definition of "Final Billing Date" in Appendix "G".

- c) In the event the OBA Program is terminated Enbridge Gas will seek recovery of the \$5.389 million ratepayer benefit. One way this might be completed is through the Open Bill Revenue Variance Account.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Board Staff ("Staff")

Reference: EB-2018-0319 Exhibit B – Tab 1 - Schedule 1 - Attachment 1 p. 10-11

Preamble: In Enbridge's application (EB-2018-0319) it requested an extension for the OBA program to 2020 and planned to file a proposal for the continuation of the OBA program after 2020.

Question:

- a) In the event that the program is granted continuation, is Enbridge's request for an extension of the OBA program still to the end of 2020?
- b) Please provide an update on any plans for the continuation of the OBA program, including the potential integration of the program for Enbridge and Union Gas.
- c) In 2011, Enbridge completed a billing and bill insert services costing study to justify the unit costs. Does Enbridge intend to update this study if the program is granted continuation beyond 2020?

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**Response**

- a) Although Enbridge Gas is open to further discussions with stakeholders on this item, there has been no change to Enbridge Gas' application, which seeks a two year extension of the ratemaking impacts of the OBA Program.
- b) Please see the response to part a) above. For a discussion of the Union Gas OBA Program please see the response to HVAC Interrogatory #28.
- c) Enbridge Gas' application seeks a two year extension of the rate making impacts of the OBA Program. Enbridge Gas will consider what evidence is appropriate in any future application seeking longer term approval of the ratemaking implications of the OBA Program.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Board Staff ("Staff")

Reference: Interrogatories HVAC-8

Preamble: Enbridge provided in HVAC-8a that the highest number of Billers in 2018 was 89 but in HVAC-8c the total number of Billers in 2018 is 97.

Question:

- a) Are the numbers different because of the overlap ranges in number of charges for HVAC-8c? If so, please provide the number of Billers in HVAC-8c without the overlap. If not, please reconcile the number of Billers.

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**Response**

The total number of Billers indicated in response to HVAC interrogatory 8c is 107 (including the top ten Billers who are identified in response to HVAC Interrogatory # 8b). This represents the total number of Billers with active OBA Agreements in 2018.

The number of Billers identified in response to HVAC interrogatory 8a represents only those Billers who were active (had bills) in December 2018. This does not include the 19 Billers with no bills that month.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Board Staff ("Staff")

Reference: Interrogatories HVAC 18

Preamble: Enbridge stated that under the 2019 agreement, at least two Billers would have been in default pursuant to Section 8.7(e).

Question:

a) What are the financial impacts when these two Billers default?

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**Response**

It is unclear what is meant by "financial impact" and whether Board Staff is inquiring about the financial impact to the Biller or Enbridge Gas when a Biller defaults. Under section 8.7(e) of the OBA Agreement, Enbridge Gas has several options when a Biller is in default that can result in termination, suspension of billing services, or preventing a Biller from adding products on the Enbridge Gas bill.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
HVAC Coalition ("HVAC")

Reference: [STAFF.3, BOMA.1]

Question:

Please confirm that the ratepayer benefit of \$5.389 million is based on the calculated ratepayer benefit in 2006, the last year of the seven year (1999-2006) deal in which Direct Energy (Enercare's predecessor) had the exclusive third party right to bill its customers on the Enbridge bill. If the Applicant believes the ratepayer benefit figure has a different source, please describe. Please calculate the amount of the 2019 ratepayer benefit if the \$5.389 million had been escalated by inflation from the year it first arose until 2019, and provide the calculation.

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**Response**

Confirmed.

The requested calculations are set out in the table below. The calculations assume Ontario inflation as measured by the Ontario Consumer Price Index<sup>1</sup> ("CPI") as the escalator. Actual inflation for 2019 is not yet available. Inflation for 2019 is calculated as the average of annual inflation for 2007 to 2018.

The \$5.389 million ratepayer benefit was arrived at through a Board approved settlement agreement. It represents a portion of the net revenue from the OBA Program - that is the difference between OBA Program revenues and costs. Effectively, it provides a guarantee of the first net revenues to ratepayers, with Enbridge Gas only earning any share after the first \$5.389 million.

Contrary to the implication of this question, the net revenues from the OBA Program have not increased each year since 2009. While the gross revenues have increased,

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<sup>1</sup> CANSIM V41691919, Consumer Price Index (CPI), 2005 basket; Ontario; All-items; 2002=100

so too have the expenses. As set out in response to Board Staff Interrogatory #3, the net revenues for the OBA program have remained fairly consistent over time. In fact, the net revenues in 2018 were the lowest of any year. It is not proper to conclude that the net benefit to ratepayers should increase by inflation or other amount. That would erode or remove any incentive or compensation for Enbridge Gas to continue to undertake the OBA Program, which would ultimately take away any benefit for ratepayers.

Ratepayer Benefit, adjusted by inflation by year

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Ratepayer Benefit (Millions)	\$5.389	\$5.488	\$5.612	\$5.633	\$5.771	\$5.948	\$6.032	\$6.096	\$6.237	\$6.313	\$6.425	\$6.534	\$6.687	\$6.809
Ontario CPI	108.77	110.76	113.28	113.70	116.47	120.06	121.75	123.03	125.88	127.41	129.68	131.87	134.97	-
Inflation	-	1.83%	2.27%	0.38%	2.43%	3.08%	1.41%	1.05%	2.31%	1.22%	1.79%	1.68%	2.35%	1.82%

Under the proposal set out in this Interrogatory, the benefit to Enbridge Gas (that is, the difference between net revenues and adjusted ratepayer benefits) over the past five years (2014 to 2018) would have been a total of \$600,000. That is not reasonable.



ENBRIDGE GAS INC.

Answer to Interrogatory from  
HVAC Coalition ("HVAC")

Reference: [STAFF.3]

Question:

Please file on the record Exhibit L, Tab 4 from EB-2006-0034, including all attachments thereto.

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**Response**

Please see the Attachment to this response for the requested Exhibit.

**B E N N E T T   J O N E S**

**LLP**

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Our File No.: 46643-484

November 17, 2006

**BY E-MAIL to boardsec@oeb.gov.on.ca  
and BY COURIER**

Ms. Kirsten Walli  
Board Secretary  
Ontario Energy Board  
2300 Yonge Street, 27th Floor  
Toronto, Ontario  
M4P 1E4

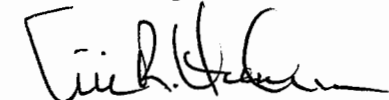
Dear Ms. Walli:

**Re:   Enbridge Gas Distribution Inc.  
      2007 Rates Application  
      Ontario Energy Board File No. EB-2006-0034**

Enclosed herein are ten copies of the Evidence of Direct Energy Marketing Limited with respect to the above-noted proceeding. An electronic copy of the PDF version of the evidence has been e-mailed to you, Enbridge Gas Distribution, and EB-2006-0034 interveners.

Yours very truly,

**BENNETT JONES LLP**



Eric R. Hoaken

ERH/dea  
Encl.

c:    P. Hoey, Enbridge Gas Distribution (by e-mail)  
      F. Cass, Aird & Berlis (by e-mail)  
      EB-2006-0034 Intervenors (by e-mail)

**ENBRIDGE GAS DISTRIBUTION INC. – 2007 TEST YEAR RATE APPLICATION  
ONTARIO ENERGY BOARD FILE NO. EB-2006-0034**

**EVIDENCE OF  
DIRECT ENERGY MARKETING LIMITED  
REGARDING OPEN BILL ACCESS**

November 17, 2006

**BENNETT JONES LLP**  
One First Canadian Place  
Suite 3400, P.O. Box 130  
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M5X 1A4

**Eric R. Hoaken**  
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**EVIDENCE OF  
DIRECT ENERGY MARKETING LIMITED  
REGARDING OPEN BILL ACCESS**

**Purpose**

1. The purpose of this evidence is to provide the Ontario Energy Board ("the Board") with a historical perspective of the shared billing arrangements between Enbridge Inc. ("EI") and Direct Energy Marketing Limited ("Direct Energy"), and to assist the Board in understanding Direct Energy's position regarding Open Bill Access. The evidence is also intended to provide the appropriate foundation for the Board to consider in the event that it rejects the Open Bill Access proposal filed by Enbridge Gas Distribution Inc. ("EGD") and decides that, following an appropriate transition period, a stand-alone bill is required.
2. This evidence will also address the complexity involved in separating the billing functions of EGD and Direct Energy and will establish the minimum timeframes required for Direct Energy to identify, contract for, and implement new billing arrangements if a stand alone bill is determined to be required by the Board. Origin of Shared Billing Arrangements and Direct Energy's Position Regarding Open Bill Access.

**Origin of Shared Billing Arrangements and Direct Energy's Position Regarding Open Bill Access**

3. The shared billing arrangements and the energy services provided by Direct Energy were originally part of The Consumers Gas Company ("Consumers Gas"), the predecessor company of EGD. As a regulated utility, Consumers Gas provided shared billing of the natural gas commodity and the related energy services.
4. In 1999, following the Union Gas unbundling decision, Consumers Gas filed an application to separate its competitive ancillary programs (rentals, appliance services, retail stores, financing and protection plans) from the core utility operations and transfer them to an unregulated EGD affiliate, Enbridge Services Inc. ("ESI"). The Board approved the transfer of these ancillary businesses as a going concern, including the continued use of the shared billing arrangements.
5. On May 7, 2002, EI sold ESI to an affiliate of Centrica plc ("Centrica"), the parent of Direct Energy. The ESI sale was open to offers from other parties competing for the purchase of this business with the potential to have the same continued use of the shared billing arrangements that was offered to Direct Energy. As a going concern, any potential purchaser would seek to retain the current operating processes and billing arrangements. It is Direct Energy's experience that arrangements such as billing exclusivity and non-compete clauses would be part of any going concern purchase.

6. The business that was formerly operated by ESI is the business that is now carried on by Direct Energy's Home Services Division under the name "Direct Energy Essential Home Services".

7. EI, the parent company of EGD, is the entity which controls and ultimately issues the bill upon which EGD charges are billed (the "Enbridge Bill").

8. As part of the corporate transaction by which Direct Energy came to own and operate the services business previously operated by EI through ESI, Direct Energy inherited the billing arrangements that ESI had in place at the time. Those billing arrangements consisted of a contractual relationship with CustomerWorks Limited Partnership ("CWLP"), a limited partnership between Terasen Inc. and EI. The contract with CWLP in place at the time of Direct Energy's acquisition of ESI's business provided that billing for ESI services, such as rental water heaters, would be conducted by CWLP such that charges for ESI services would be billed on the Enbridge Bill.

9. As part of the purchase transaction, EI agreed that Direct Energy would have exclusive third party access to the Enbridge Bill until May of 2006. During this period, these shared billing arrangements related to the Service Business were challenged unsuccessfully before the Board by Direct Energy's competitors.

10. The exclusivity provisions which formed part of the 2002 corporate transaction have now expired and are inapplicable. Direct Energy accepts that it no longer has a contractual entitlement to exclusive access to the Enbridge Bill and it does not seek continued access to the bill on an exclusive basis.

11. To the contrary, Direct Energy strongly supports the efforts of EGD to develop a proposal for Open Bill Access which gives third party service providers (of whom Direct Energy is only one) an equal opportunity to bill services on the Enbridge Bill or otherwise have access to the billing envelope for the purpose of distributing appropriate promotional materials.

12. Direct Energy believes that Open Bill Access can achieve savings for ratepayers by increasing revenue from third parties who use the bill or the billing envelope, and that it can also promote and increase natural gas usage by making natural gas appliances such as furnaces and water heaters more accessible to consumers.

13. Direct Energy does not seek any competitive advantage through the use of, or access to, the bill. Direct Energy offers a breadth of services, and engages in a variety of businesses, that differentiate it in many ways from other third parties who may potentially seek access to the bill. In particular, because of the breadth of Direct Energy's business, its corporate strategy involves promoting its brand in a way that is different from other interveners. While Direct Energy may have a greater brand recognition than some of the other interveners, it advertises and promotes its brand in a more comprehensive way than any of the interveners who are potentially seeking access to the bill. Thus, the degree of brand recognition enjoyed by Direct Energy is due to the number of businesses and range of jurisdictions in which it operates and the extensive efforts that it makes in advertising, and is not simply the consequence of its shared billing arrangements.

14. While Direct Energy does not seek any competitive advantage through its access to the bill, it also seeks to avoid any competitive disadvantage that would result, for example, if it were compelled to find new billing arrangements as the result of strategic interventions by its competitors.

15. Direct Energy is concerned that those competitors who already have other billing arrangements in place and have no real interest in using the services being offered by EGD under its Open Bill Access proposal are attempting to use the Open Bill Access issue as a means of barring Direct Energy's access to the bill and thus obtaining a competitive advantage. Direct Energy is of the view that the Board's analysis of the Open Bill Access issue must focus on ratepayer benefits and on the extent to which other services companies that genuinely wish to access the bill have a reasonable opportunity to do so.

#### **Bill Inserts**

16. Since its acquisition of ESI, Direct Energy has used the billing envelope to distribute promotional materials relating to its services business only. Marketing materials that did not meet EGD's standard or those related to Direct Energy's competitive commodity business were not allowed.

17. Since May of 2006, Direct Energy has continued to distribute bill inserts in billing envelopes. However, Direct Energy understands that a pilot project has been undertaken by EI/EGD whereby bill inserts from at least three other parties are now being included in the billing envelope. This exclusive access to the billing envelope also expired in May of 2006.

18. EGD exercises control over the content of the inserts that Direct Energy is permitted to include in the billing envelope. The services and products that Direct Energy and other third parties are permitted to promote going forward through use of the billing envelope will be limited to those services and products which will increase natural gas throughput, energy efficiency and conservation. In this way, the access that third parties are granted to the billing envelope will provide additional ratepayer benefits apart from the increased revenue contributions, that are in the public interest and consistent with EGD's goals of adding ratepayer and shareholder value through optimal use of its distribution system.

#### **Transition Arrangements for Direct Energy**

19. Following the release of the Board's decision on February 9, 2006 in EB-2005-0001, Direct Energy brought a motion to the Board seeking to vary the decision. In support of its motion, Direct Energy tendered evidence concerning the minimum timeframe that will be required by it to effect separation of its billing arrangements from those of EGD and to move to alternative billing arrangements.

20. The evidence tendered by Direct Energy on the motion consisted of an affidavit from Lee Rose, the Senior Vice President of its Home Services Division, and an affidavit from Michael Shulist, an expert with extensive background and expertise in business support systems and operational support systems, of which billing, customer care and related systems are an integral

part. The affidavits of Messrs. Rose and Shulist are attached as Attachment A and B hereto, in order to ensure that this evidence is before the Board if and when it determines that an appropriate transition period is necessary for Direct Energy to separate its billing from that of EGD. The statements made in the affidavits remain current with the exception of the timing of EGD's CIS implementation which we now understand has been delayed by at least one year.

21. Direct Energy relies upon the affidavits of Messrs. Rose and Shulist in support of its position that the separation of the EGD and Direct Energy billing functions is a highly complex task that will require a minimum of 16 months to achieve in a fashion that does not do injury to Direct Energy. Accordingly, in the event that the Board rejects EGD's Open Bill Access proposal, and does not agree that Direct Energy and other service providers should have access to the bill on an interim basis, it is Direct Energy's position that a minimum transition period of 16 months should be provided.

## ATTACHMENT A

EB-2005-0001

### ONTARIO ENERGY BOARD

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

AND IN THE MATTER OF an Application by Enbridge Gas Distribution Inc. for an Order or Orders approving or fixing just and reasonable rates and other charges for the sale, distribution, transmission, and storage of gas commencing January 1, 2006.

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#### AFFIDAVIT OF LEE ROSE (Sworn March 20, 2006)

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I, Lee Rose, of the City of Toronto, in the Province of Ontario; MAKE OATH AND SAY:

1. I am the Senior Vice President, Home Services Canada, with Direct Energy Essential Home Services, an operating division of Direct Energy Marketing Limited ("Direct Energy"). As such, I have knowledge of the matters deposed to in this affidavit, except where stated to be based on information and belief, in which case I believe such matters to be true.

2. This affidavit is sworn in support of a motion brought by Direct Energy for a review and variation of the Ontario Energy Board's ("Board") final decision in the matter of an application by Enbridge Gas Distribution Inc. ("Enbridge") for 2006 Rates (EB-2005-0001) (the "2006 Enbridge Rates Case"). The variation is sought in respect of those aspects of the decision relating to third party access to the Enbridge bill.

#### Background

3. On February 9, 2006, the Board released its Decision with Reasons in the 2006 Enbridge Rates Case. Among the issues addressed by the Board was issue 9.19, dealing with third party access. In its decision, the Board found that as part of its 2007 rates case, Enbridge is required to either come forward with a complete proposal regarding third party access to its bill or it must



set out how it intends to ensure that its billing is separated from the billing of Direct Energy by no later than January 1, 2007. The Board described this as "an adequate transition period".

4. The effect of such an order is that unless Enbridge comes forward with a proposal that is acceptable to Direct Energy and the Board, Direct Energy will no longer be able to continue with its current customer billing arrangements, and will therefore have to make alternative billing arrangements. To be viable, the alternate arrangements must be cost effective and sustainable over a reasonable investment horizon, and most importantly, minimize the adverse impact on customers as much as possible. Given the tight time frame, however, Direct Energy must choose a billing service from the options currently available. Once this decision is made it will not likely be economical for Direct Energy to return to the Enbridge bill, regardless of the details of any Enbridge proposal for third party access.

5. At the hearing, Direct Energy did not lead any evidence on what would be an "adequate transition period" for us to investigate, contract for or develop, and implement new billing arrangements. I am informed by our regulatory team that there was no application or request before the Board seeking an order removing Direct Energy from the Enbridge bill by a specific date. It was only upon receipt of other intervenors' written submissions that Direct Energy learned that other intervenors were urging the Board to make an order which, in effect, would remove Direct Energy from the Enbridge bill, notwithstanding the substantial ratepayer benefit produced by the shared bill, and require it to make other billing arrangements in a commercially and practically unrealistic time frame. I am informed by our regulatory team assigned to this proceeding that when third party access was placed on the issues list for the hearing, no suggestion was made that an order requiring separation by a specific date was being sought.

6. The purpose of this affidavit is to provide the Board with evidence as to the ramifications and time required for Direct Energy to make other billing arrangements and to inform the Board of the adverse consequences that would befall Direct Energy's customers if Direct Energy's removal from the Enbridge bill is forced in a commercially and practically unrealistic time frame.

7. I believe that customers of Direct Energy would be harmed by an expedited bill separation, for the reasons I will outline below.

**Process Required to Implement a New Billing System**

8. The removal of Direct Energy from the Enbridge bill is not a simple task that can be performed quickly. It is a complex matter that will require the dedication of significant time and resources to complete, at a time when Enbridge and its affiliates are focused on launching their EnVision project and developing their new customer information services ("CIS") platform. Direct Energy cannot separate its bill without the cooperation of Enbridge and its affiliates.

9. The complexity of such an endeavour, and the time required to complete it, have been experienced by Direct Energy and by other parties who have had to create their own billing and customer information systems. Industry experience has shown that it can take up to 2 years for such a system to be established. I have spoken with a number of people at Direct Energy who have been involved with our business for some time. Based on information provided by these employees, it is my understanding that when the billing services of Union Gas had to be unbundled from the utility, it took 18 to 24 months for that project to be completed. Similarly, when Enbridge unbundled its billing and customer care systems, the process took over 16 months and led to a number of customer problems which required an additional 6 to 8 months to resolve. It appears to me that the complexity and time involved in making arrangements such as these have been recognized by Enbridge in the current rate case, wherein, as I am informed by our regulatory team, Enbridge has asked the Board for at least 2 years lead time to construct and implement its new CIS platform.

10. I have reviewed extensively the work of various Direct Energy employees to assess the implications of the Board's decision on our business. I am informed by this review that, depending upon the specific alternative billing arrangements Direct Energy chooses to pursue (which are outlined below), the transition period required to investigate, contract for and implement a new billing system would be a minimum of 16 to 24 months.

11. The reason why the transition could easily take up to 24 months is that setting up alternative billing arrangements entails a three-step process. First, Direct Energy must identify

and find the solution. This means that it must identify the parties, or companies, which can create or provide it with a billing system. Second, once a service provider is chosen, the billing system needs to be built or adapted to Direct Energy's needs. Finally, once the billing system is complete, it must be tested and loaded before becoming operational.

12. Since the release of the Board's Decision with Reasons on February 9, 2006, Direct Energy has started to investigate potential alternatives for its billing arrangements. Prior to choosing one of the options, we will have to gather information on, and complete financial and risk analysis of, each of the options. Only then will we be in a position to make a reasoned commercial decision that minimizes the adverse impact on our customers.

### **Three Potential Options**

13. In its beginning stages of step one, Direct Energy has identified three potentially viable options, which could meet its billing needs, but only two of which would be capable of being implemented prior to Enbridge installing its new CIS.

#### ***Option 1***

14. The first option ("Option 1") is for Direct Energy to use Enbridge's new CIS once it is available in 2008. Under this option, Direct Energy would continue to use Enbridge's existing billing systems until the current CIS is replaced, at which time it would use Enbridge's new CIS system to produce a stand alone bill, rather than a shared bill as originally intended. The availability of this option is dependent on the outcome of Enbridge's recent RFP.

15. To pursue Option 1, Direct Energy would have to do the following:

- Negotiate terms with Enbridge for access to the new billing system.
- Engage in billing requirements design and analysis.
- Manage delivery of Direct Energy functional requirements.

16. In respect of timeframe, it is predicted that Option 1 would not be available until January 1, 2008 (at the earliest) when the new CIS is introduced.

17. At the present time, Direct Energy is not in a position in which it can determine what the overall costs would be for this option as the cost base for access to the new billing platform will result from the RFP process currently underway at Enbridge.

*Option 2*

18. The second option ("Option 2") is for Direct Energy to build its own billing system internally. Such a project would require several months beyond January 2007 to 24 months for completion.

19. The development of Option 2 can be broken down into four stages with overlapping timelines:

- (a) Vendor(s) selection: in aggregate with (b) and (c), several months to 6 months
- (b) Process Requirements: in aggregate with (a) and (c), several months to 8 months
- (c) Solution Development: in aggregate with (a) and (b), several months to 12 months
- (d) Data Conversion and Deployment: more than a few months

20. The discrete tasks that would have to be performed in each of the four stages would include the following:

- Finding and selecting a software provider for the billing system. To do so, Direct Energy would have to issue an RFP and proceed with the selection process.
- Finding and selecting a system integrator for the billing system. To do so, Direct Energy would have to issue an RFP and proceed with the selection process.
- Selecting a bill printing and remittance vendor. Following selection, Direct Energy would have to integrate the vendors' capabilities in the new billing system.
- Engaging in bill design and data conversion to the new billing system.
- Engaging in billing requirements design and analysis.
- Selection, organizational change, and training of call center vendors.

- Selection, organizational change, and training of collections vendors.
- Process development for billing and back office activities.
- Coordinating and negotiating with Enbridge for a smooth transition off of the Enbridge bill.

21. The high-level estimated costs that I have reviewed, relating to proceeding with Option 2, are made up of the following two components: (i) capital; and (ii) project resources which aggregates into in excess of several million dollars.

*Option 3*

22. The third option ("Option 3") is for Direct Energy to contract with a third party/alternative service provider ("ASP") to build a new billing system. Such a project would require several months beyond January 2007 to 20 months for completion.

23. The development of Option 3 can be broken down into four stages with overlapping timelines:

- (a) Vendor(s) selection: in aggregate with (b) and (c), several months to 6 months
- (b) Process Requirements: in aggregate with (a) and (c), several months to 8 months
- (c) Solution Development: in aggregate with (a) and (b), several months to 8 months
- (d) Data Conversion and Deployment: more than a few months

24. The discrete tasks that would have to be performed in each of the four stages would include the following:

- Finding and selecting a third party/ASP provider for the billing system. To do so, Direct Energy would have to issue an RFP and proceed with the selection process.
- Engaging in contract negotiation and execution with the ASP provider.
- Engaging in billing requirements design and analysis.

- Configuring and implementing the ASP solution.
- Engaging in data conversion to the new billing system.
- Coordinating and negotiating with Enbridge for a smooth transition off of the Enbridge bill.

25. The high-level estimated costs that I have reviewed, relating to proceeding with Option 3, are made up of the following two components: (i) startup costs, and (ii) project resources which aggregates into in excess of several million dollars.

26. Given the foregoing timeframes for each of the possible options, a January 1, 2007 target is not viable.

#### *Customer Impact*

27. Even if one were to assume that the January 1, 2007 deadline could be met (which I don't believe it can be), working on such an accelerated time frame will likely result in errors and omissions to the detriment of Direct Energy's customers.

28. At present, given the nature of the Board's decision, it will not be clear, at least until Enbridge indicates whether it is bringing forward a proposal of the nature referenced in paragraphs 9.5.5 and 9.5.6 of its decision, whether Direct Energy's billing will need to be separated from that of Enbridge. Requiring Direct Energy to make a decision on this prior to Enbridge's intentions for third party access being made clear and, as appropriate, ruled on by the Board, would prejudice our business relative to that of its competitors to whom the Board's decision appears to respond.

29. Once it has been established that such a change will occur, and once the details of the change have been finalized, sufficient time will be needed to ensure that all customers are informed of the transition and informed of the fact that they will now have to pay two bills rather than one. This will, in Direct Energy's judgment, require at least one or two billing cycles to ensure that customers have received the necessary notification. I am informed by those working at Direct Energy, who were with the prior Enbridge Services Inc. business at the relevant time, that the creation of two bills was tried once before at Enbridge. In that situation, when a separate

bill was introduced to bill Enbridge services, right from the start, customers were confused about which bill to pay. Many customers paid both bills in one envelope or paid the wrong amounts. As a result, customers were greatly inconvenienced over payment issues that required multiple billing cycles and numerous customer contact in order to correct.

30. Moreover, sufficient time needs to be given for customer billing information to be transferred between systems, and for Direct Energy to monitor and test that the transfer has been completed appropriately and accurately (i.e., to ensure that no customers are billed twice for the same service or billed incorrectly for the wrong service).

31. Furthermore, the implementation of a new billing system for Direct Energy customers would ideally (from the perspective of customers) be done at a *seasonally* appropriate time. The Direct Energy services business is a very seasonal one, and our systems and response times are strained during severe weather. The month of January is typically a month with high call volumes for service calls. Thus, the heating season would be an inopportune time to go "live" with a new bill as there will likely be an increase in call volumes because of the changes to the bill. I would think that this change will also impact Enbridge call volumes for billing at a time when a high volume of bill complaints would be coming in, leading to call delays and customer dissatisfaction.

## Conclusions

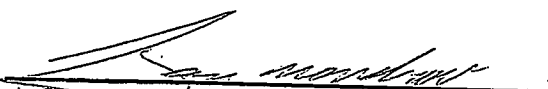
32. The separation of Direct Energy's billing function from that of Enbridge is a complex task which cannot be accomplished in a commercially viable or customer friendly way by January 1, 2007. The three potentially feasible billing options Direct Energy has identified since February 9, 2006 are all such that lead time greater than 9½ months is required. Direct Energy's analysis and review of these options has led me to conclude that despite the Board's desire to provide an adequate transition period for this task, the time available as a consequence of the Board's Decision is simply not sufficient. A variance of the Board's Decision regarding the transition period is necessary to allow for an orderly process that will minimize the adverse impact on customers as much as possible.

33. As the Board's Decision is currently framed, Direct Energy is required to investigate and potentially contract for, or construct, new billing arrangements even though such arrangements may not in fact be necessary if Enbridge is willing to bring forward a proposal for shared billing which is acceptable to the Board. Direct Energy will thus be forced to expend time and resources immediately, even though these expenditures may not in the end be required.

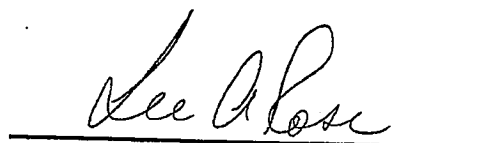
34. Moreover, the costs of separating its billing function from that of Enbridge and implementing a new billing arrangement are very significant to us. Depending on the billing option chosen by Direct Energy, the start-up, capital and/or project resource costs associated with getting alternative billing arrangements in place and operational are currently estimated to be in the range of \$3.9 million to \$9.3 million, or higher depending on the final service requirements. These cost estimates are very preliminary and could increase significantly. Direct Energy will start incurring some portion of these costs immediately if it is obliged to investigate and start implementing a new billing solution before it knows how, or even if at all, Enbridge is going to respond to the Board's directives in paragraphs 9.5.5 and 9.5.6 of its Decision.

35. Once Direct Energy makes alternative billing arrangements it will not likely be practical for Direct Energy to switch back to any new billing arrangement which Enbridge may propose, either as an interim or a final solution for third party access, and which may be accepted by the Board. In the result, Direct Energy will be prejudiced *vis à vis* its competitors in respect of access to the Enbridge bill going forward. Given the significant potential role that Direct Energy could have in any third party access solution proposed by Enbridge (i.e., Direct Energy bills 1.3 million customers), and thus the significance of Direct Energy's participation in any such solution for the economics of the solution to all concerned, precluding Direct Energy from participating as a result of the difficult time frames directed in the Board's Decision would be to the detriment of all interested in such a solution, and our respective customers.

SWORN BEFORE ME at  
the Town of Markham, in the  
Province of Ontario, this  
20th day of March, 2006

  
A Commissioner, etc.

DMSTORLegal\017620\00073\396998v2

  
Lee Rose



**ATTACHMENT B**

EB-2005-0001

**ONTARIO ENERGY BOARD**

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

**AND IN THE MATTER OF** an Application by Enbridge Gas Distribution Inc. for an Order or Orders approving or fixing just and reasonable rates and other charges for the sale, distribution, transmission, and storage of gas commencing January 1, 2006.

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**AFFIDAVIT OF MICHAEL SHULIST**  
(Sworn March 29, 2006)

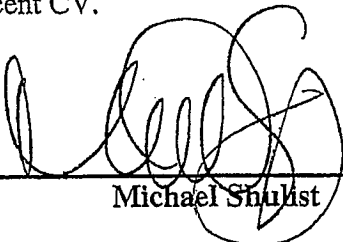
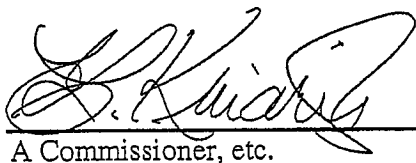
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I, Michael Shulist, of the City of Bolton, in the Province of Ontario, MAKE OATH AND SAY:

1. I am of the founder of the Shulist Group Inc. (the "Shulist Group"). The Shulist Group was retained by Bennett Jones LLP to prepare a report in respect of the reasonableness of both the time and cost estimates relating to three alternatives, for the implementation of a billing system, set out in the affidavit of Lee Rose (sworn March 10, 2006). Attached as Exhibit "A" is a copy of the report I prepared in respect of this matter, dated March 28, 2006.

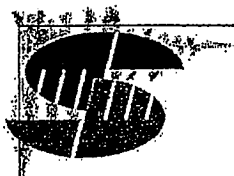
2. Attached as Exhibit "B" is a copy of my most recent CV.

SWORN BEFORE ME at  
the City of Bolton, in the  
Province of Ontario, this  
29th day of March, 2006

  
\_\_\_\_\_  
Michael Shulist  
\_\_\_\_\_  
A Commissioner, etc.

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E. KRIARIS



**Exhibit A to  
Affidavit of Michael Shulist  
sworn March 29, 2006**

2006-03-28

Eric Hoaken  
Partner  
Bennett Jones LLP  
P.O. Box 130  
3400 One First Canadian Place  
Toronto, ON  
M5X 1A4

**Subject: Evaluation of Billing Solution Options for Affidavit of Lee Rose**

**Dear Mr. Hoaken,**

**Bennett Jones LLP** (Client), a law firm representing **Direct Energy Essential Home Services** (DEEHS) in a matter involving the Ontario Energy Board (OEB), has retained the Shulist Group Inc. to review material submitted by DEEHS relating to the proposed implementation of a billing system. The Shulist Group has reviewed the information provided by the Client, specifically an affidavit **prepared by Lee Rose**, sworn 2006-03-10. This assessment was completed to address the reasonableness of both time and cost estimates relating to a number of alternative proposals for the implementation of a billing system as outlined in the subject affidavit.

The Shulist Group has been involved in the field of consulting since 1999 in the areas of Business Support Systems (BSS) and Operational Support Systems (OSS) of which billing, customer care and related systems are an integral part.

Michael Shulist, the prime for reviewing this affidavit, has been involved in the telecommunications industry since 1978 with much of that time spent in managing, developing, and deploying both simple and complex billing, customer care, and related systems. During his career, he has been responsible for the development and deployment of these types of systems for a number of telecommunications carriers, local providers and energy related businesses. These include AT&T (3 domestic, 2 foreign), Global One (5 foreign), Energis, Energy One, Enertel, Europay, AT&T Canada (now Allstream), Time Warner, Barak, ACC, and Optus to name a few.

Shulist has, in the past, provided advice and expertise in prior engagements related to business disputes and contract negotiations.

In our review of the subject affidavit, we were asked to analyze the three alternatives proposed by Mr. Rose. Without specific details of the existing billing system or the proposed billing systems, we took the approach of comparable analysis using experience and our historical knowledge of similar activities to evaluate the options. The list of documents provided was:

Document	Owner	Date delivered
Extracts of Ontario Energy Board Decision with Reasons dated 2006-02-09 (pages: cover, TOC, pp63-68)	OEB	2006-03-24
Direct Energy's Notice of Motion dated 2006-03-01	DEEHS	2006-03-24
Affidavit of Lee Rose dated 2006-03-10	DEEHS	2006-03-24
List of OEB interveners or interested parties dated 2005-05-20	OEB	2006-03-28

#### Option 1 — Use Enbridge's new CIS

**Timeliness:** The expected delivery time (2008-01) of the new CIS seems reasonable given the nature of the system. This date is further supported since Enbridge has an existing working model (albeit one they want to replace) in its current operating billing system that can be used to demonstrate functions.

Billing in most deregulated industries has been considered a competitive advantage, often requiring significantly more complexity and flexibility than non-deregulated environments. In the event that the currently proposed CIS does not take into account this complexity and flexibility, in requirements, (which may diverge significantly from the current system) it may negatively impact on the proposed time schedule.

**Costing:** No costing information has been provided and thus nothing can be commented on.

#### Option 2 — Direct Energy to build their own billing system

**Timeliness:** While Option 2 has the most opportunity for DEEHS to define a very competitive billing model it comes with a significant degree of risk. They have to be in a position to not only define the system with a requirements horizon spanning many years into the future, they also have to create a process that allows for both the continued growth and ultimate migration of in excess of a million customers.

While we do believe Direct Energy has proposed a reasonable span of time to complete this project (18-24 months) I am concerned that they may have underestimated the significance of some important steps that may impact on the project timeframes, namely:

- 1) Little or no time has been planned to define their business requirements prior to going to vendor selection. This cannot be done in parallel with the selection process and typically takes 2-4 months with a fully dedicated and experienced staff familiar with both the future requirements and the existing system.
- 2) The conversion of more than a million existing customer records is not a trivial matter. This process not only involves the actual transfer of data (and the requisite history of that customer) but may also involve the validation and 'scrubbing' of erroneous or legacy data that may corrupt the new target system. This process will involve numerous 'throw away' software processes, much manual intervention, and a strategy to retain only 'scrubbed' data in either the existing system or the new system. We have seen these processes consume months on the project schedule.
- 3) Generally speaking, billing system conversions are run in 'parallel' for some trial period. These trial periods last from one to five months and are usually done on a significant cross section of customers (to ensure the extremes are tested) or all customers if the customer base is small enough. Usually this is done just prior to the system going live but well after all development work is done. It can usually be done coincident with user training but often requires much intensive work to investigate, solve and deploy the fixes required to get it right.
- 4) Though not directly quantifiable in time, there is the overall complexity related to the number of parties who have a direct role in the execution of this project. There is DEEHS, its customers, Enbridge (as owner and knowledge base of the existing system), a system supplier, and an integrator, billing and presentment supplier, possibly hardware vendors, and external systems owners. The complexity of this mass coordination is very challenging and has a likelihood of impact on the schedule.

**Costing:** The proposed costing, as an aggregate for this option, seems to be in line with projects of this type. The estimate of \$2.1M in project resource cost seems conservative (Mid-range business analyst base salary is estimated to be \$62K and fully loaded rate is estimated to be 25% higher at \$77.5K) and allows for only 27 person years of work – this may be low for a project of this magnitude as DEEHS is taking the prime role in this option.

### **Option 3 — Direct Energy to contract an Alternative Service Provider (ASP)**

**Timeliness:** This method of establishing a billing system comes with a lesser degree of risk since the ASP shares at least a bit of the risk with DEEHS. This does not mean that DEEHS has an easier job in this case; in fact the need to have a crisp accurate plan and requirements is mandatory in the ASP model. With a good selection process, they may find an ASP who has capabilities close to their specific needs and willing to upgrade capabilities on an ongoing basis. The proposed overall time frame is consistent with prudent management of this project.

There are some areas, again, where Mr. Rose's proposal may have underestimated the time and resources involved in addressing the specific needs of the project:

- 1) It is not apparent that time has been planned by DEEHS to define their business requirements prior to going to ASP selection. This cannot be done in parallel with the selection process and typically takes 2-4 months with a fully dedicated and experienced staff familiar with both the future requirements and the existing system. This step is crucial when contracting an ASP since they are usually unwilling to make significant downstream changes on the fly.
- 2) The conversion of customer records may, again, be understated as in Option 2. This process not only involves the actual transfer of data (and the requisite history of that customer) but may also involve the validation and 'scrubbing' of erroneous or legacy data that may corrupt the new target system. The ASP may have methodology and tools to do this and will have an inherent knowledge of converting outside data to their own system but it will again be a complex effort.
- 3) A widely overlooked part of setting up a relationship with an ASP is the aspect of investigating, establishing, and measuring the Service Level Agreement. This usually can occur in parallel but may involve establishing external measurement processes.

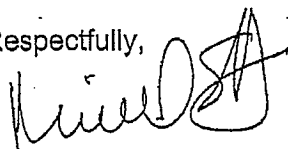
**Costing:** The costing of this project in aggregate seems reasonable with the low end cost (\$1.75M) probably providing a limited, but functional system that may not fully meet the complex demands of a deregulated market and a more robust implementation at the high end for (\$5.2M). The amount allocated for project resources seems reasonable given the level of expertise a professional ASP provides.

**Conclusions:** In summary, with exceptions noted above, we believe that the estimates for time (all Options) and cost (for Options 2 & 3 only) for the three project options are both reasonable and on the conservative end of the range in this industry.

Furthermore, one cannot underestimate the overall and specific complexity of these types of projects. In any deployment model, this will be a significant challenge given the dual ownership of the original customer data, the need to deliver increased complexity for a deregulated environment and it will only further compounded by a compressed deadline.

Your client, Direct Energy, will only have one chance to get it right. They need to take the course of action which will get it right the first time for the long haul.

Respectfully,



Michael Shulist  
Shulist Group Inc.

**Michael Shulist**

13 McCabe Crescent, Bolton, Ontario, Canada, L7E 5X1 (905) 857-9680

Career skills and knowledge

- Consulting Services
- Customer Care
- Strategic and business planning
- Research and development
- Product development (OSS & BSS)
- Organizational design
- Capital appropriations, Budgeting
- Software applications development
- Business process development
- Proposal preparation and presentation
- Recruiting strategies
- Project management
- Staff development
- Negotiating skills
- Written communications
- Performance management

**Exhibit B to  
Affidavit of Michael Shulist  
sworn March 29, 2006**

Career highlights

- ☐ Twenty-seven years in the Telecommunications industry including areas of billing, customer care, consulting services, corporate strategy and performance, systems development and operations management.
- ☐ Have been promoted to continuously more responsible positions in all work environments due to continuous self-improvement, commitment to personal mastery and focus on corporate goals.
- ☐ Grew Saville's consulting staff from 200 to over 1000. Initiated company wide quality process. Created consulting organizational structures and was instrumental in establishing European business centre. Directed the creation of two data centres in North America to expand service bureau offering.
- ☐ Expanded the global reach of Saville's consulting staff to Ireland, Australia and established global implementation partner program.
- ☐ Developed Unitel's (now Allstream) largest single capital investment program; planned, coordinated and documented and presented to shareholders. Completed under extremely tight time frames and required assessing over 200 individual projects and alternatives which required meeting stringent operating objectives while maximizing market opportunities. Chairman's (Ted Rogers) feedback was that it was best-documented capital plan he had seen and could be a model for all of his companies. I received the President's Award for this effort.
- ☐ Created Unitel's (now Allstream) National Construction Group to realign and focus resources to meet extensive capital build program. Completely reviewed resource requirements and rationalized staff to achieve a 20% reduction in costs. Established program to develop national standards for work group. Involved extensive negotiations, detailed evaluations of work practices, methods and planning for fundamental changes to the makeup of the organization.
- ☐ Have both excelled within and enjoyed "start up" environments. Excellent skill sets to enable organizations to see a vision and to put it into operation with discipline, common commitment and focus.

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**Michael Shulist**

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**Career Experience**

**Shulist Group Inc.**  
President (99-02 to present)

Operate and manage a consulting practice.

- ☐ Develop and apply leadership processes, training, coaching and mentoring.
- ☐ Business process application, best practices and methods evaluations.
- ☐ Completed due diligence reviews for mergers, acquisitions and investments.
- ☐ Product Strategy development, management and rationalization.

**Saville Systems PLC Markham, Ontario**  
Global Consulting Services – Senior Vice President (97-02 to 99-02)

Responsible for the worldwide deployment of Saville's consulting staff of 1000 with 12 direct reports.

- ☐ Introduced the quality process that guided the consulting staff (Project Life Cycle, PLC).
- ☐ Was responsible to integrate the BHA (Saville purchased company) Australian staff into the mainstream of Saville's global business.
- ☐ Instrumental in establishing the *Saville College of Billing Knowledge* (Accelerating Success), a campus environment to rapidly train existing staff and new recruits.
- ☐ Created methodology and organization which ensured availability of worldwide resources for customer engagements.

**Saville Systems PLC Edmonton, Alberta**  
Operations – Senior Vice President (95-03 to 97-01)

Responsible for North American Customer Consulting Services, Product Management, Research & Development and Information Technology. 9 direct reports and total staff of 500.

- ☐ Developed the product roadmap concept and established the organization and processes to implement. Created 24-month view of roadmap. Assisted in the development of "convergent" trademark.
- ☐ Successfully negotiated ownership rights (at no cost) for customer owned intellectual Property
- ☐ Implemented the North American Datacentres for Service Bureau. Including state of the art facilities, Disaster recovery, worldwide communications network (frame). Improved Service Level through Process Management techniques.
- ☐ Was a key participant in the successful effort to take the company public.

**Unitel Communications Inc. Toronto, Ontario (now Allstream)**  
Customer & Network Maintenance - Vice President (94-02 to 95-02)

Responsible for management and control of national network covering all switched voice and data maintenance including both customer and network. Six functional groups managed, 8 direct reports with 260 departmental resources, operating budget of \$18M.

- ☐ Established process quality established organization, defined processes and measures that improved performance.
- ☐ Implemented process and performance measures that reduced failure rate.
- ☐ Established communications strategies for platform related failures.
- ☐ Implemented Canada wide frame relay and router network internetworked through North America.
- ☐ Introduced 800 service offering with maintenance process achieving service objectives.

**Unitel Communications Inc. Toronto, Ontario (now Allstream)**  
Director of Network Implementation (93-04 to 94-02)

Management and control of 3 functional groups with over 250 union and professional employees. Responsible for departmental financial control, corporate investment plan, Project Management and National Construction. Four direct reports, operating budget of \$25M and capital spending of \$190M.

- ☐ Established National Construction Group.
- ☐ Rationalized work force to workload requirements and established programs to manage. Reduced costs by 20%.
- ☐ Completed largest asset addition in the history of the company.

**Unitel Communications Inc. Toronto, Ontario (now Allstream)**  
Director, Capital Management (91-06 to 93-04)

Financial control of corporation's capital budget (\$241M) and Network Services operating budget (\$120M). Responsible for retirement planning (\$66M), CAD Services. Six direct reports, 32 departmental resources.

- ☐ Created the Departmental financial management group, established process, procedures and corporate mandate.
- ☐ Developed first comprehensive capital investment plan presented at shareholder level.
- ☐ Managed spending plan to less than 1% deviation from plan.

**Bell Canada, Toronto, Ontario**

**Michael Shulist**

**Associate Director (90-07 to 91-05)**

Management and control of \$30M expense and \$42M capital budget for a department of 300. Provide guidance and support to 15 Directors and report directly to AVP. 2 direct reports. Department provided development services to the Customer and Operator Services groups.

- ☐ Prepared 1991 work departmental work program,. Capital and expense for 65 projects including R&D profiling.
- ☐ Reconciled \$14M capital asset inventory and reduced write-off to less than 2% of target.
- ☐ Inherited (on 90-07) an 8% expense overrun from budget and by year-end brought spending back in line.
- ☐ Provided transition management for 15 members of previous company (purchased by Bell)

**Bell-TELIC Incorporated, Toronto, Ontario**  
**Vice President - Operations (88-04 to 90-06)**

Company marketed software solutions to the Telephony industry providing both consulting and custom development. Managed 25 subordinates in three provinces who provided consulting services, database development and company administration services. Had P&L responsibility for approximately 75% of Company sales of \$10M.

- ☐ 1990 Q1 revenue exceeded by 7% while cutting costs by 5%.
- ☐ Bettered 1989 revenue target by 24% and met all objectives while costs cut 4%. Company achieved a 23% profit.
- ☐ Implemented company-wide system to manage objectives and to align individual targets to corporate goals.
- ☐ Introduced production methodology, control procedures, electronic validation and schedules significantly improving client deliveries.

**Bell-TELIC Incorporated, Toronto, Ontario**  
**Account Manager (87-07 to 89-03)**

Responsible for the management of 17 direct reports, consulting support, product development, and company administration. Marketing and sales responsibility in Western Canada (AGT and Sasktel) and provided national pre-sales support. Control of 40% of P&L in company with sales of \$8M.

- ☐ Instrumental in bringing profitability from 8% in 1987 to 25% in 1988 through introduction of profit centres, cost control and job costing procedures.
- ☐ Project managed the development of Telecom Canada's western 800+ database. Delivered on time and at a profit level of 150%.
- ☐ Established Canadian software development group including staffing, standards, and procedures.
- ☐ Successfully introduced methodology and claimed the initial Research and Development Tax credits for the company.

**Bell-TELIC Incorporated, Toronto, Ontario**  
**Senior Consultant (87-01 to 87-06)**

Direct client responsibility to both Canadian and American sites for timeshare and consulting. Managed VAX cluster (300+ users) providing administration, processing and network support to both Canadian and US clients.

- ☐ Designed and project managed PC/DEC VAX based Assignment Facilities Management database system.
- ☐ Implemented Wide Area Network for high volume printing and reduced hardware costs and client frustrations.

**Bell Canada (Regional Performance), Toronto, Ontario**  
**Section Manager - Special Assignment, Cost Centres (86-06 to 87-01)**

Spearheaded an investigation into the development of cost based management techniques with the goal to develop long term strategy and plans for company.

- ☐ Handled all logistics for establishment of project team. Set up facilities within extremely short and critical time frames.
- ☐ Evaluated the budgetary process to be used using cost based results. Developed system specification (regional representative).

**Bell Canada (Regional Performance), Toronto, Ontario**  
**Section Manager - Cost and Performance, (83-09 to 86-05)**

- ☐ Regional budget coordination and results analysis for Customer Services. 11,000 employees and a total expense budget of \$400M.
- ☐ Liaison with the CRTC regulatory group for Ontario Region on service related issues.

**Bell Canada (Customer Services), Eastern Ontario (1978 to 83-09)** Held various line jobs as part of new employee development program leading to a promotion to Section Manager.



**Michael Shulist**

**Additional Information**

<b>Area</b>	<b>Specifics</b>
<b>Education:</b>	B.Sc. Mechanical Engineering (with honours) , Queen's University at Kingston, Ontario 1978.
<b>Professional:</b>	P.Eng., Professional Engineer (Ontario), Profession Engineers, Ontario, 1980.
<b>Affiliations:</b>	Canadian Management Centre Ontario Society of Professional Engineers Canadian Council of Professional Engineers American Management Association Information Technology Service Management Forum Software Process Improvement Network Ottawa Centre for Research and Innovation

ENBRIDGE GAS INC.

Answer to Interrogatory from  
HVAC Coalition ("HVAC")

Reference: [BOMA.3, Attachment]

Question:

Please provide a list of companies on the billers list that are currently on the Ontario Government Consumer Beware list. Please include in the list any biller that is not itself on the Consumer Beware list, but to the best of the Applicant's knowledge has an affiliated or associated company on that list, and provide details of that relationship if known.

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**Response**

The table below sets out, to the best of Enbridge Gas' knowledge a list of companies on the billers list that are currently on the Ontario Government Consumer Beware List. The table is current as of May 16, 2019. Note that relationships between companies may have changed and the change in those relationships may not be known to Enbridge Gas. Note also that being included on the Consumer Beware List does not necessarily mean that complaints or disputes have been raised with Enbridge Gas about OBA program activities.

<b>Biller Name</b>	<b>Affiliations/Relationships</b>	<b>Relationship</b>
Canadian Home Improvement Credit Corporation	Ontario Go Green Corporation	Same Owner
Energy Canada Home Services Inc.	Energy Canada Home Comfort Ltd.	Same Owner
Ontario Home Services Inc.	Not Known	-
Ontario HVAC & Water Inc.	Not Known	-
Summitt Home Services LP	Not Known	-
Sunwave Home Comfort Inc.	Cricket Home Comfort Inc.	Not known
Utilebill Credit Corp.	UtileCredit Corp.	Same Owner
Utility Savings Corp.	Not Known	-

ENBRIDGE GAS INC.

Answer to Interrogatory from  
HVAC Coalition ("HVAC")

Reference: [BOMA.3, Attachment]

Question:

Please provide the addresses in Enbridge's records for each of the billers on the list.

---

**Response**

The table below sets out the addresses for each of the Billers with an active OBA Agreement. This list is more current than the one produced in response to BOMA Interrogatory #3.

<b>Company Name</b>	<b>Company Address Street</b>	<b>City</b>
1113287 Ontario Inc. (O/A "HVAC Home Comfort Services")	70 East Beaver Creek, Unit 3	Richmond Hill, ON L4B 3B2
1724104 Ontario Limited (O/A. "Services Plus")	2341 Sandy Trail	Innisfil, ON L9S 2G1
1837564 Ontario Inc. (O/A. "Avalon")	27-877 Alness St.	Toronto, ON M3J 2X4
1852846 Ontario Inc. (O/A. "Mega City Home Services")	169 Bartley Drive	Toronto, ON M4A 1E7
2360777 Ontario Inc. (O/A "Global Eco Energy Group ")	16 Sherrick Dr	Gormley, ON L0H 1G0
2432443 Ontario Inc. (O/A "Will's Brothers Home Service")	57 Carlton Road	Markham, ON L3R 1Z4
2586322 Ontario Inc. (O/A "Air Quality Dunrite")	3761 Victoria Park Ave	Toronto, ON M1W 3S3
2659675 Ontario Inc. (O/A "Viva Financial Corporation")	200 Yorkland Blvd., Suite 1201	Toronto, ON M2J 5C1
8082235 Canada Inc. (O/A. "Home Comfort Services")	9-50 Don Park Road	Markham, ON L3R 1J3
8974276 Canada Corporation (O/A "Gasco Energy")	287 Idema Road	Markham, ON L3R 1B1
9701001 Canada Corporation (O/A "True Alliance Financial")	885 Progress Avenue, Suite LPH 11	Toronto, ON M1H 3G3
A Central Inc.	924 Willowdale Ave	Toronto, ON M2M 3C1
Ace Eco Home Energy Services	317 Maberly Way	Ottawa, ON K1T 0P3
Advanced H.V.A.C. Inc.	5450 Canotek Road, Unit	Ottawa, ON K1J 9G5

Company Name	Company Address Street	City
	65	
Alfa Aire Inc.	3632 Ingram Rd.	Mississauga, ON L5L 4N8
All Best Mechanical	23 Northview Road	Ottawa, ON K2E 6A6
Allianze Power Corp.	4299 Queen Street East	Brampton, ON L6T 5V4
Atlas Service Company Inc. c/o AtlasCare	2520 Bristol Circle	Oakville, ON L6H 5S1
Belyea Bros., Limited	2 Thorncliffe Park Drive, Unit # 24	Toronto, ON M4H 1H2
Brother-3 Corp. (O/A "Eco Star Home Services Co.")	556 Gordon Baker Rd.	North York, ON M2H 3B4
Button's Heating Inc.	1895 Clements Road, Unit 170	Pickering, ON L1W 3V5
Cana-Air Cooling and Heating Ltd.	#25-589 Middlefield Road	Scarborough, ON M1V 4Y6
Canadian Choice Home Services Inc.	81 Zenway Blvd, Unit 10	Woodbridge, ON L4H 0S5
Canadian Home Improvement Credit Corporation	2475 Skymark Avenue, Suite 5	Mississauga, ON L4W 4Y6
Canadian Sustainable Group Inc.	172 Trowers Road, Suite 30	Woodbridge, ON L4L 8A7
Citeon Corp.	7012 8th St N.E.	Calgary, AB T2E 8L8
Consumers Choice Comfort Services Inc.	#1503-2225 Sheppard Ave. East	Toronto, ON M2J 5C2
Cricket Home Comfort Inc.	20 Floral Pkwy.	Concord, ON L4K 4R1
Crown Crest Capital Corp.	200 Yorkland Blvd, Suite 1201	Toronto, ON M2J 5C1
Crown Crest Financial Corp. (O/A. "OCHS")	200 Yorkland Blvd., Suite 1201	Toronto, ON M2J 5C1
Crown Crest Financial Corp. (O/A. "Simply Comfort")	200 Yorkland Blvd., Suite 1201	Toronto, ON M2J 5C1
DeMark Home Ontario Inc.	1183 Finch Ave W, Suite 610	North York, ON M3J 2G2
Eco Energy Home Services Inc.	3761 Victoria Park Ave, Unit 10-11	Toronto, ON M1W 3S3
Eco Green Home Comfort Inc.	343 Preston Street, 11th Floor	Ottawa, ON K1S 1N4
EcoHome Financial Inc.	325 Milner Avenue, Suite 300	Toronto, ON M1B 5N1
Eddy Home Inc.	# 1600 - 25 Sheppard Avenue West	Toronto, ON M2N 6S6
EFS Financial Inc.	1100 Burloak Drive, Suite 301	Burlington, ON L7L 6B2
En Saving Inc.	#17-1950 Ellesmere Rd.	Scarborough, ON M1H 2V8

<b>Company Name</b>	<b>Company Address Street</b>	<b>City</b>
Enable Financial Corporation	41 Scarsdale Road, Unit 5	Toronto, ON M3B 2R2
Encomfort Inc.	1140R Weston Rd	Toronto, ON M6N 3S4
Ener Comfort Inc.	15 Allstate Parkway, 6th Floor	Markham, ON L3R 5B4
Enercare Home and Commercial Services Limited Partnership	7400 Birchmount Road	Markham, ON L3R 5V4
Enercare Solutions Limited Partnership	7400 Birchmount Road	Markham, ON L3R 5V4
Energy Canada Home Comfort Ltd.	3395 American Drive, Unit 7	Mississauga, ON L4V 1T5
Energy Canada Home Services Inc.	3395 American Dr, Unit 7	Mississauga, ON L4V 1T5
Energy Care Canada Home Services Inc.	830 Westlock Road, Unit 36A	Mississauga, ON L5C 1K6
Energy Management Group Inc.	55 Kingsworth Road	King City, ON L7B 1C5
Enerstar Complete Home Services Inc.	197 Louth Street	St. Catharines, ON L2S 2R4
Enpure Home Comfort Ltd.	50 Don Park Road, Unit 10	Markham, ON L3R 1J3
Enpureal Home Comfort Inc.	1295 Eglinton Ave. East, Unit 19	Mississauga, ON L4W 3E6
Filter Group Inc. O/A Home Water/Greenlife Water	6345 Dixie Rd, Suite 200	Mississauga, ON L5T 2E6
For Saving Home Service Inc.	550 Alden Rd, Unit 111	Markham, ON L3R 6A8
Francis Fuels Ltd. (O/A "Francisfuels-Comfort24/7 Expts")	12 - 28 Concourse Gate	Ottawa, ON K2E 7T7
Green Planet Home Services Inc.	45 Sheppard Avenue East, Unit 204	Toronto, ON M2N 5W9
Greensaving Home Services Inc.	4438 Sheppard Ave East, Unit 311	Scarborough, ON M1S 1V2
Harding Mechanical Contractors Inc.	2210 Cavanmore Road	Carp, ON K0A 1L0
HCSI Home Comfort Inc.	200 Yorkland Blvd, Suite 1201	Toronto, ON M2J 5C1
High Efficiency Cooling & Heating Inc.	570 Alden Rd, Unit 3	Markham, ON L3R 8N5
Home Saving Inc.	7780 Woodbine Ave, Unit 14	Markham, ON L3R 2N7
Home Trust Company	145 King Street West, Suite 2300	Toronto, ON M5H 1J8
Just Energy Ontario L.P.	6345 Dixie Road, Suite 400	Mississauga, ON L5T 2E6
Livegreen Home Comfort Ltd.	415 Hood Road, Unit 16	Markham, ON L3R 3W2
Lloyd HVAC Services Inc.	1-3096 Danforth Ave., Suite 350	Toronto, ON M1L 1B1
Maple Home Services Ltd.	155 Winges Road, Unit	Woodbridge, ON L4L

<b>Company Name</b>	<b>Company Address Street</b>	<b>City</b>
	13	6C8
MDG Newmarket Inc. (O/A. "Ontario Energy Group")	5060 Spectrum Way, Suite # 302	Mississauga, ON L4W 5N5
Megacity Heating and Air Conditioning Ltd.	31 Landfair Crescent	Scarborough, ON M1J 3A6
Municipal Water Savings Corp.	25 Sheppard Ave W, Suite 1600	Toronto, ON M2N 6S6
Northwest Gas Ltd.	10-171 Advance Boulevard	Brampton, ON L6T 4Z6
Novel Care Inc.	155 West Beaver Creek Rd, Unit 6	Richmond Hill, ON L4B 1E1
NT Home Service Inc.	10-50 Venture Dr.	Scarborough, ON M1B 3L6
OES Supply Corporation (O/A "Imperial Energy")	287 Idema Road	Markham, ON L3R 1B1
One Dealer Financial Services Inc.	325 Milner Avenue, Suite 300	Toronto, ON M1B 5N1
ONEnergy Inc.	301 – 155 Gordon Baker Road	Toronto, ON M2H 3N5
Ontario Go Green Corporation	205 – 6 Gurdwara Road	Ottawa, ON K2H 8A3
Ontario Home Protection Inc.	1290 Finch Ave. W., Unit 9	Toronto, ON M3J 3K2
Ontario Home Services Inc.	30 Kern Road, Suite 102	Toronto, ON M3B 1T1
Ontario HVAC & Water Inc.	705 Progress Avenue, Unit # 42	Scarborough, ON M1H 2X1
Ontario Standby Power Corp.	516 Douglas Avenue	Toronto, ON M5M 1H5
Ottawa Home Services 2005 Inc.	1559 Laperriere Avenue	Ottawa, ON K1Z 7T1
Pinnacle Retail Inc.	595 Cityview Blvd., Unit 18	Woodbridge, ON L4H 3M7
Polaron Solartech Corp.	3761 Victoria Park Ave, Unit # 9	Toronto, ON M1W 3S2
R&C Energysaving Inc. (O/A "Constant Home Comfort")	50 Mural Street, Unit 10-11	Richmond Hill, ON L4B 1E4
Reliance Comfort Limited Partnership	2 Lansing Square, 12th Floor	Toronto, ON M2J 4P8
Reliance Comfort Limited Partnership	2 Lansing Square, 12th Floor	Toronto, ON M2J 4P8
Reliance Comfort Limited Partnership	2 Lansing Square, 12th Floor	Toronto, ON M2J 4P8
Sandpiper Energy Solutions Inc.	200 Yorkland Blvd, Suite 1201	Toronto, ON M2J 5C1
Simply Energy Inc.	#1503-2225 Sheppard Ave. East	Toronto, ON M2J 5C2
Simply Green Home Services (Ontario) Inc. (O/A "Simply Billing Services")	200 Yorkland Blvd., Suite 1201	Toronto, ON M2J 5C1

<b>Company Name</b>	<b>Company Address Street</b>	<b>City</b>
Simply Green Home Services Inc.	200 Yorkland Blvd, Suite 1201	Toronto, ON M2J 5C1
Simply Smart Services Inc.	37 Strawbridge Farm Drive	Aurora, ON L4G 0V3
Skymark Finance Corporation	46 Village Centre Place, Suite 300	Mississauga, ON L4Z 1V9
Smarco Building Solutions Inc. (O/A "OntarioEco Home Services")	264 Watline Avenue	Mississauga, ON L4Z 1P4
So Low Enterprises Inc. (O/A "Comfort Rental Systems")	1125 Highway 8	Stoney Creek, ON L8E 5H8
Star Energy Home Comfort Ltd.	6 Denison Street	Markham, ON L3R 1B6
Summitt Home Services LP	100 Milverton Drive, Suite 608	Mississauga, ON L5R 4H1
Sunwave Home Comfort Inc.	20 Floral Pkwy.	Concord, ON L4K 4R1
Sustainable Growth Solutions Inc.	2010 Winston Park Drive, Suite 200	Oakville, ON L6H 5R7
The Canadian Energy Savings Corporation	2 Bloor Street West, Suite 2700	Toronto, ON M4W 3E2
Toronto Developers Ltd. (O/A "Smart Home Works")	25 Sheppard Ave W, Suite 1600	Toronto, ON M2N 6S6
Utilebill Credit Corp.	302 The East Mall, Suite 301	Etobicoke, ON M9B 6C7
UtileCredit Corp.	302 The East Mall, Suite 301	Etobicoke, ON M9B 6C7
Utility Savings Corp.	25 Sheppard Avenue West, Suite 1501	Toronto, ON M2N 6S6
Verttag Corporation	#1503-2225 Sheppard Ave. East	Toronto, ON M2J 5C2
Vista Credit Corp.	205 – 6 Gurdwara Road	Ottawa, ON K2H 8A3
VIVA Funding Group Inc.	#1503-2225 Sheppard Ave. East	Toronto, ON M2J 5C2
Watershed Technologies Inc.	477A Dupont St.	Toronto, ON M6G 1Y6

ENBRIDGE GAS INC.

Answer to Interrogatory from  
HVAC Coalition ("HVAC")

Reference: [BOMA.4, STAFF.3]

Question:

Please add 2007 and 2008 to the table provided in BOMA.4, to be consistent with the program results reported in STAFF.3, or explain why the program years should be different for the two responses.

---

**Response**

Please see the table below for the requested information.

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Number of Customers	1,367,033	1,396,713	1,407,450	1,447,563	1,449,266	1,458,303	1,459,573	1,436,253	1,434,901	1,422,615	1,412,113	1,402,877



ENBRIDGE GAS INC.

Answer to Interrogatory from  
HVAC Coalition ("HVAC")

Reference: [BOMA.6]

Question:

Please provide a redline showing all of the changes to the OBA Manual from 2014 to the current version.

---

**Response**

The attached document shows changes to the OBA Manual from 2014 to the current version dating from October 2018. Please note that the comparison program used to compare the 2014 OBA Manual to the 2018 OBA Manual may not show changes to pictures or changes to all of the tables contained in the document.



# CIS Open Bill Access Biller User Manual

Version: ~~5.1~~6.2



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## Chapter 1 Introduction

### Section 1.1 Overview

The Open Bill Access ~~("OBA")~~ service ("OBA Service") provided by Enbridge Gas Distribution Inc. ("EGD") allows billers ("Billers") who have entered into an Open Bill Access Billing and Collection Services Agreement (an "OBA Agreement") with EGD to invoice ~~their customers on the EGD~~ the Biller's Customers for non-commodity charges on Mass Market, Monthly Statement and Large Volume ~~bills~~ Service Bills produced by EGD's Customer Information System ("CIS").

The purpose of this CIS Open Bill Access Biller User Manual (the "Manual") is to provide Billers with the rules, technical specifications and requirements, policies and procedures established by EGD and applicable to the Billers. This Manual is subject to the terms of the OBA Agreement. Capitalized terms not otherwise defined in this Manual have the meaning ascribed to them in the OBA Agreement.

Examples of Billers that can use the OBA ~~service~~ Service include companies offering energy-related products and services such as:

- the sale, service or rental of natural gas appliances
- energy efficiency or environmental initiatives
- household improvements that result in improved energy efficiency
- financing contracts for natural gas appliances, home improvements or energy efficiency initiatives.

~~The purpose of this CIS Open Bill Access Biller User Manual (the "Manual") is to provide Billers with the rules, technical specifications and requirements, policies and procedures established by EGD and applicable to the Biller.~~

## Chapter 2 OBA Overview

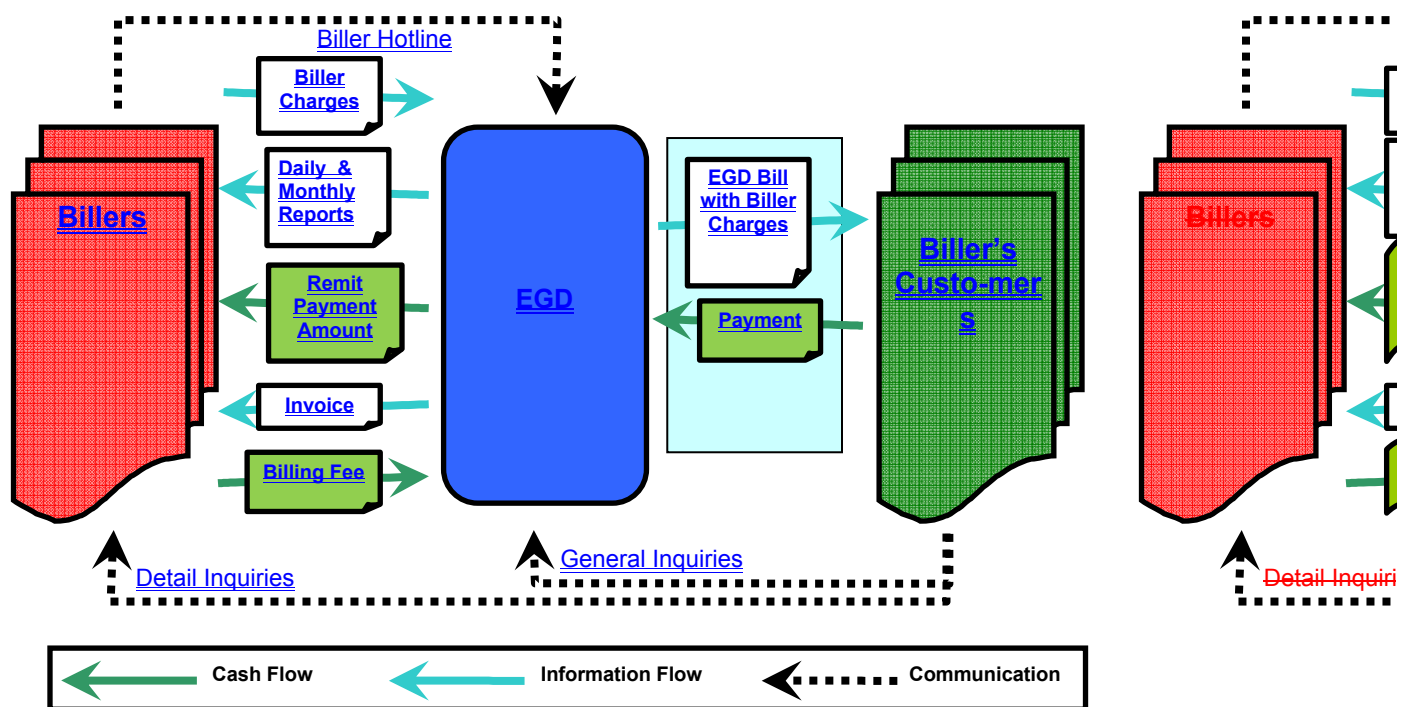
### Section 2.1 OBA Workflow

In the OBA Service context, EGD's CIS supports the billing of non-commodity charges on behalf of Billers. These charges include items such as ~~(but not limited to),~~ without limitation, water heater rentals, protection plans and merchandise contracts. Each eligible non-commodity charge has an associated "Bill Type Code". For more

[information on Bill Type Codes](#) please see [Section 2.6](#) below and [Appendix B](#) to this [Manual](#).

Non-commodity charges billed on behalf of the Biller are either Bill Ready charges or Rate Ready charges. Bill Ready charges are ~~amounts that require no calculation on the part of EGD and are placed directly~~ one-time charges that are invoiced on the bill. ~~Rate Ready charges require EGD to calculate the charge and place the charge on the bill.~~ next Service Bill generated for the Customer by CIS. Rate Ready charges are repeating charges that are included on the Customer's monthly Service Bill until the Biller amends its instructions to EGD. More information on Bill Ready charges and Rate Ready charges can be found in each of Section 3.2 and Section 3.3, respectively.

The figure below illustrates the relationship between [the](#) Billers, EGD and [the Customers of the](#) ~~Biller-customers~~.



Billers ~~will~~ provide their ~~Customer Registration~~ customer registration, Bill Ready & Rate Ready transactions to EGD in a "Transaction ~~file~~ File", which can be submitted one or more times per day using EGD's secure file transfer (SFTP) server. Each record and field within the ~~file will be~~ Transaction File is validated by the CIS to ensure they meet the business requirements and technical standards. ~~An~~ of the OBA Service. EGD will return an "Acknowledgement file will be returned" File to the Biller, including a status code (either "accept" or "reject") for each transaction that was sent to EGD by the Biller in a Transaction File.

The Transaction file File will be processed by EGD, and ~~the~~ accepted transactions will be ~~presented on the EGD bill face on the customer's billing cycle day~~ billed on the Customer's Service Bill issued on the Customer's next Cycle Day. EGD will remit the ~~Settlement~~ Payment Amount to the Biller 21 calendar days after the date ~~that of the Service Bill on which~~ the Biller's charge was ~~placed on the bill~~ billed. EGD will also



supply the Biller with various daily and monthly reports. EGD will invoice the Biller and receive payment for these services.

A ~~EGD has established the~~ Biller ~~hotline is in place at EGD~~ Hotline for Biller inquiries. Customer ~~Inquiries~~ inquiries will be handled by either EGD or the Biller, depending on the nature of the inquiry.

## **Section 2.2 OBA Service Coverage**

EGD provides ~~the OBA service to~~ Service on EGD Mass Market (residential and small commercial), Monthly Statement (~~convenient~~ convenience billing) and Large Volume Billing ~~customers~~ bills for Biller Customers located within EGD's gas distribution franchise area on both gas and non-gas accounts. See **Appendix A** for a map showing the coverage area. For more information regarding the coverage area, contact the **Biller Hotline** at 1-866-501-8586, or by email ~~to~~ at Biller\_Inquiry@accenture.com.

## **Section 2.3 Marketing the OBA Service**

In marketing the OBA Service or referencing ~~its a~~ Biller's relationship with EGD, the Biller shall comply with each of the requirements set out in Appendix F – Company Name Restrictions and Appendix G – Real-Time Marketing Requirements.

## **Section 2.4 Financial Assurances Policy for ~~Open-Bill Services~~ the OBA Service**

As contemplated by Article IX of the OBA Agreement, EGD's Financial Assurances Policy for ~~Open-Bill Services~~ the OBA Service is attached as Appendix I.

## **Section 2.5 Compliance with the Consumer Protection Act**

It is a requirement of the Biller's OBA Agreement that it complies with all Applicable Laws, including the Consumer Protection Act (as defined in the OBA Agreement). Failure to comply with Applicable Laws is an Event of Default under the OBA Agreement, entitling EGD to exercise the rights and remedies available to it under the OBA Agreement and at law.

Billers are required to itemize all charges (including charges for late payment and the amount of those charges) to the Customer. To comply with this requirement, if a charge that is covered by the Consumer Protection Act will be billed on the Enbridge Service Bill, the following Late Payment Charge language must be included in the Biller's customer contracts:

“Late Payment Charges for [Biller Company Name] Charges on your Enbridge Gas Distribution Bill: A late payment charge will apply to all overdue amounts on your Enbridge Gas Distribution bill, including applicable federal and provincial taxes. The late payment charge will be calculated and applied as approved by the Ontario Energy Board (OEB). The current OEB-approved late payment rate is 1.5% per month or 18% per year (compounded monthly for an effective rate of 19.56% per year). Your

Enbridge bill is due when you receive it, which is considered to be three days after the bill date. If you do not pay your bill in full by the late payment effective date on the first page of your Enbridge Gas Distribution bill, a late payment charge equal to the late payment rate multiplied by a total of all unpaid charges will be added to your Enbridge Gas Distribution bill."

Provisions relating to verification calls are discussed in more detail in **Appendix K – Verification Calls**.

## **Section 2.6 Bill Type Codes**

Billers must use the Bill Type Code that accurately describes the Customer Services being provided to the Customer. The list of eligible Bill Type Codes is set out in **Appendix B** to this Manual. If a Biller wishes to bill a non-commodity charge that does not have a Bill Type Code, Section 4.4 of this Manual sets out the process to request a new Bill Type Code.

EGD must approve the specific Bill Type Code(s) that may be used by each Biller. If a Biller wishes to use additional Bill Type Code(s), the Biller must submit a request to EGD for approval. EGD and the Biller will review the Bill Type Codes used by the Biller from time to time. Billers will not be able to use generic Bill Type Codes such as "Miscellaneous" or "Merchandise" without specific approval from EGD.

## **Chapter 3 OBA Functionality**

The OBA ~~Service~~ offers Billers many convenient features to facilitate ~~customer~~Customer invoicing and payment collection. These features include:

- Customer Registration
- Billing – Bill Ready Charges
- Billing ~~–~~ Rate Ready Charges
- Reporting
- Customer and Biller Support
- Dispute ~~handling~~Handling
- Remittance and Invoicing

These features are outlined in the following sections.

### **Section 3.1 Customer Registration**

Prior to ~~providing~~any transactional data ~~being passed for billing~~ to EGD ~~to bill~~, the Biller must first ~~get an~~obtain EGD's acknowledgement ~~back from EGD~~ that the ~~customer~~Customer account ~~is set up~~. ~~The Biller will pass~~has been set up. To obtain EGD's acknowledgement that the Customer account has been set up, the Biller must ~~submit~~ the list of customer records that need to be verified ~~within CIS~~to EGD via a ~~transaction file~~Transaction File. CIS will attempt to identify ~~the~~a corresponding EGD contract account by matching the service address, name, and other key information

provided in the ~~file, and then generates an acknowledgement file to be passed back to~~ Transaction File. Billers should implement and follow “know your customer” processes to facilitate the matching process. The matching logic is described in Section 5.1.3 of this Manual. CIS will then generate an Acknowledgement File which is sent to the Biller, which includes a status code (either “accept” or “reject”) for each customer record sent to EGD by the Biller.

~~The acknowledgement file passed from EGD to the Biller will contain an Open Bill. In the case of a “match” between a Biller customer record and an EGD contract account, a unique OBA reference number will be sent to the Biller in the Acknowledgement File from EGD. The OBA reference number that uniquely identifies the customer~~ Customer account in CIS. ~~This~~ To address privacy and confidentiality concerns, this reference number is not the customer's Customer's EGD account number, but is a system generated number that is always “one-to-one” with the customer's account. The reason for not just passing the customer's account number is for privacy and confidentiality. This Open Bill Customer's EGD account. This OBA reference number will be required for all CIS-inbound transactional files Transaction Files and will be the primary key in exchanging data between the Biller and EGD.

In the case of ~~a match, the Open Bill reference number will be sent back to the Biller. If no “match-is” being made by the CIS matching program, the~~ where the action code provided by the Biller is ‘A’ (Add), the customer file will be passed to the EGD back-office to for review-and either. The EGD back-office will make a manual “match-or” to an existing EGD contract account, create a “non-gas” account. The record will be updated with the OBA number if successful, if not it will be returned with a reason code. The file will be returned to the Biller in the Customer Acknowledgement file. (See Section 7.3) or return the customer file with the appropriate “reject” error message. If the customer file is accepted, the Acknowledgement File will contain the OBA reference number.

The OBA Agreement requires Billers to have in place at all times a Customer Service Agreement with each Customer in respect of whom the Biller requests EGD to provide any Billing Services; Billers may only bill active customers of the Biller that are receiving Customer Services at a Service Address. (Please refer to the OBA Agreement for the meanings of the capitalized terms.)

EGD will not add a non-gas account in any of the following circumstances:

- if a gas account exists in the same name at that address;
- if the Biller provides an account with a generic name (e.g. “Owner/Occupant”);
- if the Biller does not provide EGD with sufficient valid and accurate information to set up an account;
- for a customer that is redlocked for non-payment of their existing account;
- for customers that have had their gas distribution service terminated for non-payment on more than one previous occasion; or
- to allow a Biller to charge a customer that has moved-out.

~~Note: The matching program will reject and not allow high credit risk customers (i.e. those that have been moved out for non-payment on more than one previous occasion).~~ Billers are reminded of the Minimum Credit Rating requirement for potential customers or Customers as set out in subsection 2.6(m) of the OBA Agreement ~~and must retain:~~ proof of each credit check must be retained for audit purposes.

Listed below are typical ~~open bill~~ OBA Service customer types:

- The ~~customer~~ Customer is being billed for a merchandise contract.
- The ~~customer~~ Customer is an existing gas customer of EGD with Biller charges.
- The ~~customer~~ Customer is being billed for a rental contract such as a water heater rental.
- The ~~customer~~ Customer is being billed for a recurring non-gas contract such as a Biller maintenance plan.

Collective invoicing accounts (a single ~~bill~~ Service Bill for a single customer with multiple service addresses) can be created. Typically such collective invoicing accounts may be applicable for home builder or corporate customers. Transactions cannot be accepted against the “parent” ~~statement~~ collective account and will be rejected.

~~If there is an exception with the gas contracts, no invoicing will occur and therefore no Biller charges will bill until the exception is fixed. If the exception is with a Biller charge, invoicing will continue and the corrected Biller charge(s) will be billed and invoiced on the next monthly invoice.~~

~~Invoices~~ Service Bills can be printed in either English or French depending on the language indicator on the ~~customer~~ Customer's account in CIS.

## **Section 3.2 Bill Ready Charges**

Bill Ready transactions are charges (debit or credit) managed by the Biller and sent to EGD on a daily or monthly basis. Bill Ready transactions will be created after confirming that the customer has not ~~been moved out~~ had its gas distribution service terminated for non-payment on more than one previous occasion.

Taxes for Bill Ready charges will be assessed from the tax indicators for GST, HST or None in the ~~inbound file~~ Transaction File from the Biller.

The Biller has the option to provide the customer contract end date. If provided, the customer contract end date must be greater than or equal to the current date and occur within the next 10 years.

The Transaction ID associated with each Bill Ready charge will be identified in the Acknowledgement File.

### **Reversal of Bill Ready Charges:**

Bill Ready charges can only be adjusted by the Biller. The Biller will be required to send the adjustment via a Bill Ready transaction that either debits or credits the Customer's account by the adjustment amount. ~~The EGD Transaction ID is not required when sending a Bill Ready transaction.~~

For example, the Biller ~~sends charges~~ a ~~charge for~~ Customer \$100 and later ~~it is determined~~ determines that the charge should have been for \$50. The Biller would send:

- a credit for \$50, or
- a credit for \$100 and a debit for the correct charge of \$50.

Bill Ready ~~acknowledgement files~~ Acknowledgement Files will be returned to the Biller. These will include a status code ("accept" or "reject") for each Bill Ready transaction sent to EGD.

See **Section 3.63.7 – Customer and Biller Dispute Handling** for dispute handling information.

## Section 3.3 Rate Ready Charges

Rate Ready transactions are recurring charges (i.e. a rental water heater) that can be added, deleted or updated. Rate Ready transactions will be created after confirming that the customer has not ~~been moved out~~ had its gas distribution service terminated for non-payment on more than one previous occasion.

There are three types of Rate Ready Charges:

- Standing Requests:
- Loans; and
- Rentals.

The Transaction ID associated with each Rate Ready charge will be identified in the Acknowledgement File; the Transaction ID will remain constant for the duration of the Rate Ready transaction.

Note: For all Rate Ready transactions the Billers will need to send in the charge amount, ~~excluding~~ exclusive of taxes with an indicator advising which tax ~~to~~ (es) apply to the charge (GST, HST or None). This is due to potential tax percentage changes. Taxes for Rate Ready charges will be assessed from the tax indicators (GST, HST or None) in the ~~transaction file~~ Transaction File from the Biller. Effective as of July 1<sup>st</sup>, 2010 the only tax indicators that will be valid on Rate Ready transactions are HST or None.

### Section 3.3.1 “Move Out” Procedures

The move out procedures for each type of Rate Ready Transaction File are discussed in detail in the sections below. The purpose of this section is to provide some context for how EGD describes and processes “moves” and related transactions.

If a ~~meter is disconnected at the customer's request, the customer will remain moved into premise and will continue to invoice.~~ customer's gas service is disconnected or terminated (either at the customer's request or by EGD). EGD refers to the activity as a “move out”. On a daily basis, the CIS generates the “Moves Report”. The Moves Report classifies each move out in accordance with the list of Termination of Service codes (sometimes referred to as “TOS” codes) described in the following section. A Biller may receive the Moves Report depending on the “move in / move out” activity in its Rate Ready Customer base.

Unless otherwise provided below, when a Customer is moved out:

- (i) Standing Requests and Loans for the move out customer will be finalized as described in Section 3.3.2 below; and
- (ii) Rental products will be moved from the move out customer to the move in customer and charges will be prorated based on the move out and move in dates that were provided to EGD. The Biller is responsible for ensuring that it has a valid Customer Services Agreement with a move in customer that is being billed through the OBA Service.

The move out customer's account is finalized and EGD ceases to bill the move out customer for both gas and non-gas charges.

Please note that when a Rental, Standing Request or Loan contract is deleted by a Biller, this will not be treated by EGD as a move out and will not be reported on the Moves Report.

### Non-Gas Customers

The move out procedures for non-gas Customers are:

#### Customer Driven:

- Non-gas move outs for Standing Requests and Loans are handled the same as gas account move outs above, however a Rental installation on a non-gas move out is deleted at move out time as further described in Section 3.3.5 below.

#### Biller Driven:

- Move out through a Transaction File as a delete transaction (Action Type of "D").
- Bill Ready transaction must be sent by the Biller for any adjustment/bill out required.

### Move Out arising out of Non-Payment

For both gas and non-gas accounts, if a customer does not pay its Service Bill in full, EGD will move out the customer in accordance with its customary billing procedures. For the 30 day period ~~when a~~ immediately after a customer's meter is disconnected for non-payment, no information on the disconnection will be sent to the Biller. If no payment or arrangements to pay have been made by the customer with EGD within the ~~30 days~~ day period, the EGD contract account will be red locked/customer moved out and the account will be finalized. ~~This~~ The finalizing of the account will be reported to the Biller on the CIS-generated Moves Report with a ~~Termination of Service~~ TOS code RC02. ~~Remaining~~ (TOS codes are discussed in more detail in the section below.) The remaining balance on ~~loans~~ Loans and ~~standing requests~~ Standing Requests will not be billed out on the final ~~bill~~ Service Bill presented under the OBA Service. The Biller is responsible for determining the unbilled amount and invoicing ~~the customer through another means.~~ its Customer through another means. Rental charges on the final Service Bill will be prorated based on the move out date. The account is finalized and EGD ceases to bill the customer for gas and non-gas charges. A move in will be performed once payment arrangements have been made or when a new customer



moves in. If the original customer moves back in then the rental(s) will be back billed to the move out date.

### Temporary Lock at Customer's Request

If an EGD meter is temporarily locked at the customer's request (for example, at a seasonal residence), all non-gas charges will continue to be billed. The Biller will not be provided with notification of a temporary lock on the Moves Report as there is no change to the customer name on the EGD contract account.

## Section 3.3.2 TOS Codes: Bill Out TOS Codes and No Bill Out TOS Codes

### **Move-out procedures:**

~~The~~Subject to the terms set out below for each type of Rate Ready charge, the following TOS (~~Termination of Service~~) codes will result in CIS automatically billing out the remaining balance of ~~loans and/or standing requests that have a~~ Standing Requests where the 'Bill Out Option = Y, "Y" and Loans (the "Bill Out TOS Codes"):

- RC01 – Move Undisclosed Location (Customer request-no forwarding info)
- RC03 – Change of Account Ownership (Customer provides lock information)
- RC04 – Move Out of Territory (Customer request-move out of franchise area)
- RC05 – Deceased (Customer died – estate to be settled)
- RC06 – Move Force Out
- RC07 – Consumer Disconnect (Gas Meter has been removed)
- RC11 – Change in account number, no physical move
- RC99 – Manual move out performed

The following TOS codes will result in no bill out on final invoice for the remaining balance of ~~loan~~Loans and/or ~~standing requests~~Standing Requests (the "No Bill Out TOS Codes"):

- ~~•~~ RC02 – Credit Final (Red Locked ~~customer~~Customer)
- ~~•~~ RC08 – Bankruptcy (Trustee has requested a bill up to bankruptcy period)
- ~~•~~ RC09 – Power of Sale (Bank takes over service address)
- ~~•~~ RC10 – Receivership (Receiver requests account while commercial assets sold)
- ~~•~~ RC12 – CCAA (Trustee has filed for a proposal)

The Biller will be informed of the ~~termination of service~~TOS code on the CIS-generated Moves Report.

**There are three types of Rate Ready transactions:**

Those move outs that are the result of TOS code 'RC07' – Consumer Disconnect (Gas Meter has been removed) will result in deletion of the Rental from the moved out account. The Biller will be notified of the TOS code in the Moves Report, and the Biller should take the appropriate action to ensure physical removal of the rental equipment or bill the product or service through another means.

### Section 3.3.3 Rate Ready Standing Requests

A ~~standing request~~Standing Request is a recurring charge that can be either a debit or credit (credits can be used to reflect a repeating discount). The maximum term of a ~~standing request~~Standing Request is 60 months. ~~A Standing request charges will not be prorated. A standing request~~Request of greater than 60 months will be rejected. Standing Request charges will not be prorated.

A Standing Request will be created in CIS and will automatically bill according to the billing frequency requested by the Biller. The Biller must provide the installment amount (no calculation of the installment amount will occur within CIS).

The Biller has the option to provide the end date of the contract between the Biller and the Customer for Standing Requests. The end date of the contract must be within 3 months (before or after) of the end of the Standing Request term provided to EGD by the Biller.

The installments will stop billing when the term is complete (based on the number of installments) or the end date established by the Biller is reached. Standing Requests will not automatically renew.

Billers will have the option to “bill out ~~standing requests~~” Standing Requests that have a term of less than or equal to 12 months. Standing ~~requests~~Requests with this option will automatically be billed out to the ~~customer~~Customer when a ~~customer~~Customer moves out ~~(except in a non-payment/redlock scenario). Bill out~~if a Bill Out TOS Code applies to the move out. A Standing Request detail record with a “bill out” option selected for ~~standing requests~~ greater than a 12 month term will be rejected.

~~A standing request will be created in CIS and automatically bill according to the billing frequency. No calculation of the installment amount will occur within CIS. The installments will stop billing when the term is complete (# of installments) or the end date is reached. Standing Request can be deferred by future-dating the Rate Ready transaction to a maximum of 18 months, once the account has already been set up.~~

When a ~~customer~~Customer moves and the account is disconnected, ~~the standing request~~a Standing Request with ‘Bill Out Option = “Y”’ will (if ~~not disconnected due to arrears~~)a Bill Out TOS Code applies) automatically bill out the remaining eligible installments, calculate the ~~correct~~ taxes based on the tax election made by the Biller and post the charges to the ~~customer’s final bill.~~Customer’s final Service Bill. If a No Bill Out TOS Code applies, no bill out will occur and the Biller is responsible for invoicing the Customer through another means.

When the Biller sends ~~an a delete transaction~~ (Action Type of “D”) in the Rate Ready Interface file, ~~the standing request will not bill out the remaining installments but will stop billing any further installments. to delete a transaction from billing, all billing of the~~ Standing Request will cease as of the date the delete transaction was accepted by EGD. If a delete is performed after a Standing Request was posted to the Customer’s account then the Customer’s next Service Bill will contain the posted charge; however, no further charges will be posted to the Customer’s account. The Biller is responsible for determining the remaining amount and, if required ~~send~~, sending a Bill Ready debit adjustment to bill the ~~customer~~Customer for ~~the any~~ remaining installments.



~~A standing request can be deferred by future dating the rate ready transaction to a maximum of 18 months, once the account has already been setup. If the customer moves out and there are remaining installments left on an actively billing standing request with the Bill Out Option = "Y" then those installments will be billed out if the customer is not being moved out for collection reasons. Standing requests will not automatically renew and will end when all the installments have billed or the end date is reached.~~

~~Biller has the option to provide the contract end date for standing requests. The Contract End Date and the term of the plan must coincide. Contract End date must be within plus or minus 3 months of the Standing Request Execution Period End date.~~

#### Discounts:

~~Biller~~Billers can send a ~~rate ready~~Rate Ready transaction with information such as: installment amount, billing frequency (monthly, quarterly etc.), the term (number of months), and start date and tax indicator to set up a recurring discount. A ~~standing request~~Standing Request will be created in CIS and bill according to the billing frequency, number of installments and start date provided by the Biller.

A ~~standing request~~Standing Request can be deferred by future dating the ~~rate ready~~Rate Ready transaction once the account has ~~already been setup~~set up. If the ~~customer~~Customer moves out and there are remaining installments left on an actively billing ~~standing request~~Standing Request then those installments will be billed out if the Bill Out Option = "Y" and if the ~~customer is not being moved out for collection reasons~~Bill Out TOS Codes apply. Standing ~~requests~~Requests will not automatically renew and will end when all the installments have billed or the end date is reached.

~~These are the move-out procedures for non-gas in-franchise (T-9) customers:~~

#### Customer Driven

- ~~• Same rules as gas account move-out.~~
- ~~• Move out all contracts including zero dollar contract.~~

#### Biller Driven

- ~~• Move out through the interface as delete transaction.~~
- ~~• Bill Ready transaction must be sent for any adjustment/bill out required.~~

~~Please note that when a Rental or Loan Contract is deleted through the interface, this will not be treated as a move-out and will not be reported on the Moves Report.~~

~~After 3 months of no payment being received, the customer will be moved out for non-payment.~~

### Section 3.3.4 **Rate Ready Loans**

The Loan functionality available to the Biller allows new loan creation, loan billing, loan finalization, loan reinstatement (if finalized in error), and prepayment.

The Biller will send all the required loan data such as total principal, total interest, first payment, terms, interest rate etc. through the Rate Ready Loan interface. ~~The loan transaction may be rejected if the customer's creditworthiness score is not in the acceptable range. The applicable reject reason will be sent back to the Biller. as a Transaction File.~~ Billers are reminded of the Minimum Credit Rating requirement for ~~customers~~Customers as set out in the OBA Agreement and must retain proof of each credit check for audit purposes.

Loans cannot be transferred from one account to another. If a ~~customer~~Customer moves and the Biller wishes to reinstate the loan at another premise the new loan details will have to be sent through the ~~loan~~Loan interface file with an add transaction (Action Type of "A") to add the loan to the new account and a Bill Ready credit adjustment will have to be sent by the Biller to credit the billed out loan installments on the moved out account. The Biller would be responsible for determining the loan details.

The Biller must have the ~~customer~~Customer contact Enbridge to process loan prepayments. The EGD Customer Service Representative will provide the buyout information directly to the ~~customer~~Customer and can apply a ~~customer~~Customer's credit balance as a pre-payment. This will cause recalculation of the loan and principal and interest will be decremented.

### Section 3.3.5 **Rate Ready Rentals**

A ~~rental~~Rental is a recurring charge associated with an asset owned by the Biller that is considered a fixture in the home ~~that will be moved from a moved out customer to a moved in customer.~~ The rental charge must be a debit and has no end date.

For Rental ~~Contracts~~charges the Billers ~~will need to send in~~ the rental amount, (excluding taxes and with an indicator advising which tax to apply. This is due to potential tax percentage changes), to EGD via a Transaction File.

For each Rental transaction sent by the Biller, a Transaction ID will be assigned allowing early identification by the Biller when processing updates, removals and exchanges. This Transaction ID will remain with the Rental until the Rental is removed.

~~When a customer~~Rental charges on a gas account will be moved automatically from a moved out Customer to a moved in Customer. The Biller will be advised of the move through the Moves Report. When a Customer moves into a premise with a rental fixture, the Biller will be informed of the new customer details (i.e. name, phone number etc.) and the new OBA reference number. The new customer information such as customer name, address, and start date, OBA reference number, Bill Type Code and new Transaction ID will be sent to the Biller in a daily file. The ~~transaction~~Transaction ID for that ~~rental~~Rental remains the same. It is the obligation of the Biller to ensure that it has a valid Customer Services Agreement with a moved in Customer that is being billed through the OBA Service.

Rentals on a non-gas account will be moved out for Customer-requested moves, the Rental installation will be deleted in CIS and the Biller will be advised of the move

through the Moves Report. In the case of a non-gas account, it is the Biller's responsibility to identify the moved in Customer and create the required Customer add transaction (Action Type of "A") and rental add transaction (Action Type of "A") via a Transaction File. Note that if the move in customer contacts EGD in advance of the move out, and identifies the Rental to EGD, EGD will transfer the Rental to the move in customer and provide the information to the Biller. The Biller is responsible for ensuring that it has a valid Customer Services Agreement with a move in customer that is being billed through the OBA Service.

Rental charges will be pro-rated ~~following EGD current pro-rating rules. (i.in accordance with EGD's customary billing procedures (e.g. if the billing period is under 24 days or over 36 days the charge will be pro-rated only if gas charges are being pro-rated).~~ If the price ~~changes, EGD will pro-rate by date slice if the Biller is utilizing a Rental table. Price changes for Customer specific priced rentals will not be prorated.~~ charged to the Customer by the Biller changes:

~~For each rental transaction sent, a transaction ID will be assigned allowing easy identification by the Biller when processing updates, removals and exchanges. This transaction ID will remain with the rental until the rental is removed.~~

- EGD will pro-rate by date slice if the Biller is utilizing a rental table; and
- EGD will not pro-rate for Customer-specific priced rentals.

There is an option for each Biller to create a rental table to define fixed rates for multiple customers who are using the same product. Rental price changes can be done ~~on~~ en masse or by ~~the~~ individual contract account using the revised Bill Type Code rental type code linked to the rental table. If a mass price change is initiated, *all* rental contracts will be updated with the price increase as of the price start date - irrespective of whether or not the specific Customer contract ~~is in the first year~~ provides for the price change. It is the Biller's responsibility to ensure that each Customer is charged in accordance with the terms of their the Customer's contract or not with the Biller. If a rental table is not submitted, all rental prices will have to be provided by the Biller on each rental transaction on an individual contract account basis. See ~~Appendix D~~ Section 5.1.9 for information on submitting a rental table.

Note: The Biller can increase or decrease their prices in the rental table not more than once per calendar quarter with 60 days' notice to EGD.

Individual contract price changes will be handled through ~~the interface~~ a Transaction File. The Biller will send the ~~rental interface file~~ Transaction File with the Bill Type Code and the rental price field ~~filled in with~~ will specify the installment price to be billed. Once a rental contract price has been updated individually, mass price changes will not affect these accounts. To update the rental price for these accounts, a ~~rate ready rental~~ Rate Ready Rental update transaction for each of the customer ~~specific price customers~~ Customers must be sent through the rental ~~transaction file~~ Transaction File with the new rental amount.

Large Volume rental water heaters will be handled the same way as Mass Market rentals.

To handle rental deferrals, the ~~rental~~ Rental transaction will be sent with a future date for the number of months the Biller wants to defer the rental. If a ~~customer~~ Customer moves

in before the future date is reached, the rental will begin billing immediately for the moved in Customer. The Biller will be informed of the move through the ~~Daily Move report~~daily Moves Report.

Any adjustments to the ~~rental~~Rental transaction will be calculated by the Biller and submitted as ~~a bill ready~~Bill Ready credit or debit transactions.

Rate Ready Rental transactions are displayed on the Enbridge Service Bill with the word "Rental" preceding the product description. Example – Rental Water Heater.

#### Removals & Exchanges:

For a rental removal, the Biller will send a Rate Ready transaction through the rental interface file with ~~an~~a delete transaction (Action Type of "D") which will stop billing of the rental. The rental charge will automatically be prorated from the last billing date to the removal date. If any credit/debit adjustments are required the Biller will send a Bill Ready transaction for the adjustment amount.

Exchanges need only be processed in CIS if there is a change in the ~~bill type~~Bill Type Code or rental type code. To process an exchange, the Biller will send a Rate Ready transaction with an Action Type of ~~"D"~~"D" (delete) to stop billing of the rental. A second Rate Ready add transaction ~~with~~ (Action Type of ~~"A"~~"A") will be sent to set up the new rental. If any credit/debit adjustments are required the Biller will calculate the charges and send a Bill Ready transaction for the adjustment amount.

If the ~~bill type code~~Bill Type Code and rental type code stay the same, and only the price is affected, Billers will send an update transaction with the new amount (Action Type of ~~"U"~~"U").

CIS will not accept back-dated transactions.

### **Section 3.4      Billing - Exceptions**

If there is an exception with the gas contracts, no invoicing will occur and therefore no Biller charges will bill until the exception is fixed. If the exception is with a Biller charge, the Service Bill will be produced (excluding the Biller charge that caused the exception) and, once corrected, the Biller charge will be billed and invoiced on the Customer's next monthly Service Bill.

[Remainder of page intentionally left blank.]

### Section 3.43.5 Daily and Month End Reporting

EGD provides detailed daily and monthly financial and operational reports. Reports will be made available on EGD's secure SFTP server for downloading, and can be opened with Microsoft Excel. See **Chapter 8** for sample reports and how to read them.

### Section 3.53.6 Customer General Inquiries

The EGD Call Center handles general inquiries related to Biller charges. Customers with detailed inquiries will be advised to contact ~~Billers~~[the relevant Biller](#) directly. **The Biller must notify the EGD Biller Hotline if their call centre or customer service department will be unavailable for a significant amount of time (for example, due to technical or resource issues) so EGD can prepare for increased customer calls.** The following table lists examples of general inquiries which EGD would handle:

Question	Answer
"There is a charge under Biller XXX. What is this for? Why is it on my EGD bill?"	EGD will describe <del>Open-Bill</del> <a href="#">the OBA Service</a> and provide <a href="#">the</a> Customer with Biller contact information if further details are required.
"My rental unit is not working - can you send someone to fix it?"	EGD will direct the <del>customer</del> <a href="#">Customer</a> to call the Biller.
"I want to buy out my merchandise from the Biller. What should I pay?"	<del>The</del> <a href="#">If the Biller used the Loan functionality described above, the</a> EGD Customer Service Representative will <a href="#">be able to</a> provide the <del>buy-out</del> <a href="#">buyout</a> information directly to the <del>customer and can apply a customer's credit balance as a pre-payment</del> <a href="#">Customer</a> . <a href="#">If the Biller did not use the Loan functionality described above to bill these charges, the Customer will be referred back to the Biller for the buyout information.</a>
"I don't agree with the charge from the Biller."	EGD will initiate a <del>customer-dispute</del> <a href="#">Customer Billing Dispute</a> and notify the Biller of the dispute and the <del>Date</del> <a href="#">date</a> that it must be resolved by. If left unresolved after the due date then the <del>customer</del> <a href="#">Customer</a> will get a credit <del>&amp;and</del> the Biller's charges will be removed from the <del>customer's bill</del> <a href="#">Customer's Service Bill</a> and new transactions sent by the Biller for this <del>customer</del> <a href="#">Customer</a> with the same Bill Type <del>code</del> <a href="#">Code</a> will be blocked.

### Section 3.63.7 Customer and Biller Dispute Handling

EGD provides a tracking service for disputes between Billers and ~~customers~~[Customers](#), but it is the Billers' responsibility to manage customer relations and resolve conflicts. In the case of ~~customer~~[Customer](#) inquiries regarding the Biller charges, the EGD Call Centre will provide details on the billed items including the amounts billed, balances on account, billing schedule etc., and any specifics about EGD charges. For any queries

pertaining to Biller services, their charges, and the specifics of Biller ~~products or service related products~~ Customer Services, the EGD Call Centre will provide the ~~customer~~ Customer with the Biller's contact information.

If a ~~customer~~ Customer calls EGD to dispute a Biller's ~~product or service~~ charge then EGD will inform the Biller via the daily Disputes Report and begin tracking the case. ~~If the Biller does not communicate the resolution of the dispute to EGD by~~ The Disputes Report identifies the "Date Dispute must be solved" ~~within the Dispute Report then the following activities will take place:~~ for each Customer Billing Dispute.

Customer Billing Disputes are deemed "closed" in the disputes tracking system if either of the following occurs:

- the Customer Billing Dispute is closed in the tracking system by Biller (status updated to "cancelled"). The Biller may close the Customer Billing Dispute in the tracking system if it has resolved the dispute with the Customer (for example, the Customer agrees to pay for the Customer Services, agrees to a credit to settle the Customer Billing Dispute, agrees to delete the related charges from the Service Bill, etc.), or the Biller has advised the Customer that the Biller will remove the charge from the OBA Service; or
- the Customer Billing Dispute is closed in the tracking system by EGD (status updated to "completed"). EGD will close the Customer Billing Dispute if it is not closed in the tracking system by the Biller by the "Date Dispute must be solved" identified in the Disputes Report.

Billers have the responsibility to communicate the status of each Customer Billing Dispute to the Biller Hotline by email. If no information is provided by the "Date Dispute must be solved", EGD will close the Customer Billing Dispute in the tracking system.

With respect to Customer resolutions, Enbridge will only accept resolutions from the Biller that specifically state that the Customer agrees with the resolution of the Customer Billing Dispute. If the Biller does not state in its resolution submission that the Customer agrees with the resolution the Customer Billing Dispute will be deemed to be unresolved. (Please see below with respect to reinstated Customer Billing Disputes.)

If the resolution of the Customer Billing Dispute requires the Biller to delete a transaction or provide a credit to the Customer, the Biller must perform such activity prior to the Customer's next billing date immediately following the resolution of the dispute. If the Customer calls EGD in respect of a credit or deletion that was not performed by the Biller prior to the Customer's billing date, the Customer Billing Dispute may be reinstated.

➔ ~~The customer~~ If EGD closes the Customer Billing Dispute then the Customer will be credited the amount in dispute and future transactions sent through the ~~Open Bill~~ CIS OBA Service interface for that ~~customer~~ Customer will be blocked at the ~~Billing Bill~~ Type Code level until the dispute is resolved with the Customer. When the ~~dispute~~ Customer Billing Dispute is resolved with the Customer the block is removed.

- ➔ ~~If the dispute is related to a Rate Ready Standing Request—The end date of the Standing Request will be changed by EGD to the "Date Dispute must be solved" plus one day thus stopping this charge.~~
- ➔ ~~If the dispute is related to a Rate Ready Rental—EGD will move out the contract selecting 2 (Open Bill—Biller Initiated). This move out will not appear on the move report.~~



- ~~If the dispute is related to a **Rate Ready Loan** – EGD will move out the contract selecting 2 (Open Bill – Biller Initiated). This move out will not appear on the move report.~~

~~If the dispute is resolved by the Biller after the Rate Ready Standing Request, Loan or Rental has been removed then it will be the Biller's responsibility to contact the Biller Hotline to resolve the dispute and then re-add the Standing Request, Loan or Rental using a Rate Ready add transaction.~~

~~Billers have the responsibility to communicate the status of each dispute to the Biller Hotline. EGD will treat disputes as unresolved if no information is provided.~~

### Special Considerations for Rate Ready Transactions

~~Billers can also resolve customer disputes for~~ If Rate Ready related products or services Customer Services like Loans, Standing Requests and Rentals. ~~They simply need to send in~~ are the subject of a Customer Billing Dispute, and the Biller determines it does not wish to continue billing the disputed Customer Services, the Biller must send a Rate Ready Deletedelete transaction for the disputed product or service for the specific customer that has raised (Action Type of "D") to ensure that the charges in dispute do not continue to bill. Billers will be able to confirm that the Dispute delete transaction has been resolved successful by checking the following day's Dispute Report and their outbound Acknowledgement Files. Note that in conjunction with thea Rate Ready delete transaction, the billerBiller should ensure that a credit is submitted if a refund is required, otherwise the customerCustomer may reinitiatereinstate the dispute.

If the Biller resolves the Customer Billing Dispute with the Customer after the Rate Ready Standing Request, Loan or Rental has been removed then it will be the Biller's responsibility to contact the Biller Hotline to notify EGD that the Customer Billing Dispute has been resolved with the Customer and then re-add the Standing Request, Loan or Rental using a Rate Ready add transaction (Action Type of "A").

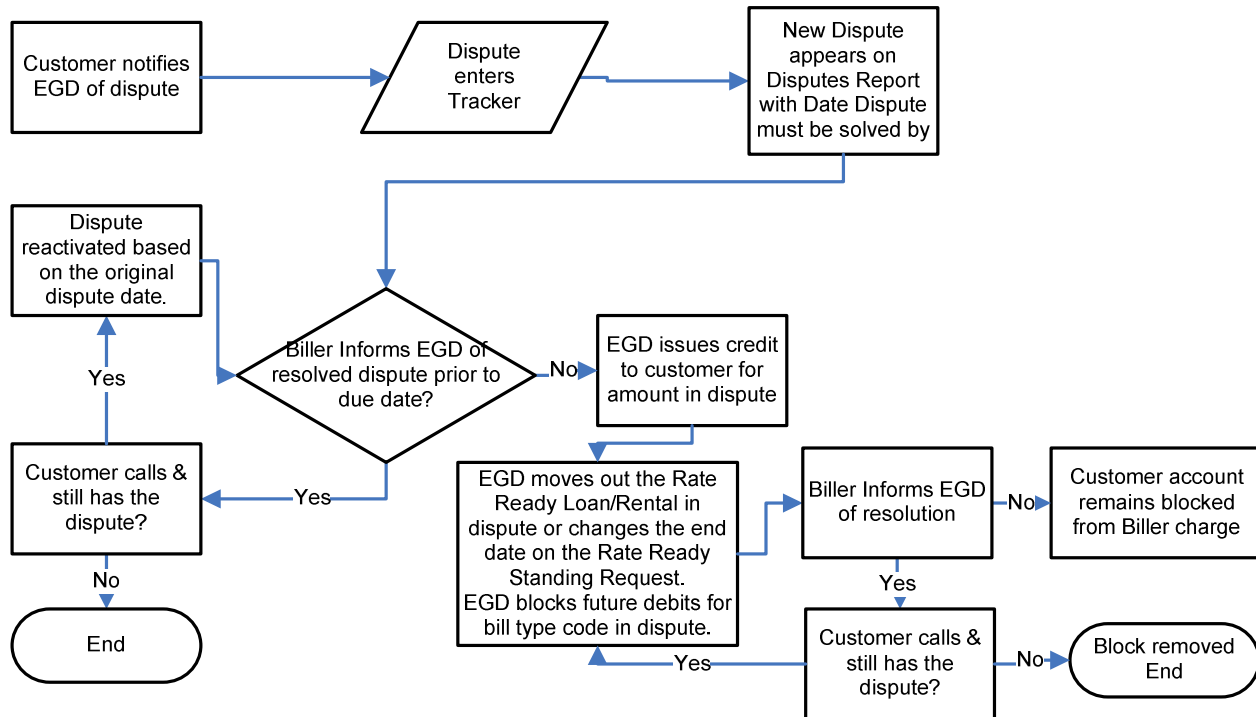
If EGD closes the Customer Billing Dispute then the following activities will take place:

- If the Customer Billing Dispute is related to a **Rate Ready Standing Request**, the end date of the Standing Request will be changed by EGD to the "Date Dispute must be solved" plus one day thus stopping this charge.
- If the Customer Billing Dispute is related to a **Rate Ready Rental** – EGD will move out the contract selecting 2 (Open Bill - Biller Initiated). This move out will not appear on the move report.
- If the Customer Billing Dispute is related to a **Rate Ready Loan** – EGD will move out the contract selecting 2 (Open Bill - Biller Initiated). This move out will not appear on the move report.

[Remainder of page intentionally left blank.]

## Flow Diagram of Customer Billing Dispute Process

The Biller Disputes process flow diagram below illustrates the dispute process.



## Reinstated Disputes

A reinstated dispute is one where:

- (a) the ~~customer~~ Customer did not agree with the Biller's original dispute resolution and requests that Enbridge ~~reactivate the dispute.~~ reinstate the dispute; or
- (b) the Biller did not perform the activities required by the dispute resolution (e.g. deleting a transaction or providing a credit) within the time period discussed above.

Reinstated disputes can be identified on the ~~dispute report~~ Disputes Report by looking at the Reinstatement Indicator field (the 2<sup>nd</sup> last field on the dispute detail record). If this indicator is greater than zero (>0) then this is a reinstated dispute.

## Previously Disputed Charges

Billers shall not bill charges that were the subject of, associated with, related to or arose out of, a Customer Billing Dispute unless the Customer has agreed to the resolution. This responsibility applies to all Billers that seek to bill such charges, regardless of whether the Biller originally submitted the charge that resulted in the Customer Billing Dispute, or whether a new Biller is requesting EGD to bill such a charge. EGD reserves the right to delete Rate Ready transactions, block Bill Ready transactions, and to credit and reverse all billings of charges associated with, relating to or arising out of Customer Billing Disputes unless the Customer has agreed to the resolution and rebilling of such charges.



Dispute Messages displayed on Customer's Service Bills:

There are three dispute bill messages:

- Active Dispute: The Customer is advised that there is an active dispute on their account against a specific Biller. The message identifies the Biller and the dispute reference number.
- Resolved by Biller: The Customer is advised that their dispute has been resolved by the Biller. The message refers the Customer back to the Biller if more information is required.
- Resolved by Enbridge: The Customer is advised that their dispute has been resolved by Enbridge. The message advises the Customer that the Biller may pursue these charges outside of the Enbridge OBA Service.
- Note: Where multiple disputes are active /resolved, all applicable dispute numbers will be referenced in the bill message.
- This is an example of the bill message for an active dispute.

	Charges From Other Companies		Messages From Other Companies
<b>Hawaiian Comfort</b>	Rental Water Heater \$17.64 +HST Jan 15, 2014 - Feb 11, 2014 HST (Registration - 866631906) 2.29	<b>Hawaiian Comfort</b> Billing 416-123-4567 Sales & Service 416-234-5678  To learn more about our product line call us at 1-800-555-5556	<div style="border: 2px solid red; padding: 5px;">                     There is a dispute on your account regarding <b>charges from Hawaiian Comfort</b>. Your dispute reference number(s): 0123456789                 </div>

[Remainder of page intentionally left blank.]


- [This is an example of the bill message for a dispute resolved by a Biller.](#)

	Charges From Other Companies		Messages From Other Companies						
	<div data-bbox="305 409 503 441"><b>Hawaiian Comfort</b></div> <div data-bbox="267 472 885 562"> <table> <tr> <td>Rental Water Heater</td> <td>\$17.64 +HST</td> </tr> <tr> <td>Jan 15, 2014 - Feb 11, 2014</td> <td></td> </tr> <tr> <td>HST (Registration - 866631906)</td> <td>2.29</td> </tr> </table> </div>	Rental Water Heater	\$17.64 +HST	Jan 15, 2014 - Feb 11, 2014		HST (Registration - 866631906)	2.29		<div data-bbox="954 409 1161 441"><b>Hawaiian Comfort</b></div> <div data-bbox="954 441 1266 493">                     Billing 416-123-4567                      Sales &amp; Service 416-234-5678                 </div> <div data-bbox="938 520 1364 573">                     To learn more about our product line call us at 1-800-555-5556                 </div> <div data-bbox="938 604 1502 688" style="border: 2px solid red; padding: 5px;"> <b>Hawaiian Comfort</b> has resolved the following Disputes(s): 0123456789. For more information please Contact Hawaiian Comfort                 </div>
Rental Water Heater	\$17.64 +HST								
Jan 15, 2014 - Feb 11, 2014									
HST (Registration - 866631906)	2.29								

[\[Remainder of page intentionally left blank.\]](#)

- [This is an example of the bill message for a dispute resolved by Enbridge.](#)

~~For disputes Enbridge will only accept resolutions from the Biller that specifically states that the Customer Agrees with the resolution. Resolutions will be returned to the biller if there is no indication that the customer agrees, thus in this instance the dispute would be considered unresolved.~~

 Charges From Other Companies	 Messages From Other Companies
<div>Hawaiian Comfort</div> <div>Rental Water Heater \$17.64 +HST</div> <div>Jan 15, 2014 - Feb 11, 2014</div> <div>HST (Registration - 866631906) 2.29</div>	<div>Hawaiian Comfort</div> <div>Billing 416-123-4567</div> <div>Sales &amp; Service 416-234-5678</div> <div>To learn more about our product line call us at 1-800-555-5556</div> <div>Enbridge has resolved the following <b>Hawaiian Comfort</b> Dispute(s): 0123456789. If <b>Hawaiian Comfort</b> determines that these charges are valid, they may pursue them outside of the Enbridge Billing Process</div>

### Section 3.73.8 ~~Biller Inquires~~[Inquiries](#) & Support

The ~~transaction file~~[Transaction File](#) interface will be run daily (every calendar day); however, support to the Billers will only be offered during ~~business days~~[Business Days](#). Billers with OBA transactions, account, and customer information related questions or concerns may contact EGD at the **Biller Hotline** at **1-866-501-8586**, or by email to:

[Biller\\_Inquiry@accenture.com](mailto:Biller_Inquiry@accenture.com) Hours of operation are Monday to Friday, 8am to 6pm (excluding statutory [and civic](#) holidays).

Note: System availability may be limited from time to time due to planned or unplanned outages due to maintenance.

The following are examples of inquiries which the Biller Hotline would handle:

- Dispute resolutions and questions - "Can you provide more information about a ~~customer~~[Customer](#)'s dispute?"
- Manual enrollment cases - "Can you provide me with an update on Emma case number #####",
- Customer Loan balances and prepayments,
- Creation of Collective accounts (this allows the ~~customer~~[Customer](#) to get 1 invoice for multiple child accounts),
- If the Biller needs help to perform a Product/Service removal or manual adjustment that the Biller is having problems with,

- If the Biller needs help to understand the Customer's invoiced amounts related to the Biller's charges,
- If the Biller needs help with the Miscellaneous address information if the address is being used for a Customer match,
- "Is this customer within EGD's franchise area?" EGD will determine if the customer is within or outside of EGD's franchise area.

Billers that are experiencing technical difficulties with the EGD SFTP ~~Server~~[server](#) or their ~~transaction files~~[Transaction Files](#) should contact the EGD HelpDesk at 1-877-274-7323. The ~~biller~~[Biller](#) should identify themselves as an ~~Open~~[Open](#) Biller ~~receiving the OBA Service~~ and should provide their company name and Biller ID at the start of the call.

The following are examples of technical ~~interfacing~~[interface](#)-related questions:

- "I forgot my password."
- "Server is not responding."
- "My file was rejected."
- "My file was not processed."

Billers that need to be educated on the ~~Open bill~~[OBA Service](#) process, would like to have changes made to their information on the bill or have ~~contractual~~[contract](#) related questions may contact EGD by email at [EGDOpenBillAdmin@enbridge.com](mailto:EGDOpenBillAdmin@enbridge.com) or call 416-495-7205 Toll free 1-855-229-6760. Hours of operation are Monday to Friday (excluding statutory ~~and civic~~ holidays), 8am – 4pm

### **Section ~~3-8~~[3.9](#) Daily Remittance**

Daily remittance amounts will be based on the Daily Billed Summary report. Payments of the ~~Settlement~~[Payment](#) Amount are payable 21 calendar days after the ~~date~~[that Billing Date for](#) the associated charges ~~were billed~~.

### **Section ~~3-9~~[3.10](#) Invoicing and Method of Payment**

EGD will utilize the month end reports to create a monthly invoice for the ~~services~~[Services](#) provided to the Biller by EGD. Payments ~~to each Biller~~ are made by bank transfer ~~to designated accounts~~[\(by electronic or other means\) to an account designated from time to time by the Biller to EGD pursuant to Section 4.7.1 of the OBA. To facilitate the prompt receipt of all payments, Billers must establish and maintain a bank account at the financial institution designated by EGD from time to time. As of the January 1, 2019, the financial institution designated by EGD is TD Canada Trust.](#)

### **Section ~~3-10~~[3.11](#) Consumer Proposal**

Consumer Proposal received by Biller for products appearing on Enbridge invoice.

"A consumer proposal is a formal process that is carried out through a trustee in bankruptcy. The trustee puts together an offer to pay creditors a percentage of what is

owed to them over a specific period of time, or extend the time the debtor has to pay off the debt, or a combination of both. Payments are made through the trustee, and the trustee uses that money to pay each of the creditors. The debt must be paid off within five years."

Biller must:

- Notify Enbridge within 7 days of receiving a Consumer Proposal by sending an email to [Biller\\_Inquiry@accenture.com](mailto:Biller_Inquiry@accenture.com) with a copy of the proposal.
- Enbridge will use this information to determine:
  - #1 Total Amount of the related Biller's charges up to the date outlined in the Consumer Proposal.
  - #2 Amount paid to the Biller by Enbridge to date.
- Biller will be responsible for the following:
  - A. If #2 is higher than #1 – Biller to send a Bill Ready credit for the difference and send in a delete for the Rate Ready product or stop sending recurring Bill ~~ready~~[Ready](#) charges.
  - B. If #2 is lower than #1 – Biller to send a Bill Ready debit for the difference and send in a delete for the Rate Ready product or stop sending recurring Bill ready charges.

If the above-noted process is not followed Enbridge will:

- Raise a dispute for the Biller including the Consumer Proposal.
- If left unresolved Enbridge will resolve the Biller's account charges based on the criteria above.

## Chapter 4 Biller Setup

Before the Billers can utilize the OBA ~~service~~[Service](#) they have to register themselves and their customers with EGD. Once the Biller and their customers are registered, the Biller can begin to submit transactions. EGD will return ~~acknowledgement~~  
~~files~~[Acknowledgement Files](#) and reports to the Biller to complete the process. This section describes the Biller registration process.

### Section 4.1 Setting up a Biller Account with EGD

To register for the OBA ~~service~~[Service](#), [Billers enter into an OBA Agreement with Enbridge. To populate the OBA Agreement and to set up a Biller account](#), Billers will need to provide the following information, ~~by email. Please request a sign-up form, or~~  
~~(use the form provided in~~ **[Appendix D-1](#)**~~).~~

- ~~Company~~[Legal](#) Name [of the Biller](#) (to be displayed on the [Service](#) Bill)
- Billing Telephone Numbers (local & 1-800, to be displayed on the Bill)
- Sales and Service Telephone Numbers (local & 1-800, to be displayed on the [Service](#) Bill)

- Biller Contact Name & Telephone Number (for internal use)
- Biller Contact email Address (for notifications & access to EGD's SFTP server – for internal use only)
- Initial ~~password~~Password – for all email addresses provided (for EGD server access)
- HST Number (to be displayed on the ~~bill~~Service Bill)
- Company Logo (to be displayed on the ~~bill~~Service Bill)
- Billing ~~message~~Message (to be displayed on the ~~bill~~Service Bill)
- Customer Services that the Biller proposes to bill through the OBA Service and associated Bill Type Codes (see Section 2.6 for more information on Bill Type Codes)
- Rental Types & ~~prices will be~~Prices - required if the Biller wants a rental table to be defined, otherwise all rental prices will have to be provided by the Biller on each rental transaction.

Submit the required information to EGD Manager of Billing Relationships at [EGDOpenBillAdmin@enbridge.com](mailto:EGDOpenBillAdmin@enbridge.com). ~~Biller will receive email notification once the account has been created.~~

The lead time required by EGD to ~~setup~~set up a Biller varies depending on the number of accounts and their nature. The initial administrative process including system setup, logo management and testing will take at least four months. ~~Additional time will be required to setup non-gas accounts as required by the Biller.~~

## **Section 4.2      *Biller Message***

Billers are allowed one bill message (English & French) per month with line items presented on the current cycle billing month ~~bill~~Service Bill. The message specifications must meet the following specifications:

- limit of four lines including spaces and punctuation
- each line of a message can have a maximum of:
  - 38 characters if all upper case
  - 45 characters if mixed case
  - 54 characters if all lower case

See **Appendix E** for a sample EGD ~~bill~~Service Bill showing the display of the Biller's message and charges.

Note: EGD will review all submitted Biller's messages, and may reject or request modifications to any message.

Billers can update their Biller message at any time by submitting a request to EGD. Requests must be submitted prior to the ~~12~~10<sup>th</sup> calendar day of each month in order for the new message to be displayed during the next billing month. Billers must provide the message in English and French if required. Each message is limited to four lines with a maximum of 38 (all upper case), 45 (mixed case) or 54 (all lower case) characters on each line including spaces and punctuation. Send requests directly to: [EGDOpenBillAdmin@enbridge.com](mailto:EGDOpenBillAdmin@enbridge.com).

## Section 4.3 *Biller Logo*

Biller logos are presented on the ~~bill beside their transactions.~~ Service Bill beside the Biller's charges. The logo will be used on both printed bills and eBills. Logos must meet the following specifications:

- File Format: jpg/png' with transparent background
- Colors: Grey - 8 bits/channel
- Resolution: 72 x 72 dpi
- Dimensions: 354 x 73 pixels /4.917 x 1.014 inches
- The Biller's name must be included as part of the Biller Logo so the ~~customer~~ Customer can easily identify the name of the company that submitted the charges.

~~The logo will be used on both printed bills and eBills. Billers should confirm that the logos appearance is acceptable in both mediums. The following HTML fragment may be useful for the billers to determine if their logo will look reasonable at different resolutions on the web.~~

```
<HTML>
<IMG src="YourLogoHere.jpg" width="170"></IMG><BR>
</HTML>
```

## Section 4.4 *Requesting a New Bill Type Code*

The Bill Type Code ~~is required to identify~~ identifies the category and the product or service description of each transaction (see **Appendix B** for the current Bill Type Codes available). Billers can request new Bill Type Codes by submitting a request to EGD. The request should include the ~~bill message text that~~ Bill Type Code title which should not exceed 30 characters. EGD will review the request and determine if the addition is in keeping with the approved products and services. ~~A~~ After EGD approves the new Bill Type Code lead time of 4 months will be required for the new ~~bill type code~~ Bill Type Code to be ~~setup~~ set up. Send requests directly to [EGDOpenBillAdmin@enbridge.com](mailto:EGDOpenBillAdmin@enbridge.com).

## Chapter 5 *Building the Transaction File*

This section describes the customer registration and billing process which is achieved using a ~~transaction interface file~~ Transaction File. The communication of customer and billing transaction details between Billers and EGD is made via the ~~transaction interface file~~ Transaction File, which is used by the Biller to submit ~~Customer~~ Registration customer registration, Bill Ready and Rate Ready transactions. The ~~interface file~~ Transaction File can be submitted to EGD on a daily basis. The Transaction File interface will be run daily (every calendar day), however support will only be offered during ~~business days~~ Business Days. The ~~file~~ interface is also used by EGD to provide Acknowledgement Files to return transaction confirmation to Billers.



Once ~~the Billers are a~~ Biller is registered with EGD, ~~they it~~ can begin to submit ~~Customer Registration and Billing~~ customer registration and billing transactions. Prior to any billing transactional data being passed to EGD to bill, the Biller must first get an acknowledgement from EGD that the customer account is setup. Once this is done, the Biller can begin to submit billing transactions. Note that there is a limit of six items per invoice per Biller. The earliest start date for a Rate Ready transaction is the current date + three calendar days.

The Customer Registration, Bill Ready and Rate Ready ~~transaction file~~ Transaction File that the Biller submits is a variable-length record, pipe-delimited field, ASCII (or text) file using only upper case for all alpha characters. The interface file can be prepared in one of two ways:

- Biller Generated – the Biller uses their own software to generate the ~~transaction file~~ Transaction File
- EGD OBA Tool Generated – the Biller uses the EGD Open Bill Transaction Entry Tool (the “OBA Tool”) to generate the ~~transaction file~~ Transaction File. ~~(The~~ Biller’s use of the OBA Tool is subject to the terms set out in the User Agreement attached as Appendix H.

See **Section 5.1** for record layout specifications for Biller-Generated ~~transaction files~~ Transaction Files.

See **Section 5.2** for instructions on how to use the OBA Tool.

## **Section 5.1      *Biller-Generated Transaction File***

For Billers who are not using the OBA Tool to generate their interface file, a layout of the data that must exist in the ~~transaction file~~ Transaction File is outlined below. There are mandatory and optional fields which are detailed in the following sections. The file format must be ASCII (or text). Each column in the file must be separated by a Pipe (|) delimiter. One or more of these files can be posted by the Biller to the EGD SFTP server on a daily basis.

Each ~~transaction file~~ Transaction File must contain a single Header record and a single Trailer record, along with the following five different types of transaction records layouts:

- Customer Record (required to obtain the ~~Open Bill Ref #~~ OBA reference number for an existing EGD customer or to add a new customer)
- Bill Ready Record (The ~~Open Bill Ref #~~ OBA reference number is required to submit a ~~bill ready~~ Bill Ready charge)
- Rate Ready Standing Request Record (The ~~Open Bill Ref #~~ OBA reference number is required to submit a ~~standing request~~ Standing Request)
- Rate Ready Loan Record (The ~~Open Bill Ref #~~ OBA reference number is required to submit a loan)



- Rate Ready Rental Record (The ~~Open Bill Ref #~~[OBA reference number](#) is required to submit a Rental)

Each type of record will provide information at customer and billing levels, as well as providing for balances and controls. All validation rules must be adhered to, to avoid ~~rejections~~[rejects](#). Also not all dependencies will be enforced, but rather assumed. For example the CUSTOMER-SURNAME will assume only one value is passed as input. If the customer's first and surname is passed the field may pass field edit checks but may get rejected during later processing.

The naming convention of the submitted file must be either:

**{Timestamp}\_OBA\_{BillerID}\_IN.dat** – Regular file that can be submitted daily **OR**  
**{Timestamp}\_OBM\_{BillerID}\_IN.dat** – File that will be processed at month end

Where:

- {Timestamp} = YYYYMMDDhhmmss and hh is in 24 hour format
- {BillerID} = 99999

for example, 20080930143000\_OBA\_00100\_IN.dat or  
20080930143000\_OBM\_00100\_IN.dat

## Section 5.1.1 General Data Validations

The following general validations will be applied for each field where additional validations are not explicitly specified in the field description section:

Data type	Description	Validation	Example
A	Alphanumeric	Any character accepted; all alpha characters must be in uppercase	"YONGE ST" "ABC-123"
N	Numeric	Only digits 1234567890 and decimals allowed where applicable.	"12345"
C	Currency	Amounts with up to two decimal places. Indicate negative amounts with leading negative sign. Do not use commas. Where negative amounts are not allowed, this will be explicitly specified.	"-12345.99" "55555.52"
D	Date	Use YYYYMMDD format; date must be a valid calendar date	"20081231"

## Section 5.1.2 Header Record Layout

Following is the required layout of the header record. Note that errors that are identified as “Header” or “Trailer” level errors will be checked first before any records are processed. If a header or trailer level error is discovered, the entire file will be rejected, and every detail record will be echoed back with the same error status code. This will indicate to the Biller that no records were successfully processed.

Header record layout				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  “001” – Header  “002” – Detail  “003” – Trailer	N3	R	Provide “001” for header record
<b>Biller-Id</b>	Identification number for Biller	N5	R	
<b>Biller-Datetime-S tamp</b>	This field is used to control the file contents to ensure that the file is the most recent and not a previous file. This will ensure that duplicate files (old) are not processed again.  YYYYMMDDhhmmss	A14	R	In the response file to the Biller, the datetime stamp will reflect the Biller’s original datetime stamp to allow the Biller to match files to one another. If the response file contains the manually processed records, this field will be blank.

## Section 5.1.3 Customer Record Layout

~~The~~[This](#) Section sets out the required layout of the customer record. All fields marked with an asterisk (\*) in the “Req’d/Opt” column in the field description section are considered customer identification fields. The field requirements depend upon the action type and are listed at the end of this section.

[Please ensure that addresses provided to CIS meet Canada Post standards.](#)

If a field is optional, it need not be provided but may be used by the program or the ~~CS~~[REGD back office](#) in processing the record.

The matching logic is described below (following the table). If an account is unmatched (when using the “M” (match) ~~action type~~ Action Type) in ~~the EGD database~~ CIS (i.e. there is not an existing gas/non-gas EGD contract account with the customer), the transaction will be rejected ~~and the account will be identified in the returned transaction file in the Acknowledgement File~~. If an account is unmatched when using the ‘A’ (add) ~~action type~~ Action Type and the customer ~~falls~~ premises is located within the EGD franchise area then a customer record will be manually added by EGD. ~~If the Biller does not want this to happen then they should use an action code of ‘M’ on a customer registration. This will try to find a match, and if no match is found then the record will be rejected. If the Biller wants to force the addition of a standalone account within EGD’s franchise area, then the action type should be sent as “F”. The “F” (forced add) functionality will bypass the matching process and will directly create a standalone account.~~ , subject to the Biller’s election:

- If the Biller does not want a customer record to be manually added by EGD, then the Biller should use a match transaction (Action Type of “M”) on the customer registration. If a match transaction (Action Type of “M”) has been selected by the Biller, and CIS does not find a match then the record will be rejected (and the applicable “reject” code will be identified in the Acknowledgement File to the Biller).
- If the Biller wants the addition of a non-gas account within EGD’s franchise area when no match is found (which will result in the production of a standalone monthly Service Bill which does not include Distribution Charges), then the Action Type should be sent as ‘A’ (add). When no match is found for this Action Type, the customer information in the Transaction File will be used by the EGD back office to attempt the set up of a standalone customer record.
- If the Biller wants to force the addition of a non-gas account within EGD’s franchise area (which will result in the production of a standalone monthly Service Bill which does not include Distribution Charges), then the Action Type should be sent as ‘F’. The ‘F’ (forced add) functionality will bypass the matching process and will directly attempt to create a non-gas account.

~~Note that Enbridge will not add an account with the name Owner/Occupant and will not add an account for a customer that is redlocked for non-payment of their existing account or for customers that have been redlocked more than once.~~

See **Section 3.1** for more information on the creation and processing of this record. ~~All fields identified as “See Please refer to~~ Section 5.1.1” could be required or optional depending on the information sent for matching for general data validations. Please reference the matching logic found after this table.

Customer Information record layout				
Field	Description	Data	Req’d/ Opt	Comment
Record-type	Determines whether record is header, detail or trailer record.	N3	R	Provide “002” for detail record

Customer Information record layout				
Field	Description	Data	Req'd/ Opt	Comment
	"001" – Header "002" – Detail "003" – Trailer			
<b>Record-Id</b>	Determines transaction type for detail record. "C" – Customer "B" – Bill ready "R" – Rate ready "L" – Loan "E" – Rental	A1	R	Provide "C" for customer record
<b>Action-Type</b>	Action to be performed for this record "A" – Add "M" – Match "U" – Update "F"- Forced Add	A1	R	Action <del>types</del> <u>Types</u> "A", "M" "U" and "F" only are supported for the customer transaction
<b>Biller-Customer-Id</b>	Biller provided identifier for customer	A20	O	Not used in program; echoed back in response file to aid Biller processing
<b>Open-Bill-Ref-Num</b>	EGD determined unique identifier for <del>open bill</del> <u>OBA Service</u> transactions for customers;	A32	*  <del>See Section 5.1.1</del>	Required only for "U" transaction and may be used for "M" transactions; not applicable for "A" <u>or</u> "F" transactions
<b>EGD-Customer-Acct-Num</b>	EGD provided gas account number for customer	N12	*  <del>See Section</del>	The most effective way to perform a Customer match is to provide the Customer Account number. See the

Customer Information record layout				
Field	Description	Data	Req'd/ Opt	Comment
			<del>5.1.1</del>	matching passes below for more information.
<b>Person-Org</b>	Identifies whether this customer is a person or organization.  "P" – Person "O" – Organization	A1	R	Not used as search criteria; may be optionally used by EGD if manual account creation is required
<b>Org-Name</b>	Name of organization, if Person-Org field set to "O"	A40	*  <del>See Section 5.1.1</del>	Used if EGD-Customer-Acct-Num not provided
<b>Cust-Last-Name</b>	Last Name of person, if Person-Org field set to "P"	A24	*  <del>See Section 5.1.1</del>	
<b>Cust-First-Name</b>	First name of person, if Person-Org field set to "P"	A24	*  <del>See Section 5.1.1</del>	Use if EGD-Customer-Acct-Num not provided
<b>Street-Number</b>	This field is used to pass the house/location number of the customer premise only.	A10	*  <del>See Section 5.1.1</del>	Use if EGD-Customer-Acct-Num not provided
<b>Suffix</b>	This field is used to pass an extension of the customer premise house/location number only. This would be an apartment or basement. E.g. "A", "B", "1/2")	A10	*  <del>See Section 5.1.1</del>	Use if EGD-Customer-Acct-Num not provided.  May be blank.
<b>Street-Name</b>	This field is used to pass the street name only as it pertains to the house/location number of the customer premise.	A60	*  <del>See Section 5.1.1</del>	Use if EGD-Customer-Acct-Num not provided

Customer Information record layout				
Field	Description	Data	Req'd/ Opt	Comment
Misc-Addr	This field is used to pass the miscellaneous address of the customer premise. It could be apartment no, suite no, lot number, unit no. or floor etc.	A40	*  See Section 5.1.4	Use if EGD-Customer-Acct-Num not provided.  May be blank.
City	This field is used to pass the city in which the premise physically resides.	A40	*  See Section 5.1.4	Use if EGD-Customer-Acct-Num not provided
Province	Province. "ON"	A2	*  See Section 5.1.4	Use if EGD-Customer-Acct-Num not provided
Country	Country. "CA"	A2	*  See Section 5.1.4	Use if EGD-Customer-Acct-Num not provided
Postal-Code	Postal code. Format "ANANAN"	A6	*  See Section 5.1.4	
Phone-Number	Value should be positional where first three characters are area code and last seven are subscriber number.	N10	*  See Section 5.1.4	May be used for matching if no customer account number is provided.
Meter-Number	Silver tag on meter – For new builder homes address is not standardized and there's no postal code. The meter number on a silver plate on the meter could be used in this case.	N10	*  See Section 5.1.4	May be used for matching if no customer account number is provided.
Mail-Street-Number	This field is used to pass the house/location number of the customer's mailing address.	A10	*  See Section 5.1.4	Not used for matching logic; only used to maintain customer information.

Customer Information record layout				
Field	Description	Data	Req'd/ Opt	Comment
<b>Mail-Suffix</b>	This field is used to pass an extension of the customer's mailing house number only. This would be an apartment or basement. E.g. "A", "B", "1/2")	A10	*  <b>See Section 5.1.1</b>	Not used for matching logic; only used to maintain customer information.
<b>Mail-Street-Name</b>	This field is used to pass the street name only as it pertains to the house/location number of the customer's mailing address.	A60	*  <b>See Section 5.1.1</b>	Not used for matching logic; only used to maintain customer information.
<b>Mail-Misc-Addr</b>	This field is used to pass the miscellaneous address of the customer's mailing address. It could be apartment no, suite no, lot number, unit no. or floor etc.	A40	*  <b>See Section 5.1.1</b>	Not used for matching logic; only used to maintain customer information.
<b>Mail-City</b>	This field is used to pass the city in which the mailing address physically resides.	A40	*  <b>See Section 5.1.1</b>	Not used for matching logic; only used to maintain customer information.
<b>Mail-Province</b>	Province. "ON"	A2	*  <b>See Section 5.1.1</b>	Not used for matching logic; only used to maintain customer information.
<b>Mail-Country</b>	Country. "CA"	A2	*  <b>See Section 5.1.1</b>	Not used for matching logic; only used to maintain customer information.
<b>Mail-Postal-Code</b>	Postal code. Format "ANANAN"	A6	*  <b>See Section 5.1.1</b>	Not used for matching logic; only used to maintain customer information.

Required customer identification fields are as follows.

Scenario	Required fields	Optional fields	Ignored fields
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Scenario	Required fields	Optional fields	Ignored fields
Action <a href="#">typeType</a> = "A" or "F"	The majority of the fields are required since we need enough info to add the new account		
Action <a href="#">typeType</a> = "M" and Open-Bill-Ref-Num is provided	Open-Bill-Ref-Num	All remaining fields	All remaining fields
Action <a href="#">typeType</a> = "M" and EGD-Customer-Acct-Num is provided	EGD-Customer-Acct-Num	All remaining fields	All remaining fields
Action <a href="#">typeType</a> = "M" and Meter-Number is provided	Meter-Number  (One of Cust-Surname or Org-Name)	All remaining fields	Open-Bill-Ref-Num
Action <a href="#">typeType</a> is "A" or "M" without Open-Bill-Ref-Num, EGD-Customer-Acct-Num or Meter-Number	(One of Cust-Surname or Org-Name)  Street-Number  Postal Code  (Phone-Number will be used for customer type = P (person))	All remaining fields	Open-Bill-Ref-Num
Action <a href="#">typeType</a> is "U"	Open-Bill-Ref-Num	All remaining fields	EGD-Customer-Acct-Num

#### Customer Matching Logic used:

If action code = "F" (Force the addition of Stand Alone Account), return manual add (code 27)

#### Pass 0

- If [billerBiller](#) provides OBA number, match OBA number
- If OBA number matches, register customer ( i.e. status code 000. Charges can now be sent for this OBA number)
- If OBA number does not match, return status code 134 "OBA Number does not match"
- If OBA number is linked to an inactive account, return status code 28 "Account not active" and OBA number



- If no OBA number is provided, proceed to pass 1.

#### Pass 1

- If customer account number is provided, match customer account number
- If matched and account is active, return OBA ref number
- If matched and account is not active, return status code 28 "Account inactive" and OBA number
- If not matched, return status code 001 "Account does not exist"
- If customer account number not provided, proceed to pass 2.

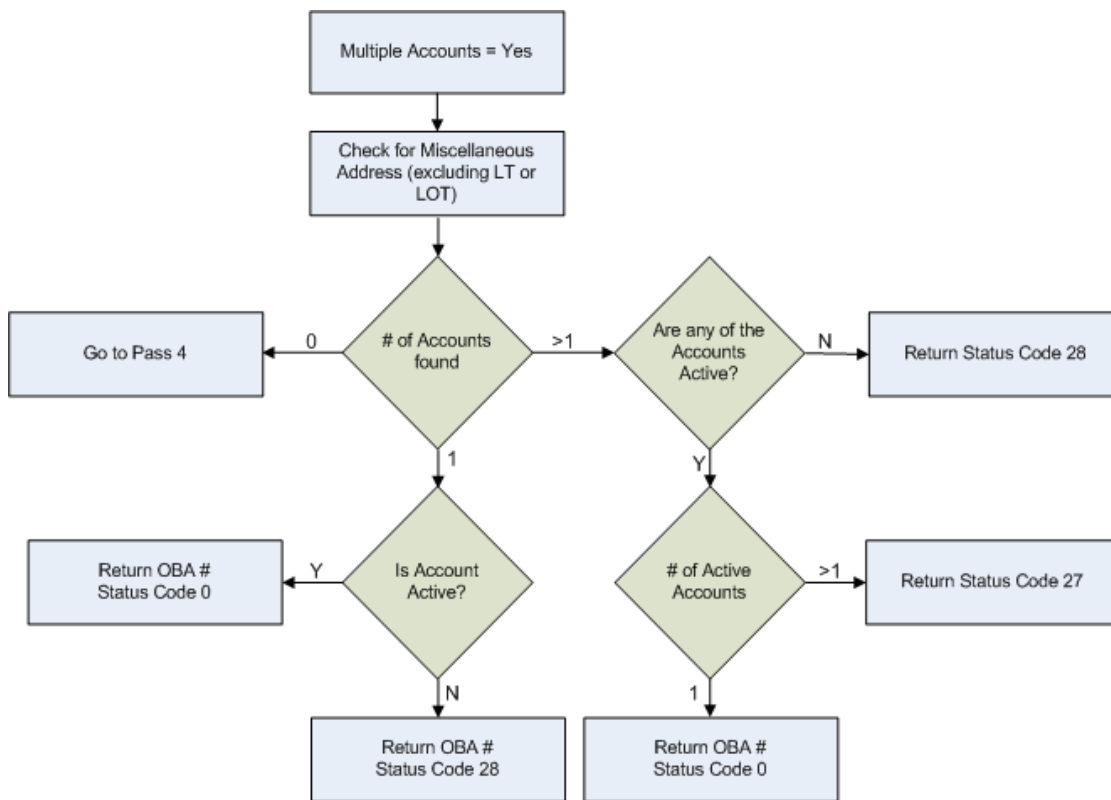
#### Pass 2

- If meter number is provided, match to device serial number and first four characters of surname in ~~input file~~ [Transaction File](#) to four characters anywhere in SAP name field.
- If one account is matched and account is active, return OBA ref number
- If matched and name matches but account is not active, return status code 028 "Account inactive" and OBA number
- If matched but name does not match, return status code 131 "Meter number exists but name is incorrect"
- If not matched, return status code 130 "Meter number does not exist"
- If customer meter number not provided, proceed to pass 3.

#### Pass 3

- If phone number is provided, and customer type –“P” for a person then proceed with pass 3, else move to pass 4  
Match phone number, suffix and house number provided in file to phone number from business partner and suffix and house number for the premise. Note that all assigned phone numbers for the given business partner should be checked. Also match full postal code
  - If exactly one account is matched
    - If the account is active, send OBA number
    - If the account is inactive, pass error code 28 and return OBA number
  - If multiple accounts are matched, check for miscellaneous address (excluding LT or LOT). Check to see if the matched accounts **are active**.

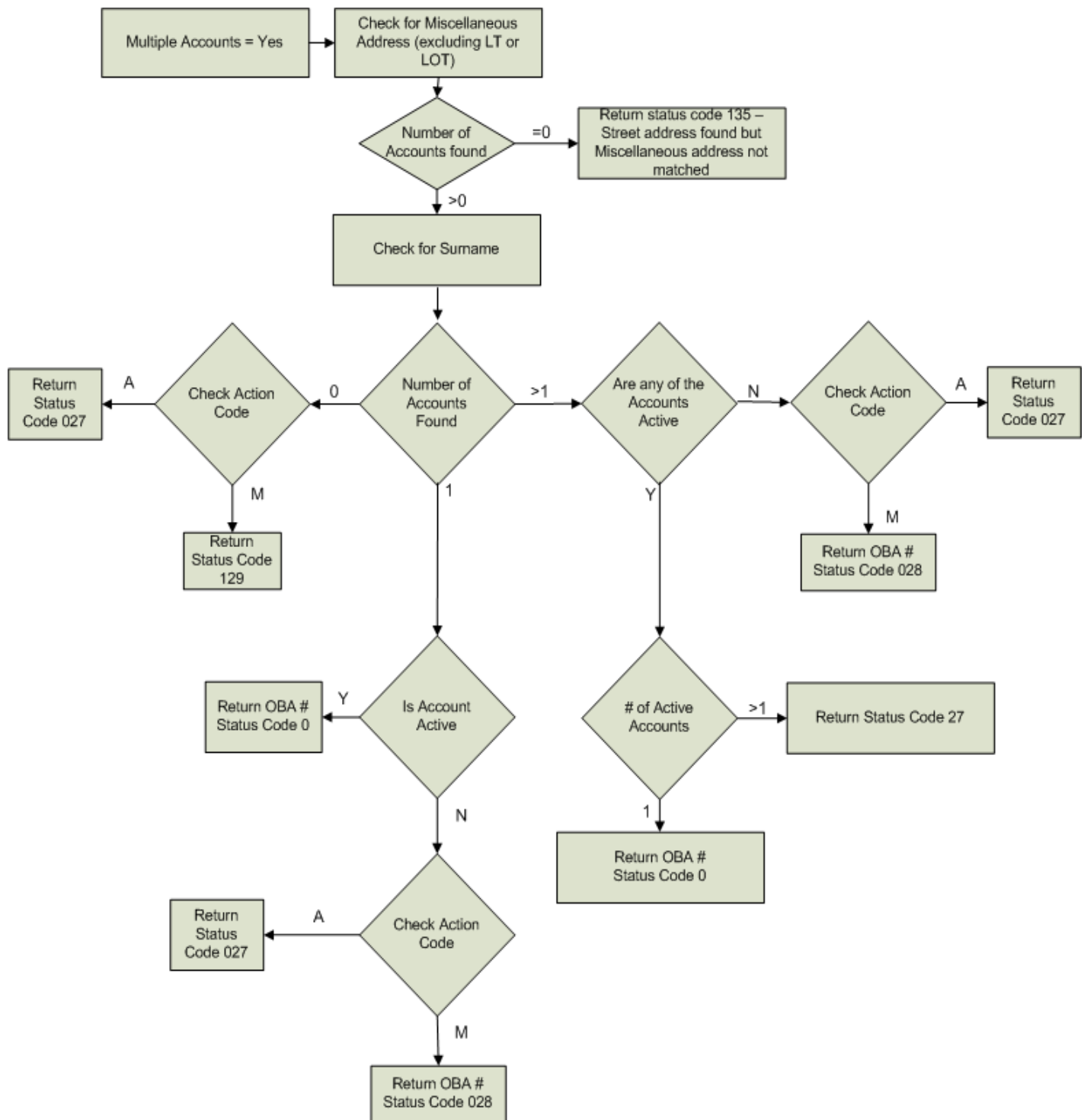
[\[Remainder of page intentionally left blank.\]](#)



#### Pass 4

- Proceed with pass 4 if not eligible for pass 0 to pass 3, or in case of a rollover from pass 3
- Match the house number and suffix provided in the file with the house number and suffix for the premise. Also full postal code should be matched.

[\[Remainder of page intentionally left blank.\]](#)



The following are the eligibility criteria for each pass. A record must match one of the criteria below or it will be rejected:

- Pass 0 : OBA number must be provided
- Pass 1: Account number must be provided
- Pass 2: Meter number and Surname (or Org. name) must be provided
- Pass 3: House number, Suffix, Miscellaneous Address, Phone number and Postal code. Rollover to pass 4 possible

- Pass 4: House number, Suffix, Miscellaneous Address, Postal code and Surname (or Org. Name)

Billers should use the following standard format for creating miscellaneous address information when they are registering a customer using the customer's address. Note that UPPER CASE is to be used. The chart below identifies the common miscellaneous addresses and their short forms.

<u>Name</u>	<u>Standard Short Form</u>
▪ Apartment	APT
▪ Block	BLK
▪ Building	BLD
▪ Floor	FLOOR
▪ Lot	LT
▪ Lower	LOWER
▪ PENTHOUSE	PENT
▪ Phase	PH
▪ Suite	STE
▪ Unit	U
▪ Upper	UPPER

#### Section 5.1.4 Bill Ready Record Layout

The Biller passes a record to CIS identifying the desired ~~customer~~Customer using the ~~Open Bill Reference Number~~OBA reference number, and provides information regarding the ~~bill-ready~~Bill Ready charge amount and type to be posted. For each record in the ~~input file~~Transaction File which is identified as a Bill Ready transaction (record ID set to "B"), ~~the CIS-system~~ will

- Locate the contract account associated to the ~~Open Bill Reference Number~~OBA reference number specified by the Biller
- Validate whether customer has a poor credit score; if so, transaction will be rejected
- Validate whether the ~~customer~~Customer has had a previous charge in dispute that has not been resolved by the due date for the same ~~bill type code~~Bill Type Code; if so, reject transaction

- Create record in ~~acknowledgement file~~[Acknowledgement File](#) for each record in ~~input file~~[Transaction File](#) with a success status code or error status code as appropriate

For Bill Ready Requests, the ~~Billers~~[Biller](#) will need to send in the charge amount, excluding taxes with an indicator advising which tax to apply. This is due to potential tax percentage changes. [The](#) Biller has the option to provide the ~~customer~~[Customer](#) contract end date.

When provided, the contract end date must be greater than or equal to the current date and within the next 10 years.

Following is the required layout of the Bill Ready record. See **Section 3.2** for more information on the creation and processing of this record.

Bill Ready Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  "001" – Header  "002" – Detail  "003" – Trailer	N3	R	Provide "002" for detail record
<b>Record-Id</b>	Determines transaction type for detail record.  "C" – Customer  "B" – Bill ready  "R" – Rate ready  "L" – Loan  "E" – Rental	A1	R	Provide "B" for bill-ready record
<b>Action-Type</b>	Action to be performed for this record  "A" – Add	A1	R	Action <del>type</del> <a href="#">Type</a> "A" only is supported for this transaction.
<b>Biller-Transaction-Id</b>	Biller provided identifier for transaction	A20	O	Not used in program; echoed back in response file to aid Biller processing

Bill Ready Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
<b>Biller-Customer-Id</b>	Biller provided identifier for customer	A20	O	Not used in program; echoed back in response file to aid Biller processing
<b>Open-Bill-Ref-Num</b>	EGD determined unique identifier for <del>open-bill</del> <a href="#">OBA Service</a> transactions for customers	A32	R	
<b>EGD-Transaction-ID</b>	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been processed.	A20		Leave blank for <del>bill ready</del> <a href="#">Bill Ready</a> transactions
<b>Bill-Ready-Amount</b>	Charge amount excluding taxes. Bill ready amount will be added to the next available <del>bill</del> <a href="#">Service Bill</a> for the customer. Negative signs and decimals accepted; do not send commas.	C9	R	Maximum amount per transaction is \$99999.99 as debit or -\$99999.99 as credit
<b>Tax-Indicator</b>	Identifies which taxes to apply to this transaction.  "G" – GST only  "B" – HST  "N" – Neither	A1	R	Tax will be calculated and applied in addition to <del>bill ready</del> <a href="#">Bill Ready</a> amount based on this flag. Biller must pass "N" if customer is tax-exempt; otherwise record will be rejected.
<b>Bill-Type-Code</b>	Code to determine the type of charge to apply to the customer.  Refer to <b>Appendix B</b> for details.	N4	R	Used to determine how this amount should be tracked in G/L for accounting purposes, and the print item on the invoice. Also, security as well as validation of charges due to disputes is determined by this code.
<b>Contract End Date</b>	Customer Contract end date with Biller. Use format: YYYYMMDD	N8	O	End date must be greater than or equal to current date and within the next 10

Bill Ready Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
				years.

### Section 5.1.5 Rate Ready Standing Request Record Layout

For each record in the ~~input file~~[Transaction File](#) identified as ~~rate-ready~~[Rate Ready](#) (e.g. “R”, “L” or “E”), ~~the CIS-system~~ will:

- Locate the contract account associated to the ~~Open Bill Reference Number~~[OBA reference number](#) specified by the Biller
- Validate whether customer has a poor credit score; if so, any “Add” transactions will be rejected
- Validate whether the ~~customer~~[Customer](#) has had a previous charge in dispute that has not be resolved by the due date for the same ~~bill-type-code~~[Bill Type Code](#); if so, reject transaction
- Validate whether amounts are negative for Rentals or Loans; if so reject transaction (all negative amounts; i.e. credits to the ~~customer~~[Customer](#) should be sent as ~~bill-ready~~[Bill Ready](#) transactions. Also note that Standing ~~requests~~[Requests](#) can be used for repeating discounts)
- Create or remove (based on action code provided in [the Transaction](#) file by Biller) a ~~standing-request~~[Standing Request](#); note that amounts may be either credits or debits depending on the action code supplied by the Biller
- Create record in ~~acknowledgement file~~[Acknowledgement File](#) for each record in ~~input file~~[Transaction File](#) with a success status code or error status code as appropriate

For Rate Ready Standing Requests, the ~~Billers~~[Biller](#) will need to send in [the](#) charge amount, excluding taxes with an indicator advising which tax to apply. This is due to potential tax percentage changes.

Following is the required layout of the Rate Ready record. See **Section 3.3** for more information on the creation and processing of this record.

Rate Ready Standing Request Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
Record-type	Determines whether record is header, detail or trailer record. “001” – Header	N3	R	Provide “002” for detail record

Rate Ready Standing Request Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
	"002" – Detail "003" – Trailer			
Record-Id	Determines transaction type for detail record. "C" – Customer "B" – Bill ready "R" – Rate ready "L" – Loan "E" – Rental	A1	R	Provide "R" for <del>rate ready</del> <u>Rate Ready</u> record
Action-Type	Action to be performed for this record "A" – Add "D" – Delete	A1	R	Action <del>type</del> <u>Type</u> "A" and "D" only are supported for this transaction.
Biller-Transaction-Id	Biller provided identifier for transaction	A20	O	Not used in program; echoed back in response file to aid Biller processing
Biller-Customer-Id	Biller provided identifier for customer	A20	O	Not used in program; echoed back in response file to aid Biller processing
Open-Bill-Ref-Num	EGD determined unique identifier for <del>open-bill</del> <u>OBA Service</u> transactions for customers	A32	R	
EGD-Transaction-ID	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been processed.	A20	R	Mandatory if action code is "U" or "D". Use the transaction ID provided by EGD in response when "A" transaction was acknowledged
Rate-Ready-Am	Charge amount excluding taxes. Rate ready amount will be	C9	R	Only applicable for "A"



Rate Ready Standing Request Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
Amount	added to the next available <del>bill</del> <a href="#">Service Bill</a> for the customer after the provided start date. Decimals and negative amounts accepted; do not send commas.			and "U" action code.  Maximum amount per transaction is \$99999.99 as debit or -\$99999.99 as credit.
Tax-Indicator	Identifies which taxes to apply to this transaction.  "G" – GST only  "B" – HST  "N" – Neither  After July 1 <sup>st</sup> , 2010 only B - HST and N - None will be valid.	A1	R	Only applicable for "A" and "U" action code.  Tax will be calculated and applied in addition to <del>rate-ready</del> <a href="#">Rate Ready</a> amount based on this flag. Biller must pass "N" if customer is tax-exempt; otherwise record will be rejected.
Bill-Type-Code	Code to determine the type of charge to apply to the customer.  Refer to <b>Appendix B</b> for details.	N4	R	Only applicable for "A" action code.  Used to determine how this amount should be tracked in G/L for accounting purposes and the print item on invoice. Also, security as well as validation of charges due to disputes is determined by this code.
Start-Date	Date the <del>rate-ready</del> <a href="#">Rate Ready</a> transactions will start. First charge will be applied on the first <del>bill</del> <a href="#">Service Bill</a> on or after the start date. Note that if the next scheduled bill is within ten days of the current date, and the start date is requested before this scheduled bill date, the charge will be created for the subsequent billing month. Use format: YYYYMMDD	D8	R	Only applicable for "A" action code.  The earliest start date is today + 3 calendar days.
Frequency	Frequency for the <del>bill-ready</del> <a href="#">Bill Ready</a> charge to be applied.	A1	R	Only applicable for "A" action code.  If not provided, will

Rate Ready Standing Request Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
	"M" – Monthly "Q" – Quarterly "Y" – Yearly			default to monthly.
<b>Num-Installments</b>	Number of installments to bill this charge.	N4	R	Only applicable for "A" and "U" action code.  <ul style="list-style-type: none"> <li>If Frequency = M then Num installments must be &gt;0 &amp; &lt;= 60</li> <li>If Frequency = Q then Num installments must be &gt; 0 &amp; &lt;=20</li> <li>If Frequency = Y then Num installments must be &gt; 0 &amp; &lt;=5</li> </ul>
<b>Contract End Date</b>	Customer Contract end date with Biller. Use Format: YYYYMMDD	N8	O	Contract end date must be plus or minus 3 months of the Standing Request Execution Period End date.
<b>Bill Out Option</b>	Bill out option at time of move out if account in good standing.  "Y" – Yes "N" – No	A1	R	Bill out option must be 'N' if greater than 1 year term.

### Section 5.1.6 Rate Ready Loan Record Layout

For each record in the [input file Transaction File](#) identified as ~~rate ready~~ [Rate Ready](#) (e.g. "R", "L" or "E"), ~~the CIS system~~ will:

- Locate the contract account associated to the ~~Open Bill Reference Number~~ [OBA reference number](#) specified by the Biller

- Validate whether customer has a poor credit score; if so, any “Add” transactions will be rejected
- Validate whether the ~~customer~~[Customer](#) has had a previous charge in dispute that has not been resolved by the due date for the same ~~bill-type-code~~[Bill Type Code](#); if so, reject transaction.
- Validate whether amounts are negative; if so reject transaction
- If the transaction is a rental or loan, create/update/remove (based on action code provided in file by Biller) a contract with the appropriate attributes as specified in the ~~input file~~[Transaction File](#)
- Create record in ~~acknowledgement file~~[Acknowledgement File](#) for each record in ~~input file~~[Transaction File](#) with a success status code or error status code as appropriate

Following is the required layout of the Loan record.

Rate Ready Loan Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  “001” – Header  “002” – Detail  “003” – Trailer	N3	R	Provide “002” for detail record
<b>Record-Id</b>	Determines transaction type for detail record.  “C” – Customer  “B” – Bill ready  “R” – Rate ready  “L” – Loan  “E” – Rental	A1	R	Provide “L” for loan record
<b>Action-Type</b>	Action to be performed for this record  “A” – Add  “D” – Delete	A1	R	Action <del>type</del> <a href="#">Type</a> “A” and “D” only are supported for this transaction.
<b>Biller-Transaction-Id</b>	Biller provided identifier for transaction	A20	O	Not used in program; echoed back in response file to aid

Rate Ready Loan Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
				Biller processing
<b>Biller-Customer-Id</b>	Biller provided identifier for customer	A20	O	Not used in program; echoed back in response file to aid Biller processing
<b>Open-Bill-Ref-Num</b>	EGD determined unique identifier for <del>open-bill</del> <a href="#">OBA Service</a> transactions for customers	A32	R	
<b>EGD-Transaction-ID</b>	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been processed.	A20	R	Mandatory if action code is "D". Use the transaction ID provided by EGD in response when "A" transaction was acknowledged
<b>Principal-Amount</b>	Total amount of principal on loan. Decimals accepted; do not send negative amounts or commas.	C9	R	Only applicable for "A" action code.  Maximum amount per transaction is \$99999.99
<b>Interest-Amount</b>	Total amount of interest on loan. Decimals accepted; do not send negative amounts or commas.	C9	O	Only applicable for "A" action code.  Maximum amount per transaction is \$99999.99
<b>Interest-Rate-Monthly</b>	Percentage of interest per month for loan. Allow up to three decimal places. E.g. to send a rate of 12.345% send:  12.345	N6	R	Only applicable for "A" action code.
<b>Payment-Amount-Monthly</b>	Monthly amount to be paid by customer on loan.  Decimals accepted; do not send negative amounts or commas.	C9	R	Only applicable for "A" action code.
<b>First-Payment-Amount</b>	Amount to be paid by customer on loan for first payment period.	C9	O	Only applicable for "A" action code.

Rate Ready Loan Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
	Decimals accepted; do not send negative amounts or commas.			If value is left blank (i.e. no value, do not send zero), will default to Payment-Amount-Monthly.
<b>Last-Payment-Amount</b>	Amount to be paid by customer on loan for last payment period.  Decimals accepted; do not send negative amounts or commas.	C9	O	Only applicable for "A" action code.  If value is left blank (i.e. no value, do not send zero), will default to Payment-Amount-Monthly.
<b>Bill-Type-Code</b>	Code to determine the type of charge to apply to the customer.  Refer to <b>Appendix B</b> for details.	N4	R	Only applicable for "A" action code.  Used to determine how this amount should be tracked in G/L for accounting purposes and the bill print item on the invoice. Also, security as well as validation of charges due to disputes is determined by this code.
<b>Start-Date</b>	Date the loan transactions will start. First charge will be applied on the first <del>bill</del> <a href="#">Service Bill</a> on or after the start date. Use format: YYYYMMDD	D8	R	Only applicable for "A" action code.  The earliest start date is today + 3 calendar days.
<b>Num-Installments</b>	Number of installments to bill this charge.	N4	R	Only applicable for "A" action code.

### Section 5.1.7 Rate Ready Rental Record Layout

For each record in the [input file Transaction File](#) identified as ~~rate-ready~~ [Rate Ready](#) (e.g. "R", "L" or "E"), ~~the CIS-system~~ will:

- Locate the contract account associated to the ~~Open Bill Reference Number~~[OBA reference number](#) specified by the Biller
- Validate whether customer has a poor credit score; if so, any “Add” transactions will be rejected
- Validate whether the ~~customer~~[Customer](#) has had a previous charge in dispute that has not been resolved by the due date for the same ~~bill type code~~[Bill Type Code](#); if so, reject transaction.
- Validate whether amounts are negative for Rentals or Loans; if so reject transaction
- If the transaction is a rental or loan, create/update/remove (based on action code provided in file by Biller) a contract with the appropriate attributes as specified in the ~~input file~~[Transaction File](#)
- Create record in ~~acknowledgement file~~[Acknowledgement File](#) for each record in ~~input file~~[Transaction File](#) with a success status code or error status code as appropriate

For Rental Contracts the Billers will need to send in rental amount, excluding taxes with an indicator advising which tax to apply. This is due to potential tax percentage changes.

Following is the required layout of the rental record.

Rate Ready Rental Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  “001” – Header  “002” – Detail  “003” – Trailer	N3	R	Provide “002” for detail record
<b>Record-Id</b>	Determines transaction type for detail record.  “C” – Customer  “B” – Bill ready  “R” – Rate ready  “L” – Loan  “E” – Rental	A1	R	Provide “E” for rental record
<b>Action-Type</b>	Action to be performed for this record	A1	R	Action <del>type</del> <a href="#">Type</a> “A”, “U” and “D” only are supported for this

Rate Ready Rental Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
	"A" – Add "U" – Update "D" – Delete			transaction.
<b>Biller-Transaction-Id</b>	Biller provided identifier for transaction	A20	O	Not used in program; echoed back in response file to aid Biller processing
<b>Biller-Customer-Id</b>	Biller provided identifier for customer	A20	O	Not used in program; echoed back in response file to aid Biller processing
<b>Open-Bill-Ref-Num</b>	EGD determined unique identifier for <del>open bill</del> <a href="#">OBA Service</a> transactions for customers	A32	R	
<b>EGD-Transaction-ID</b>	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been processed.	A20	R*	Mandatory if action code is "U" or "D". Use the transaction ID provided by EGD in response when "A" transaction was acknowledged
<b>Rental-Amount</b>	Rental amount excluding taxes. Rental amount will be added to the next available <del>bill</del> <a href="#">Service Bill</a> for the customer after the provided start date. Decimals accepted; do not send negative amounts or commas.	C9	O*	Only applicable for "A" and "U" action code.  Maximum amount per transaction is \$99999.99. If value is zero, will default to predetermined price as defined for the <del>bill type code</del> <a href="#">Bill Type Code</a> . Changes to default prices by <del>bill type code</del> <a href="#">Bill Type Code</a> communicated to EGD manually.  To revert from an override price to default price, send a "U" transaction with zero for rental amount.

Rate Ready Rental Transaction record				
Field	Description	Data	Req'd/ Opt	Comment
Tax-Indicator	Identifies which taxes to apply to this transaction.  “B” – HST  “N” – Neither	A1	R*	Only applicable for “A” action code.  Tax will be calculated and applied in addition to <del>bill-ready</del> <a href="#">Bill Ready</a> amount based on this flag. Biller must pass “N” if customer is tax-exempt; otherwise record will be rejected.
Bill-Type-Code	Code to determine the type of charge to apply to the customer.  Refer to <b>Appendix B</b> for details.	N4	R	Only applicable for “A” action code.  Used to determine how this amount should be tracked in G/L for accounting purposes, and bill print item on invoice. Also, security as well as validation of charges due to disputes is determined by this code.
Rental-Type	Biller uses an additional field to determine the rental type being used. This will be used to determine the price per month for the rental if the rental price is not explicitly provided on this record. <b>The default rental code of 510001</b> must be entered into this field if a rental table has not been setup for the Biller.	N6	R	Only applicable for “A” action code.
Start-Date	Date the <del>rate-ready</del> <a href="#">Rate Ready</a> transactions will start. First charge will be applied on the first <del>bill</del> <a href="#">Service Bill</a> on or after the start date. Use format: YYYYMMDD	D8	R*	Only applicable for “A” and “U” action code.  If provided for “U” action code, this will determine the date that the changes will be effective as-of.  The earliest start date is today + 3 calendar days.



## Section 5.1.8 Trailer Record

Following is the required layout of the Trailer record.

Trailer record layout				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  "001" – Header  "002" – Detail  "003" – Trailer	N3	R	Provide "003" for trailer record
<b>Customer-Record-Count</b>	Count of records sent in file with record ID "C"	N5	R	
<b>Bill-Ready-Record-Count</b>	Count of records sent in file with record ID "B"	N5	R	
<b>Bill-Ready-Total-Amount</b>	Sum of all amounts sent with record ID "B" in "Bill-Ready-Amount" field. Add all debit amounts and subtract all credit amounts.	N12	R	Negative signs and decimals accepted; do not send commas.
<b>Rate-Ready-Record-Count</b>	Count of records sent in file with record ID "R"	N5	R	
<b>Rate-Ready-Total-Amount</b>	Sum of all amounts sent with record ID "R" in "Rate-Ready-Amount" field	N12	R	Negative signs and decimals accepted; do not send commas.
<b>Loan-Record-Count</b>	Count of records sent in file with record ID "L"	N5	R	
<b>Loan-Total-Amount</b>	Sum of all amounts sent with record ID "L" in "Principal-Amount" field	N12	R	Decimals accepted; do not send negative signs or commas.
<b>Rental-Record-Count</b>	Count of records sent in file with record ID "E"	N5	R	
<b>Rental-Total-Amount</b>	Sum of all amounts sent with record ID "E" in "Rental-Amount" field	N12	R	Decimals accepted; do not send negative signs or commas.

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## Section 5.1.9 Rate Ready Rental Update Record Layout (for Billers Using the Rental Table)

### Rental Table Price Update Transaction Files

Only Billers that are using a Rental Table can use this process. The new rental price update process allows Billers to send in updated/new rental prices at any time. The Biller can submit one or more rental price update files on any day. Similar to the current OBA Transaction Files, the Rental Price Update files will be processed and an acknowledgement file will be provided for each file. Only future dated inserts/updates will be allowed through the interface. The rental price update file that the Biller can submit is a variable-length record, pipe-delimited field, ASCII (or text) file using only upper case for all alpha characters. Each file must contain a single header and a single trailer with at least 1 detail transaction record in the format detailed below.

#### File naming convention:

The naming convention of the submitted file must be as below:

{Timestamp}\_OBA\_RPU\_{BillerID}\_IN.dat – Regular file that can be submitted daily

Where:

- {Timestamp} = YYYYMMDDhhmmss and hh is in 24 hour format
- {BillerID} = 99999

#### File field delimiter: Pipe (|)

For example, 20170801140000\_OBA\_RPU\_00100\_IN.dat.

*Note: General Data Validations similar to the existing input files apply to this file as well.*

### Section 1 Header Record Layout

This is the required layout of the header record. Note that errors that are identified as “Header” or “Trailer” level errors will be checked first before any records are processed. If a header or trailer level error is discovered, the entire file will be rejected, and every detail record will be echoed back with the same error status code. This will indicate to the Biller that no records were successfully processed. All validation rules and error codes are explained in Section 4

#### Header record layout

<u>Field</u>	<u>Description</u>	<u>Data</u>	<u>Req'd/ Opt</u>	<u>Comment</u>
<u>Record-type</u>	Determines whether record is header, detail or trailer record.  “001” – Header  “002” – Detail  “003” – Trailer	N3	R	Provide “001” for header record
<u>Biller-Id</u>	Identification number for Biller	N5	R	
<u>Biller-Datetime-S</u>	This field is used to control the file contents to ensure that the file is	A14	R	In the acknowledgement file to the Biller, the

<u>Header record layout</u>				
<u>Field</u>	<u>Description</u>	<u>Data</u>	<u>Req'd/ Opt</u>	<u>Comment</u>
<u>tamp</u>	the most recent and not a previous file.  YYYYMMDDhhmmss			datetime stamp will reflect the Biller's original datetime stamp to allow the Biller to match files to one another.

## Section 2 Rental Price Update Record File Layout

This is the required layout of the rental price update record. Where **R\*** appears in the Req'd/Opt field, this indicates that this field is a **rental price identifying** field. If a field is optional, it need not be provided but may be used by the program or the CSR in processing the record.

<u>Rental Price Update Transaction record</u>				
<u>Field</u>	<u>Description</u>	<u>Data</u>	<u>Req'd/ Opt</u>	<u>Comment</u>
<u>Record-type</u>	Determines whether record is header, detail or trailer record.  "001" – Header "002" – Detail "003" – Trailer	N3	R	Provide "002" for detail record
<u>Record-Id</u>	Determines transaction type for detail record.  "P" – Rental Price	A1	R	Provide "P" for rental Prices
<u>Action-Type</u>	Action to be performed for this record  "U" – Update "C" - Create	A1	R	
<u>Rental-Type</u>	Biller uses an additional field to determine the rental type being used.	N6	R*	6 digit rental type as defined by biller.  Can be either an existing rental type or a new rental type

<u>Rental Price Update Transaction record</u>				
<u>Field</u>	<u>Description</u>	<u>Data</u>	<u>Req'd/ Opt</u>	<u>Comment</u>
<u>Rental Price</u>	<u>Rental price. Decimals accepted; do not send negative amounts or commas.</u>	<u>C9</u>	<u>R</u>	<u>Mention price with two decimal places</u> <u>Eg: 17.99, 9.50 etc.</u> <u>Value cannot be zero.</u>
<u>Start-Date</u>	<u>Date the new price will be applicable from</u> <u>Use format: YYYYMMDD</u>	<u>D8</u>	<u>R*</u>	<u>Start date can be either current date or later.</u> <u>Back-dated start dates will not be allowed.</u>
<u>End-date</u>	<u>Date until which this specific price is applicable.</u> <u>Use format: YYYYMMDD</u>	<u>D8</u>	<u>Opt.</u>	<u>The date will be defaulted to 9999/12/31 if not provided.</u>
<u>Rental Price Description</u>	<u>Description for the rental price</u>	<u>C40</u>	<u>Opt.</u>	<u>Allows both text and numerals.</u>

The steps below outline how the rental prices will be updated through the interface:

- 1) The interface will process the files one-by-one and the records one after the other. This means that the records must have the Start dates in ascending order to update all prices in order. This is irrelevant if only one particular time slice/price is being updated through the file.
- 2) The record passes through initial validations such as valid dates, prices, Biller ID etc. Any record that fails at the initial validation will be errored out and not considered for further processing.
- 3) The rental price cannot be back-dated and has to be future-dated.
- 4) Duplicate entries will be discarded and duplicates will be errored out in the acknowledgment file.

- 5) Upon successful update of the prices, the earlier prices will be time-sliced accordingly. For example: The rental type 510001 has the latest time slice as below:  
510001 2017/01/01 9999/12/31 20.00

If the update file contains the below record –  
510001 2018/02/01 2018/12/31 21.00

The latest entry will be time-sliced to 2018/01/31 upon the successful update of the record.

- 6) There cannot be any gaps in the prices – i.e. the start and to dates must be consistent as below

<u>Start Date</u>	<u>To Date</u>	<u>Price</u>
<u>2018/01/01</u>	<u>2018/12/31</u>	<u>26.00</u>

2019/01/01      9999/12/31      27.00

An example of an incorrect file is as below:

<u>Start Date</u>	<u>To Date</u>	<u>Price</u>
<u>2018/01/01</u>	<u><b>2018/10/31</b></u>	<u>26.00</u>
<u>2019/01/01</u>	<u>9999/12/31</u>	<u>27.00</u>

- 7) If the Biller does not provide a to-date, it will automatically be considered as 9999/12/31. Billers are advised to always use 9999/12/31 as the end date, unless a rental price is to be used only for a particular time frame. It is important to note that if the price is updated to a specific end date, then the Biller must submit the new price for the next time frame without any gaps and before the end date is reached.

For example: If a price is updated from 2017/07/01 to 2017/09/30, it is the responsibility of the Biller to submit the new price starting 2017/10/01 prior to Oct 1<sup>st</sup> 2017.

- 8) If there are two records exactly the same in the file, then one will be accepted and updated. The other will be rejected with an error message.
- 9) If there are two records exactly the same with respect to Rental type, start and end date but the price is different, then both the records will be rejected from the file.

### Section 3      Trailer Record Layout

If a header or trailer level error is discovered, the entire file will be rejected, and every detail record will be echoed back with the same error status code. This will indicate to the Biller that no records were successfully processed.

The record layout of the returned Trailer record is as follows:

<u>Trailer record layout</u>				
<u>Field</u>	<u>Description</u>	<u>Data</u>	<u>Req'd/ Opt</u>	<u>Comment</u>
<u>Record-type</u>	<u>Determines whether record is header, detail or trailer record.</u>  <u>"001" – Header</u>  <u>"002" – Detail</u>  <u>"003" – Trailer</u>	<u>N3</u>	<u>R</u>	<u>Provide "003" for trailer record</u>
<u>Total-Record-Count</u>	<u>Count of records sent in file with record ID "P"</u>	<u>N5</u>	<u>R</u>	
<u>Rental-Total-Price</u>	<u>Sum of all amounts sent with record ID "P" in "Rental-Price" field</u>	<u>N12</u>	<u>R</u>	<u>2 Decimals accepted; do not send negative signs or commas.</u>

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#### Section 4 Acknowledgment File for Rental Price Updates

For every rental price update file submitted by the Biller, there will be an acknowledgement file created which will inform the biller of the status of the submitted file. The file will be a replica of the input file with the additional status code and text against each detail record.

File Name format:

{Timestamp}\_OBA\_RPU\_{BillerID}\_OUT.dat

{Timestamp} – the date time stamp will match the input file submitted and can be used to match the same.

File field delimiter: Pipe (|)

Each detail record can be either accepted or rejected. The rejection reason and code will be provided in the file and can be cross-checked with the Biller to see if any action is required. For example a duplicate entry requires action from the Biller to check which one is valid, and an existing start date error requires the Biller to resubmit with a later date.

Section 5 explains the error codes, the reason and the necessary action required.

#### Rental Price Update Transaction record

<u>Field</u>	<u>Description</u>	<u>Data</u>	<u>Req'd/ Opt</u>	<u>Comment</u>
<u>Record-type</u>	<u>Determines whether record is header, detail or trailer record.</u>  <u>"001" – Header</u>  <u>"002" – Detail</u>  <u>"003" – Trailer</u>	<u>N3</u>	<u>R</u>	<u>Provide "002" for detail record</u>
<u>Record-Id</u>	<u>Determines transaction type for detail record.</u>  <u>"P" – Rental Price</u>	<u>A1</u>	<u>R</u>	<u>Provide "P" for rental Prices</u>
<u>Action-Type</u>	<u>Action to be performed for this record</u>  <u>"U" – Update</u>  <u>"C" - Create</u>	<u>A1</u>	<u>R</u>	
<u>Rental-Type</u>	<u>Biller uses an additional field to determine the rental type being used.</u>	<u>N6</u>	<u>R*</u>	<u>6 digit rental type as defined by biller.</u>  <u>Can be either an existing rental type or a new rental type</u>
<u>Rental Price</u>	<u>Rental price. Decimals accepted; do not send negative amounts or</u>	<u>C9</u>	<u>R</u>	<u>Mention price with two decimal places</u>

<u>Rental Price Update Transaction record</u>				
<u>Field</u>	<u>Description</u>	<u>Data</u>	<u>Req'd/ Opt</u>	<u>Comment</u>
	<u>commas.</u>			<u>Eg: 17.99, 9.50 etc.</u> <u>Value cannot be zero.</u>
<u>Start-Date</u>	<u>Date the new price will be applicable from</u> <u>Use format: YYYYMMDD</u>	<u>D8</u>	<u>R*</u>	<u>Start date can be either current date or later.</u> <u>Back-dated start dates will not be allowed.</u>
<u>End-date</u>	<u>Date until which this specific price is applicable.</u> <u>Use format: YYYYMMDD</u>	<u>D8</u>	<u>Opt.</u>	<u>The date will be defaulted to 9999/12/31 if not provided.</u>
<u>Rental Price Description</u>	<u>Description for the rental price</u>	<u>C40</u>	<u>Opt.</u>	<u>Allows both text and numerals.</u>
<u>Status-Code</u>	<u>Status code indicating success or errors encountered if any. Refer to Section 5 for detailed status codes</u>	<u>N4</u>	<u>R</u>	
<u>Status-Text</u>	<u>Supplementary status information if required</u>	<u>A100</u>	<u>O</u>	

## Section 5 Detailed Validation Rules and Error codes

There will be two levels of validations on the submitted files:

- File level validation will be performed on the Biller's flat file when it is submitted to ensure that the header and trailer information matches the records in the file. In addition, the Biller ID of the file must also be validated against the associated Biller. Errors are logged in the returned transaction file which will be posted onto the EDG SFTP Server. The Biller may correct this file and resubmit it.
- Field level validation will be performed on the Biller's flat file during the daily processing run. Errors are logged in the returned transaction file which will be posted onto the EDG File Transfer Server. Some examples of Field Level validation errors are, incorrect start date, to-date lesser than from-date, Start date already exists etc.

**NOTE:** Files will be validated/checked for 'Header' or 'Trailer' level errors first, before any records are processed.

If a header or trailer level error is discovered, the entire file will be rejected, and every detail record will be echoed back with the same error status code. This will indicate to the Biller that no records were successfully processed.

<u>Status Code</u>	<u>Record Impacted</u>	<u>Level</u>	<u>Error Message</u>	<u>Explanation</u>	<u>Biller Interface Action</u>	<u>Recommended Biller Action</u>
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<u>Status Code</u>	<u>Record Impacted</u>	<u>Level</u>	<u>Error Message</u>	<u>Explanation</u>	<u>Biller Interface Action</u>	<u>Recommended Biller Action</u>
<u>000</u>	<u>Detail</u>	<u>Record</u>	<u>Price Updated successfully</u>	<u>Passed all edit checks.</u>	<u>Successful transaction</u>	<u>Successful transaction</u>
<u>017</u>	<u>Header</u>	<u>Field</u>	<u>Invalid Date-time</u>	<u>Incorrect format.</u>	<u>Entire file is rejected.</u>	<u>Ensure date is formatted using YYYYMMDD.</u>
<u>017</u>	<u>Header</u>	<u>Field</u>	<u>Invalid Date-time</u>	<u>Incorrect format.</u>	<u>Entire file is rejected.</u>	<u>Ensure time is formatted using HHMMSS.</u>
<u>017</u>	<u>Header</u>	<u>Field</u>	<u>Invalid Date-time</u>	<u>Value is blank.</u>	<u>Entire file is rejected.</u>	<u>The Date/Time is a required field. Provide a non-zero value.</u>
<u>017</u>	<u>Header</u>	<u>Field</u>	<u>Invalid Date-time</u>	<u>Invalid characters found.</u>	<u>Entire file is rejected.</u>	<u>Ensure the Date/Time contains only numbers. Remove any special characters or letters.</u>
<u>018</u>	<u>Header</u>	<u>Field</u>	<u>No Header Record found</u>	<u>Record Type '001' was not found or not the first record.</u>	<u>Entire file is rejected.</u>	<u>Ensure there is one and only one '001' Record Type and that it is the very first record in the file.</u>
<u>019</u>	<u>Any</u>	<u>Field</u>	<u>Invalid Record Type</u>	<u>Record type is not '001', '002' or '003'</u>	<u>Entire file is rejected.</u>	<u>Ensure any Record Type is only '001', '002' or '003'.</u>
<u>020</u>	<u>Trailer</u>	<u>Field</u>	<u>No Trailer Record found</u>	<u>Record Type '003' was not found or not the last record.</u>	<u>Entire file is rejected.</u>	<u>Ensure there is one and only one '003' and that it is the very last record in the file.</u>
<u>021</u>	<u>Trailer</u>	<u>File</u>	<u>Detail Record Count mismatch</u>	<u>The number of Detail Records in the file does not equal the Detail Record Count value.</u>	<u>Entire file is rejected.</u>	<u>Ensure all the Detail Records in the file, including are accounted for in the Detail Record Count value.</u>
<u>025</u>	<u>Trailer</u>	<u>Field</u>	<u>Invalid Total Record Count</u>	<u>Value is zero.</u>	<u>Entire file is rejected.</u>	<u>The Total Record Count is a required field. Provide a non-blank value.</u>
<u>025</u>	<u>Trailer</u>	<u>Field</u>	<u>Invalid Total Record Count</u>	<u>Invalid characters found.</u>	<u>Entire file is rejected.</u>	<u>Ensure only numbers are present. Remove any special characters or letters.</u>



<u>Status Code</u>	<u>Record Impacted</u>	<u>Level</u>	<u>Error Message</u>	<u>Explanation</u>	<u>Biller Interface Action</u>	<u>Recommended Biller Action</u>
<a href="#">032</a>	<a href="#">Header</a>	<a href="#">Record</a>	<a href="#">Input File is Empty</a>	<a href="#">Input file is empty; no header, detail or trailer records present.</a>	<a href="#">Entire file is rejected.</a>	<a href="#">obtain valid file</a>
<a href="#">033</a>	<a href="#">Header</a>	<a href="#">Record</a>	<a href="#">Multiple Header Records Found</a>	<a href="#">The number of header records is more than one.</a>	<a href="#">Entire file is rejected.</a>	<a href="#">obtain valid file</a>
<a href="#">034</a>	<a href="#">Trailer</a>	<a href="#">Record</a>	<a href="#">Multiple Trailer Records Found</a>	<a href="#">The number of trailer records is more than one.</a>	<a href="#">Entire file is rejected.</a>	<a href="#">obtain valid file</a>
<a href="#">067</a>	<a href="#">Detail</a>	<a href="#">Field</a>	<a href="#">Invalid Record ID</a>	<a href="#">Record ID is not 'P'</a>	<a href="#">Record was rejected.</a>	<a href="#">Record ID must be 'R' for Rate Ready transactions.</a>
<a href="#">069</a>	<a href="#">Detail</a>	<a href="#">Field</a>	<a href="#">Unknown Biller ID</a>	<a href="#">Value is not defined.</a>	<a href="#">Record was rejected.</a>	<a href="#">Contact EGD to setup a Biller Identification Number in advance of sending transactions to ABSU.</a>
<a href="#">076</a>	<a href="#">Detail</a>	<a href="#">Record</a>	<a href="#">Invalid Start Date</a>	<a href="#">Start Date is invalid</a>	<a href="#">Record was rejected.</a>	
<a href="#">077</a>	<a href="#">Detail</a>	<a href="#">Record</a>	<a href="#">Invalid Action Code</a>	<a href="#">Action Code is "U"</a>	<a href="#">Record was rejected.</a>	<a href="#">The Action Code has to be "U"</a>
<a href="#">098</a>	<a href="#">Detail</a>	<a href="#">Field</a>	<a href="#">Invalid Record</a>	<a href="#">Invalid value.</a>	<a href="#">Record was rejected.</a>	<a href="#">Obtain valid record.</a>
<a href="#">099</a>	<a href="#">All</a>	<a href="#">Field</a>	<a href="#">Unknown Error</a>	<a href="#">Error is unknown.</a>	<a href="#">Record was rejected.</a>	<a href="#">Contact EGD</a>
<a href="#">101</a>	<a href="#">Trailer</a>	<a href="#">File</a>	<a href="#">Total Rental Price mismatch</a>	<a href="#">The value for the Detailed Rental Price does not equal the Total Rental Price value.</a>	<a href="#">Entire file is rejected.</a>	<a href="#">Ensure all Rental prices are included in the trailer value</a>
<a href="#">110</a>	<a href="#">Detail</a>	<a href="#">Field</a>	<a href="#">Invalid Amount</a>	<a href="#">The amount entered is blank or contains invalid characters</a>	<a href="#">Record was rejected.</a>	<a href="#">Check the amount and correct it</a>
<a href="#">115</a>	<a href="#">Header</a>	<a href="#">Field</a>	<a href="#">Invalid Biller ID</a>	<a href="#">Biller ID on header is blank or Invalid</a>	<a href="#">Entire file is rejected.</a>	<a href="#">Correct the biller ID on the header</a>
<a href="#">116</a>	<a href="#">Header</a>	<a href="#">Field</a>	<a href="#">File Open Error</a>	<a href="#">File could not be read</a>	<a href="#">Entire file is rejected.</a>	<a href="#">Check the file is in ASCII</a>
<a href="#">118</a>	<a href="#">Trailer</a>	<a href="#">Record</a>	<a href="#">Trailer contains invalid value</a>	<a href="#">Trailer contains invalid character</a>	<a href="#">Entire file is rejected.</a>	<a href="#">Check that trailer doesn't contain illegal characters ( Only numeric, without comma )</a>

<u>Status Code</u>	<u>Record Impacted</u>	<u>Level</u>	<u>Error Message</u>	<u>Explanation</u>	<u>Billers Interface Action</u>	<u>Recommended Billers Action</u>
<a href="#"><u>120</u></a>	<a href="#"><u>Detail</u></a>	<a href="#"><u>Field</u></a>	<a href="#"><u>Invalid Rental Type</u></a>	<a href="#"><u>Rental Type is not numeric</u></a>	<a href="#"><u>Record is rejected</u></a>	<a href="#"><u>Correct the rental type and resubmit</u></a>
<a href="#"><u>121</u></a>	<a href="#"><u>Trailer</u></a>	<a href="#"><u>Field</u></a>	<a href="#"><u>Invalid Total Rental Amount</u></a>	<a href="#"><u>The total rental amount is not valid.</u></a>	<a href="#"><u>Entire File is rejected</u></a>	<a href="#"><u>Correct the amount and resubmit</u></a>
<a href="#"><u>122</u></a>	<a href="#"><u>Detail</u></a>	<a href="#"><u>Field</u></a>	<a href="#"><u>Invalid End-Date</u></a>	<a href="#"><u>End date is not a valid date format</u></a>	<a href="#"><u>Record is rejected</u></a>	<a href="#"><u>Correct the end date and resubmit</u></a>
<a href="#"><u>145</u></a>	<a href="#"><u>Detail</u></a>	<a href="#"><u>Record</u></a>	<a href="#"><u>Rental Type should be future dated</u></a>	<a href="#"><u>The start date of the rental type should be in future</u></a>	<a href="#"><u>Record is rejected</u></a>	<a href="#"><u>Correct the date and resubmit</u></a>
<a href="#"><u>146</u></a>	<a href="#"><u>Detail</u></a>	<a href="#"><u>Record</u></a>	<a href="#"><u>Start Date cannot be greater than End date</u></a>	<a href="#"><u>The start date should be greater than end date</u></a>	<a href="#"><u>Record is rejected</u></a>	<a href="#"><u>Correct the date and resubmit</u></a>
<a href="#"><u>147</u></a>	<a href="#"><u>Detail</u></a>	<a href="#"><u>Record</u></a>	<a href="#"><u>Invalid numeric data for rental price</u></a>	<a href="#"><u>The rental price data is not numeric</u></a>	<a href="#"><u>Record is rejected</u></a>	<a href="#"><u>Correct the price and resubmit</u></a>
<a href="#"><u>148</u></a>	<a href="#"><u>Detail</u></a>	<a href="#"><u>Record</u></a>	<a href="#"><u>Rental Type does not exist</u></a>	<a href="#"><u>The rental type does not exist in CIS.</u></a>	<a href="#"><u>Record is rejected</u></a>	<a href="#"><u>Correct the entry or create the rental type.</u></a>
<a href="#"><u>149</u></a>	<a href="#"><u>Detail</u></a>	<a href="#"><u>Record</u></a>	<a href="#"><u>Duplicate Entry</u></a>	<a href="#"><u>Duplicate entries found in the file.</u></a>	<a href="#"><u>Record is rejected</u></a>	<a href="#"><u>Every record after the second record is rejected</u></a>
<a href="#"><u>150</u></a>	<a href="#"><u>Detail</u></a>	<a href="#"><u>Record</u></a>	<a href="#"><u>Rental Type already exists</u></a>	<a href="#"><u>Rental type already exists in the system. Can only update.</u></a>	<a href="#"><u>Record is rejected</u></a>	<a href="#"><u>Correct the entry by sending an update.</u></a>

Note: Any changes to the error codes or addition of new ones will be communicated to the Biller as they occur.

[Remainder of page intentionally left blank.]

## Section 5.2 EGD OBA Tool-Generated Transaction File

The instructions for using the OBA Tool to generate the ~~transaction file~~ [Transaction File](#) are outlined below. The mandatory and optional fields are detailed in the sections that follow.

For further information on a field contents, refer to record layouts in Section 5.1 of this manual.

The OBA Tool will allow the creation of any of five different record types:

- Customer record
- Bill Ready record
- Rate Ready Standing Requests record
- Rate Ready Loan record
- Rate Ready Rental record

Each record type will provide information at the customer or transaction level, as well as providing for balances and controls. All validation rules must be adhered to, to avoid rejections. The OBA Tool provides some basic edit checks, but some field's values may be assumed. For example the CUSTOMER-SURNAME will assume only one value is passed as input. If the customer's first and surname is entered, the field may pass field edit checks but may get rejected during later processing.

General data input guidelines:

- Required fields in the ~~transaction file~~ [Transaction File](#) are identified on the screen in red
- Clicking on an input field will trigger field description to display at the bottom left corner of the screen above the task bar.
- Non-required fields are grayed out
- Mouse over the field titles for field descriptions
- The following general validations will be applied for each field where additional validations are not explicitly specified in the field description section:

Data type	Description	Validation	Example
A	Alphanumeric	Any character accepted; all alpha characters must be in uppercase	"YONGE ST" "ABC-123"
N	Numeric	Only digits 1234567890	"12345"

Data type	Description	Validation	Example
C	Currency	Amounts with up to two decimal places. Indicate negative amounts with leading negative sign. Do not use commas. Where negative amounts are not allowed, this will be explicitly specified.	“-12345.99”  “55555.52”
D	Date	Use YYYYMMDD format; date must be a valid calendar date	“20081231”

The OBA Tool will create the required header and trailer records when the [transaction fileTransaction File](#) input is completed by the Biller, and the [transaction fileTransaction File](#) is generated. The generated [transaction fileTransaction File](#) can be posted by the Biller to the EGD server on a daily basis

## Section 5.2.1 Getting Started with the OBA Transaction Entry Tool

The OBA Transaction creation will be made available via FTP download to all Billers. The OBA Tool is written in Microsoft Access, and is about three megabytes in size,

### System Requirements:

- Windows XP Professional or Windows 2003 R2
- MS Office 2003 with MS Access 2003 options
- Required MS Access libraries:
  - Visual Basic for Applications
  - Microsoft Access 11.0 Object Library
  - OLE Automation
  - Microsoft DAO 3.6 Object Library
  - Microsoft ActiveX Data Objects 2.1 Library
  - Microsoft Office 11.0 Object Library

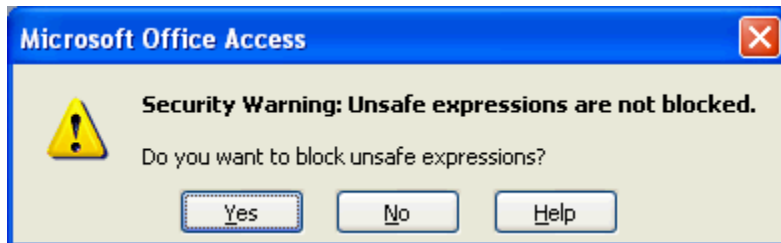
Most of these libraries are installed by default. If a pop-up message requesting a missing library appears, navigate to the Visual Basic Editor in Access, select Tools>References, and select the required library.

- Enough free disk space to accommodate the OBA Tool and its generated [transaction filesTransaction Files](#)

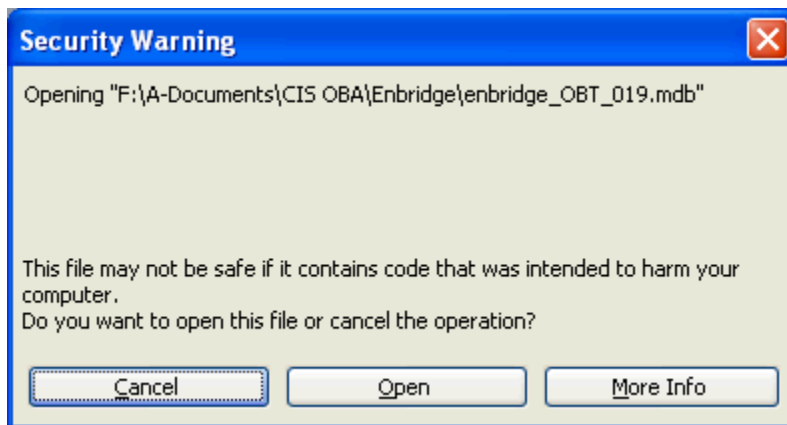
To download and configure the OBA Tool, follow these instructions:

1. Create a folder called **Enbridge**. This folder will store the OBA Tool and the temporary MS Access data files that it generates.

2. Create a folder called **Transaction Files** under the folder called **Enbridge**. This folder will store the final transaction text file, which will be uploaded to the SFTP server for processing by EGD.
3. Download the OBA Tool from the Biller Output folder on the EGD SFTP server. See **Section 6.1** for more information on accessing the EGD SFTP server. The OBA Tool file name is **Enbridge\_OBT\_nnn.mdb** (where nnn is the latest version number) and it should be saved into the **Enbridge** folder created in Step 1 above.
4. Double-click on the **Enbridge\_OBT\_nnn.mdb** to launch MS Access.
5. If prompted, reply **Yes** to the following security warning:



6. If prompted, restart MS Access by double-clicking on **Enbridge\_OBT\_nnn.mdb**.
7. If prompted, reply **Open** to the following Security warning:



*[Remainder of page intentionally left blank.]*

8. Reply **Agree** to the following User Agreement:

Legal Agreement

User Agreement

**USER AGREEMENT**

Subject to this User Agreement, Enbridge Gas Distribution Inc. ("Enbridge") hereby grants to the Biller a non-exclusive, personal, royalty-free, non-transferable license to use the Open Bill Transaction Tool (the "Tool") for internal business purposes solely for the purpose of preparing data for submission to Enbridge pursuant to the Open Bill Access Billing and Collections Services Agreement in place between Enbridge and the Biller (the "OBA") in the manner specified in the Open Bill Manual (as such term is defined in the OBA) as the same may be revised from time to time. This User Agreement shall immediately terminate in the event of the termination of the OBA. Upon termination of this User Agreement, the Biller shall immediately discontinue use of the Tool. ENBRIDGE PROVIDES THE TOOL "AS IS" WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO, WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT OR THAT THE TOOL WILL MEET BILLER'S NEEDS OR WILL BE ERROR-FREE. ALL RISK OF QUALITY AND PERFORMANCE OF THE TOOL RESIDES WITH THE BILLER. IN NO EVENT SHALL ENBRIDGE OR ANY OF ITS OFFICERS, DIRECTORS, EMPLOYEES OR AGENTS BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER, (INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL OR PROFITS, LOSS OF DATA, BUSINESS INTERRUPTION) ARISING OUT OF THE DELIVERY, PERFORMANCE OR USE OF THE TOOL. EVEN IF ENBRIDGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Agree

Disagree

9. Select **Go to Settings** and click **Submit** on the **Home Page** panel.

## Enbridge Open Bill Transaction Tool

V0.30

### Home Page

Select one:

☐ Continue working on the last billing file opened

☐ Open a previously saved billing file

☐ Start a new billing file

☒ Go to Settings

Submit

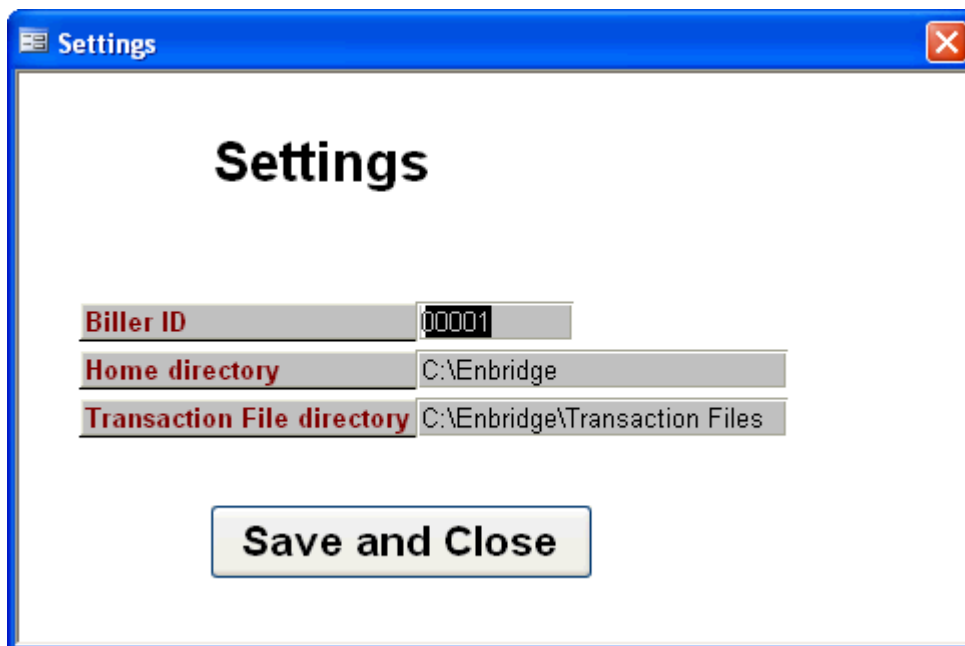
[\[Remainder of page intentionally left blank.\]](#)

10. Enter the required data into the **Settings** fields as follows:

- **Biller ID** (supplied by the EGD OBA administrator)
- **Home directory** (verify that this folder exists)
- **Transaction Files directory** (verify that this folder exists)

Click **Save and Close** to return to the **Home Page**.

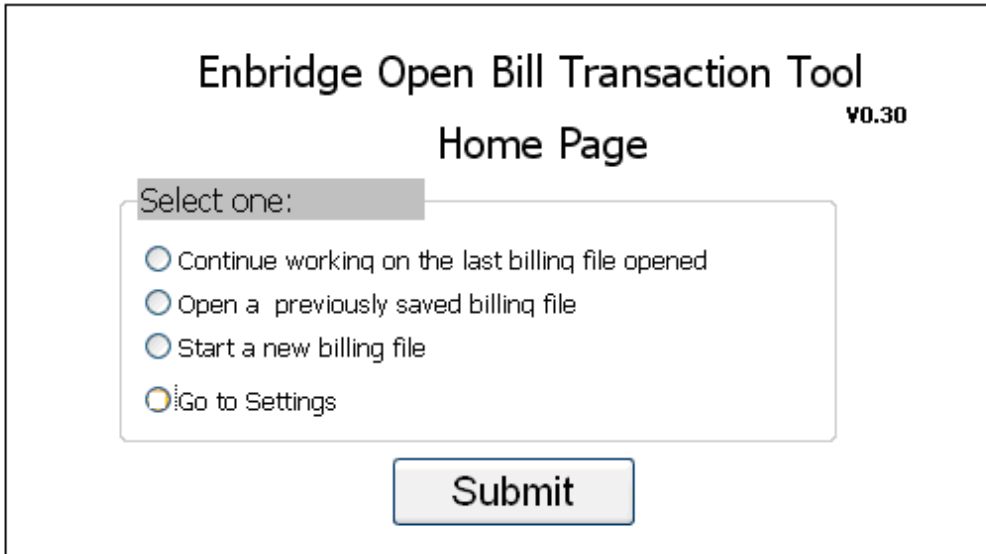
**Note:** This one-time step must be completed before using the OBA Tool, or the OBA Tool will not work correctly.



The screenshot shows a window titled "Settings" with a blue border and a close button in the top right corner. Inside the window, the word "Settings" is displayed in a large, bold, black font. Below this, there are three input fields, each with a label in red text to its left: "Biller ID" with the value "00001", "Home directory" with the value "C:\Enbridge", and "Transaction File directory" with the value "C:\Enbridge\Transaction Files". At the bottom center of the window is a button labeled "Save and Close".

[\[Remainder of page intentionally left blank.\]](#)

11. From the **Home Page**, choose the desired option to continue.



**Enbridge Open Bill Transaction Tool**  
**Home Page** v0.30

Select one:

- ☐ Continue working on the last billing file opened
- ☐ Open a previously saved billing file
- ☐ Start a new billing file
- ☐ Go to Settings

**Submit**

- Select **Start a new billing file** and click **Submit** on the **Home Page** panel. This option must be selected when first using the OBA Tool to create a new ~~transaction file~~ [Transaction File](#), and will display the Main Page Configuration panel.
- Select **Continue working on the last billing file opened** and click **Submit** on the **Home Page** panel. This option allows the addition of new records to the last file that was worked on.
- Select **Open a previously saved billing file** and click **Submit** on the **Home Page** panel. This option will allow the Biller to browse to a specific file to add new records to.

12. Follow the steps in the next Sections to enter Customer and Transaction data.

**Note:** MS Access may open some panels in a new window. Check the Task Bar at the bottom of the screen to find the required window.

[\[Remainder of page intentionally left blank.\]](#)



## Section 5.2.2 Main Page Configuration

The Main Page of the OBA Tool allows the Biller to select any of the five transaction types, generate the final ~~transaction file~~ [Transaction File](#) to be processed by EGD, or return to the Home Page.

Enbridge Open Bill Transaction Tool v0.30

Customer Bill Ready Standing Request Loan Rental

Generate Transaction File

Return to Home Page

- Select **Customer** to create a new customer record. See **Section 5.2.3** below.
- Select **Bill Ready** to create a new ~~bill ready~~ [Bill Ready](#) record. See **Section 5.2.4** below.
- Select **Standing Request** to create a new ~~rate ready standing request~~ [Rate Ready Standing Request](#) record. See **Section 5.2.5** below.
- Select **Loan** to create a new ~~rate ready loan~~ [Rate Ready Loan](#) record. See **Section 5.2.6** below.
- Select **Rental** to create a new ~~rate ready rental~~ [Rate Ready Rental](#) record. See **Section 5.2.7** below.
- Select **Generate Transaction File** to generate the ~~transaction file~~ [Transaction File](#) when the Biller is ready to generate a file to transfer to EGD's SFTP server. The ~~transaction file~~ [Transaction File](#) will be placed in the **Enbridge\Transaction Files** folder, with the naming convention of **{Timestamp}\_OBA\_{BillerID}\_IN.dat** where:  
 {Timestamp} = YYYYMMDDhhmmss and hh is in 24 hour format and  
 {BillerID} = 99999.
- If you want to create a file that will be run after our billing month end then you must rename the created file by changing the OBA to OBM.  
**{Timestamp}\_OBM\_{BillerID}\_IN.dat**
- Select **Return to Home Page** to return to the **Home Page**.

## Section 5.2.3 Customer Record Input

The Customer panel is used to **Add** a new customer, **Match** an existing customer (identical to an **Add** except a customer record will not be created if a match is not found), or **Update** information on an existing customer.

Customer data panel notes:

Field	Description	Data	Comment
<b>Action type</b> <a href="#">Type</a>	Action to be performed for this record "A" – Add "F" – Forced Add "M" – Match "U" – Update	A1	Action <del>types</del> <a href="#">Types</a> "A", "F", "M" and "U" only are supported for the Customer Record
<b>Biller Customer ID</b>	Biller provided identifier for customer	A20	Not required.
<b>Open Bill Ref #</b>	EGD-determined unique identifier for <del>open bill</del> <a href="#">OBA Service</a> transactions for customers; <a href="#">referred to in this manual as the "OBA reference</a>	A32	Required only for "U" transaction type Not required for "A", "F" or "M"

Field	Description	Data	Comment
	<a href="#">number</a>		
<b>EGD Cust Acct. #</b>	EGD provided gas account number for customer	N12	Either this field must be provided (to attempt an account number match), otherwise address and name fields below must be provided (to attempt a name and address match)
<b>Person/Org</b>	Identifies whether this customer is a person or organization. "P" – Person "O" – Organization	A1	Required - Not used as search criteria; may be optionally used by EGD if manual account creation is required
<b>Organization Name</b>	Name of organization, if Person-Org field set to "O"	A40	Use if EGD-Customer-Acct-Num not provided
<b>Customer Surname</b>	Surname of person, if Person-Org field set to "P"	A24	
<b>Customer First Name</b>	First name of person, if Person-Org field set to "P"	A24	Use if EGD-Customer-Acct-Num not provided
<b>Street Number</b>	This field is used to pass the house/location number of the customer premise only.	A10	Use if EGD-Customer-Acct-Num not provided
<b>Suffix</b>	This field is used to pass an extension of the customer premise house/location number only. This would be an apartment or basement. E.g. "A", "B", "1/2")	A10	Use if EGD-Customer-Acct-Num not provided. May be blank.
<b>Street Name</b>	This field is used to pass the street name only as it pertains to the house/location number of the customer premise.	A60	Use if EGD-Customer-Acct-Num not provided
<b>Misc. Addr</b>	This field is used to pass the miscellaneous address of the customer premise. It could be apartment no, suite no, lot number, unit no. or floor etc.	A40	Use if EGD-Customer-Acct-Num not provided. May be blank.
<b>City</b>	This field is used to pass the city in which the premise physically resides.	A40	Use if EGD-Customer-Acct-Num not provided
<b>Postal Code</b>	Postal code.  Format "ANANAN"	A6	
<b>Phone</b>	Value should be positional where first three characters are	N10	May be used for matching if no customer account number is

Field	Description	Data	Comment
<b>number</b>	area code and last seven are subscriber number.		provided.
<b>Meter number</b>	Silver tag on meter – For new builder homes address is not standardized and there's no postal code. The meter number on a silver plate on the meter could be used in this case.	N10	May be used for matching if no customer account number is provided.
<b>Mail street number</b>	This field is used to pass the house/location number of the customer's mailing address.	A10	Not used for matching logic; only used to maintain customer information.
<b>Mail suffix</b>	This field is used to pass an extension of the customer's mailing house number only. This would be an apartment or basement. E.g. "A", "B", "1/2")	A10	Not used for matching logic; only used to maintain customer information.
<b>Mail street name</b>	This field is used to pass the street name only as it pertains to the house/location number of the customer's mailing address.	A60	Not used for matching logic; only used to maintain customer information.
<b>Mail misc Addr</b>	This field is used to pass the miscellaneous address of the customer's mailing address. It could be apartment no, suite no, lot number, unit no. or floor etc.	A40	Not used for matching logic; only used to maintain customer information.
<b>Mail city</b>	This field is used to pass the city in which the mailing address physically resides.	A40	Not used for matching logic; only used to maintain customer information.
<b>Mail postal code</b>	Postal code.  Format "ANANAN"	A6	Not used for matching logic; only used to maintain customer information.

## Section 5.2.4 Bill Ready Record Input

For all Bill Ready Requests, the Billers will need to send their Requests with the net amount, without taxes included.

Bill Ready data panel notes:

Field	Description	Data	Comment
<b>Biller</b>	Biller provided identifier for	A20	Not used in program; echoed back in response file to aid Biller

Field	Description	Data	Comment
<b>Transaction ID</b>	transaction		processing
<b>Biller customer ID</b>	Biller provided identifier for customer	A20	Not used in program; echoed back in response file to aid Biller processing
<b>Open Bill Ref #</b>	EGD determined unique identifier for <del>open-bill</del> <a href="#">OBA Service</a> transactions for customers, <a href="#">referred to in this Manual as the "OBA reference number"</a>	A32	
<b>Bill Ready amount</b>	Charge before taxes. Bill ready amount will be added to the next available <del>bill</del> <a href="#">Service Bill</a> for the customer. Negative signs and decimals accepted; do not send commas.	C9	Maximum amount per transaction is \$99,999.99 as debit or -\$99,999.99 as credit
<b>Tax indicator</b>	Identifies which taxes to apply to this transaction. <ul style="list-style-type: none"> <li>• "G" – GST only</li> <li>• "B" – HST</li> <li>• "N" – Neither</li> </ul>	A1	Tax will be calculated and applied in addition to <del>bill</del> <a href="#">readyBill Ready</a> amount based on this flag. Biller must pass "N" if customer is tax-exempt; otherwise record will be rejected.
<b>Bill type code</b>	Code to determine the type of charge to apply to the customer.  Refer to <b>Appendix B</b> for details.	N4	Used to determine how this amount should be tracked in G/L for accounting purposes and bill print item on invoice. Also, security as well as validation of charges due to disputes is determined by this code.
<b>Contract End Date</b>	Customer Contract end date with Biller. Use format: YYYYMMDD	N8	Optional field: End date must be greater than or equal to current date and within the next 10 years.

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## Section 5.2.5 Rate Ready Standing Request Record Input

For all Rate Ready & Bill Ready Standing Requests, the Billers will need to send their Requests and Standing Requests with the net amount, without taxes included.

**Rate Ready Standing Request**

Record Type 002  
Record ID R

Action type A  
Biller transaction ID  
Biller customer ID  
Open Bill Ref #  
EGD transaction ID  
Rate Ready amount \$1.00  
Tax indicator B  
Bill type code 1  
Start date (mm/dd/yyyy) 3/5/2015  
Frequency M  
Num installments 1  
Contract End Date (mm/dd/yyyy)  
Bill Out Option No

Delete Save and Close

Record: 1 of 1

Rate Ready Standing Request data panel notes:

Field	Description	Data	Comment
Action <del>type</del> Type	Action to be performed for this record “A” – Add “D” – Delete	A1	Action <del>type</del> Type “A” and “D” only are supported for this transaction.
Biller transaction ID	Biller provided identifier for transaction	A20	Not used in program; echoed back in response file to aid Biller processing
Biller customer ID	Biller provided identifier for customer	A20	Not used in program; echoed back in response file to aid Biller processing

Field	Description	Data	Comment
Open Bill Ref-#	EGD determined unique identifier for <del>open bill</del> <a href="#">OBA Service</a> transactions for customers; <u>referred to in this manual as the “OBA reference number”</u>	A32	
EGD transaction ID	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been processed.	A20	Mandatory if action code is “U” or “D”. Use the transaction ID provided by EGD in response when “A” transaction was acknowledged
Rate Ready amount	Charge before taxes. Rate ready amount will be added to the next available <del>bill</del> <a href="#">Service Bill</a> for the customer after the provided start date. Decimals and negative amounts accepted; do not send commas.	C9	Only applicable for “A” and “U” action code.  Maximum amount per transaction is \$99,999.99 as debit or -\$99,999.99 as credit.
Tax indicator	Identifies which taxes to apply to this transaction.  “B” – HST  “N” – <del>Neither</del> <a href="#">None</a>	A1	Only applicable for “A” and “U” action code.  Tax will be calculated and applied in addition to <del>bill</del> <a href="#">readyBill Ready</a> amount based on this flag. Biller must pass “N” if customer is tax-exempt; otherwise record will be rejected.
Bill type code	Code to determine the type of charge to apply to the customer.  Refer to <b>Appendix B</b> for details.	N4	Only applicable for “A” action code.  Used to determine how this amount should be tracked in G/L for accounting purposes and bill print item on invoice. Also, security as well as validation of charges due to disputes is determined by this code.
Start date	Date the <del>rate-ready</del> <a href="#">Rate Ready</a> transactions will start. First charge will be applied on the first <del>bill</del> <a href="#">Service Bill</a> on or after the start date. Note that the next scheduled bill is within ten days of the current date, and the start date is requested before this scheduled bill date, the charge	D8	Only applicable for “A” action code.  The earliest start date is today + 3 calendar days.

Field	Description	Data	Comment
	will be created for the subsequent billing month. Use format: YYYYMMDD		
<b>Frequency</b>	Frequency for the <del>bill-ready</del> <a href="#">Bill Ready</a> charge to be applied.  “M” – Monthly “Q” – Quarterly “Y” – Yearly	A1	Only applicable for “A” action code.  If not provided, will default to monthly.
<b>Num installments</b>	Number of installments to bill this charge.	N4	Only applicable for “A” and “U” action code.  If Frequency = M then Num installments must be >0 & <= 60  If Frequency = Q then Num installments must be > 0 & <=20  If Frequency = Y then Num installments must be = 5
<b>Contract End Date</b>	Customer Contract end date with Biller. Use Format: YYYYMMDD	N8	Contract end date must be plus or minus 3 months of the Standing Request Execution Period End date.
<b>Bill Out Option</b>	Bill out option at time of move out if account in good standing.  “Y” – Yes “N” – No	A1	Bill out option must be ‘N’ if greater than 1 year term.

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## Section 5.2.6 Rate Ready Loan Record Input

**Loan**

**Rate Ready Loan**

Record Type 002  
Record ID L

Action type A

Biller transaction ID Biller Customer ID

Open Bill Ref #

EGD transaction ID First payment amount

Principal amount \$1.00 Last payment amount

Interest amount Bill type code 1

Interest rate monthly 1% Start date (mm/dd/yyyy) 2/26/2011

Payment Amt monthly \$1.00 Num installments 1

Delete Save and Close

Record: 1 of 1

Rate Ready Loan transaction panel notes:

Field	Description	Data	Comment
Action-Type	Action to be performed for this record  "A" – Add  "D" – Delete	A1	Action <del>type</del> Type "A" and "D" only are supported for this transaction.
Biller Transaction ID	Biller provided identifier for transaction	A20	Not used in program; echoed back in response file to aid Biller processing
Biller Customer ID	Biller provided identifier for customer	A20	Not used in program; echoed back in response file to aid Biller processing
Open Bill Ref #	EGD determined unique identifier for <del>open bill</del> <a href="#">OBA Service</a> transactions for customers; <a href="#">referred to in this manual as the "OBA reference number"</a>	A32	
EGD transaction ID	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions	A20	Mandatory if action code is "D". Use the transaction ID provided by EGD in response when "A"

Field	Description	Data	Comment
	that have already been processed.		transaction was acknowledged
<b>Principal amount</b>	Total amount of principal on loan. Decimals accepted; do not send negative amounts or commas.	C9	Only applicable for "A" action code.  Maximum amount per transaction is \$99,999.99
<b>Interest amount</b>	Total amount of interest on loan. Decimals accepted; do not send negative amounts or commas.	C9	Only applicable for "A" action code.  Maximum amount per transaction is \$99,999.99
<b>Interest rate monthly</b>	Percentage of interest per month for loan. Allow up to three decimal places. E.g. to send a rate of 1.2345% send:  1.2345	N6	Only applicable for "A" action code.
<b>Payment Amt Monthly</b>	Monthly amount to be paid by customer on loan.  Decimals accepted; do not send negative amounts or commas.	C9	Only applicable for "A" action code.
<b>First payment amount</b>	Amount to be paid by customer on loan for first payment period.  Decimals accepted; do not send negative amounts or commas.	C9	Only applicable for "A" action code.  If value is left blank (i.e. no value, do not send zero), will default to Payment-Amount-Monthly.
<b>Last payment amount</b>	Amount to be paid by customer on loan for last payment period.  Decimals accepted; do not send negative amounts or commas.	C9	Only applicable for "A" action code.  If value is left blank (i.e. no value, do not send zero), will default to Payment-Amount-Monthly.
<b>Bill type code</b>	Code to determine the type of charge to apply to the customer.  Refer to <b>Appendix B</b> for details.	N4	Only applicable for "A" action code.  Used to determine how this amount should be tracked in G/L for accounting purposes and bill print item on invoice. Also, security as well as validation of charges due to disputes is determined by this code.

Field	Description	Data	Comment
<b>Start date</b>	Date the loan transactions will start. First charge will be applied on the first <del>bill</del> <a href="#">Service Bill</a> on or after the start date. Use format: YYYYMMDD	D8	Only applicable for "A" action code. The earliest start date is today + 3 calendar days.
<b>Num installments</b>	Number of installments to bill this charge.	N4	Only applicable for "A" action code.

## Section 5.2.7 Rate Ready Rental Record Input

For Rental Contracts the Billers will need to send in net amount, excluding taxes with an indicator advising which tax to apply. This is due to potential tax percentage changes.

Rental

# Rate Ready Rental

Record Type 002  
Record ID E

Action type

A

Biller transaction ID

Biller customer ID

Open Bill Ref #

EGD transaction ID

Rental amount

\$0.00

Tax indicator

B

Bill type code

1

Rental type

510001

Start date (mm/dd/yyyy)

6/8/2009

Delete

Save and Close

Record:

1

of 1

[\[Remainder of page intentionally left blank.\]](#)

Rate Ready Rental transaction panel notes:

Field	Description	Data	Comment
<b>Action <del>type</del>Type</b>	Action to be performed for this record  “A” – Add  “U” – Update  “D” – Delete	A1	Action <del>type</del> Type “A”, “U” and “D” only are supported for this transaction.
<b>Biller transaction ID</b>	Biller provided identifier for transaction	A20	Not used in program; echoed back in response file to aid Biller processing
<b>Biller customer ID</b>	Biller provided identifier for customer	A20	Not used in program; echoed back in response file to aid Biller processing
<b>Open –Bill –Ref #</b>	EGD determined unique identifier for <del>open bill</del> OBA Service transactions for customers	A32	
<b>EGD transaction ID</b>	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been processed.	A20	Mandatory if action code is “U” or “D”. Use the transaction ID provided by EGD in response when “A” transaction was acknowledged
<b>Rental amount</b>	Rental amount before taxes. Rental amount will be added to the next available <del>bill</del> Service Bill for the customer after the provided start date. Decimals accepted; do not send negative amounts or commas.	C9	Only applicable for “A” and “U” action code.  Maximum amount per transaction is \$99,999.99. If value is zero, will default to predetermined price as defined for the <del>bill type code</del> Bill Type Code. Changes to default prices by <del>bill type code</del> Bill Type Code communicated to EGD manually.  To revert from an override price to default price, send a “U” transaction with zero for rental amount.
<b>Tax indicator</b>	Identifies which taxes to apply to this transaction.	A1	Only applicable for “A” action code.  Tax will be calculated and

Field	Description	Data	Comment
	<p>"B" – HST</p> <p>"N" – <del>Neither</del><a href="#">None</a></p>		<p>applied in addition to rental amount based on this flag. Biller must pass "N" if customer is tax-exempt; otherwise record will be rejected.</p>
Bill type code	<p>Code to determine the type of charge to apply to the customer.</p> <p>Refer to <b><i>Appendix B</i></b> for details.</p>	N4	<p>Only applicable for "A" action code.</p> <p>Used to determine how this amount should be tracked in G/L for accounting purposes and bill print item on invoice. Also, security as well as validation of charges due to disputes is determined by this code.</p>
Rental type	<p>Biller uses an additional field to determine the rental type being used. This will be used to determine the price per month for the rental if the rental price is not explicitly provided on this record.</p> <p><u><a href="#">You must use the default of 510001 if you don't have a rental table.</a></u></p>	N6	<p>Only applicable for "A" action code.</p>
Start date	<p>Date the <del>rate-ready</del><a href="#">Rate Ready</a> transactions will start. First charge will be applied on the first <del>bill</del><a href="#">Service Bill</a> on or after the start date. Use format: YYYYMMDD</p>	D8	<p>Only applicable for "A" and "U" action code.</p> <p>If provided for "U" action code, this will determine the date that the changes will be effective as-of.</p> <p>The earliest start date is today + 3 calendar days.</p>

## Chapter 6 Submitting the Transaction File

Once the Biller is registered, the Biller can submit a daily ASCII (or text) ~~transaction file~~Transaction File to ~~an~~the EGD ~~file~~SFTP server, containing Customer Registration, ~~rate-ready~~Rate Ready and ~~bill-ready~~Bill Ready transactions. ~~The file server is an SFTP server, with each~~Each Biller ~~having~~has their own private directory structure on the SFTP service in which to upload and download the required files. These ~~transaction files~~Transaction Files are submitted to EGD to obtain the ~~Open-Bill-Reference~~OBA reference number for customers and/or submit charges to ~~customer-bills~~Customer Service Bills.

There are two methods available to Billers to transfer files to EGD, depending on the size of the ~~transaction file~~Transaction File:

- For ~~transaction-files~~Transaction Files less than 10 megabytes, please use the direct log in method described in **Section 6.1** below.
- For ~~transaction-files~~Transaction Files greater than 10 megabytes, please use the SFTP method described in **Section 6.2** below.

The naming convention of the submitted file must be:

{Timestamp}\_OBA\_{BillerID}\_IN.dat - Regular Open bill ~~input file~~Transaction File OR

{Timestamp}\_OBM\_{BillerID}\_IN.dat - Monthly file for repeating Bill Ready charges

Where:

- {Timestamp} = YYYYMMDDhhmmss and hh is in 24 hour format
- {BillerID} = 99999, as provided by EGD

for example, 20080930143000\_OBA\_00100\_IN.dat OR  
20080930143000\_OBM\_00100\_IN.dat.

### **Section 6.1 Submitting the ~~transaction file-less~~Transaction File Less than 10 meg**

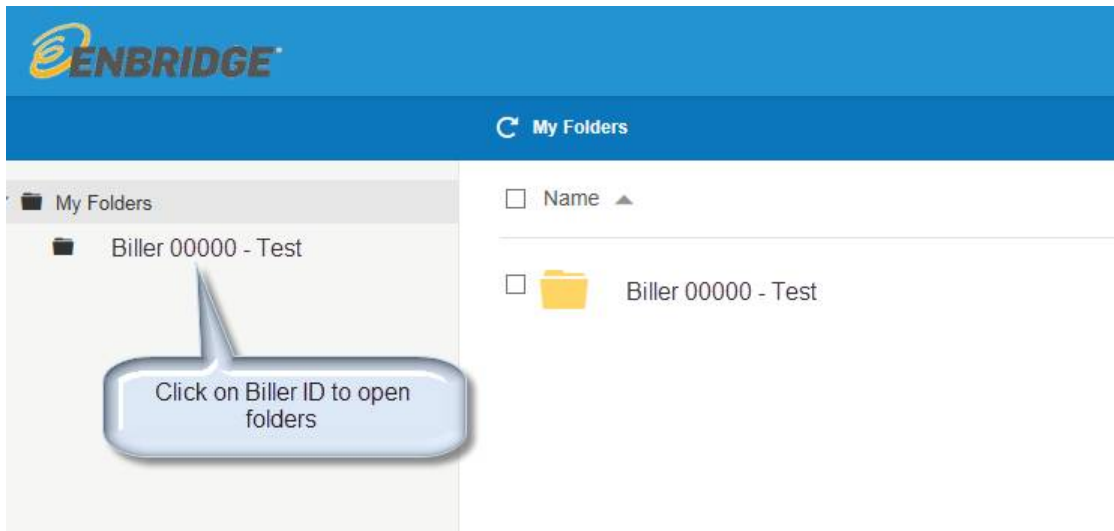
The Biller should post the ~~transaction file~~Transaction File to EGD's File Transfer server using https by logging into <https://ishare.egd.enbridge.com>. Internet Explorer 5.5 or higher is recommended.

To post the file using this method:

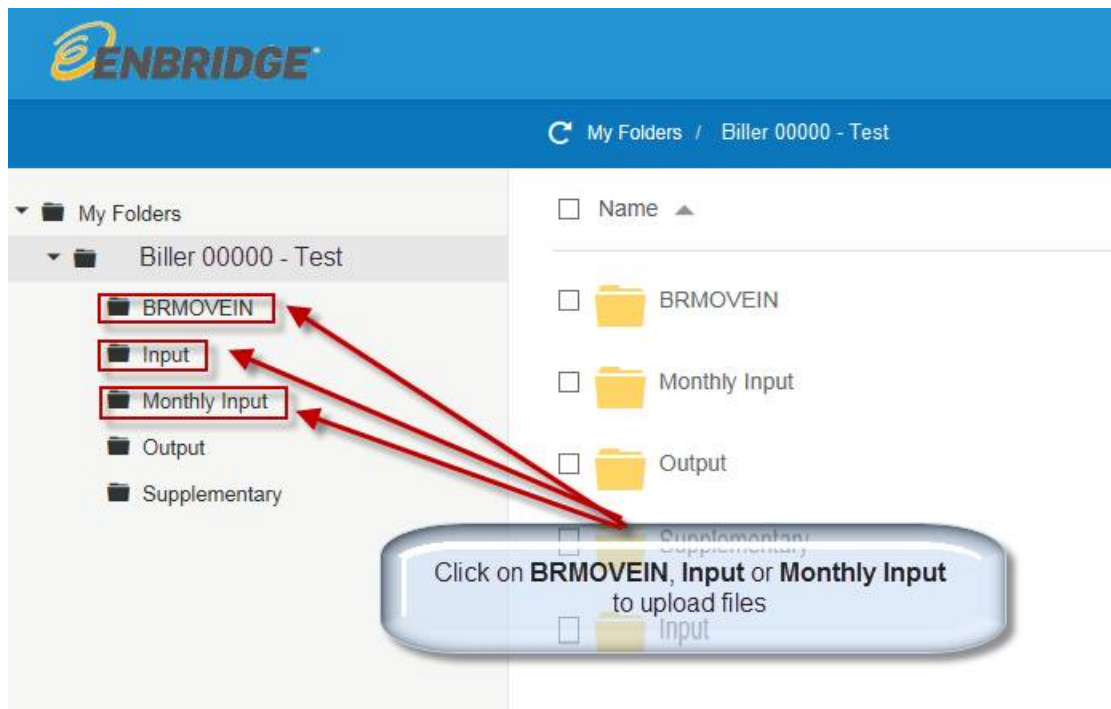
- Log on to the EGD file transfer server at <https://ishare.egd.enbridge.com> using the id and password provided by EGD.



- Click on the Biller ID ~~hotspot and then Click on the Biller ID and Biller~~ [Namedirectory](#) to access the Input and Output folders. The Input folder will contain files placed by the Biller that will be picked up and processed by EGD. The Output folder will contain ~~acknowledgement files~~ [Acknowledgement Files](#) containing status codes for each received inbound transaction, and outbound reporting files that need to be sent to the Biller.

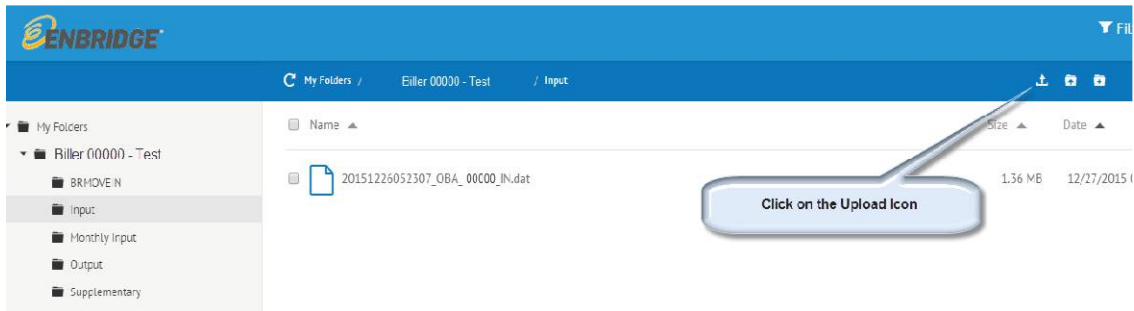


- Click on the **Input** ~~hotspot~~ [directory](#) to upload a regular file **OR** Click on the **Monthly Input** ~~hotspot~~ [directory](#) to upload a monthly file [OR Click on the BRMOVEIN directory to upload builder/OBA update requests.](#)

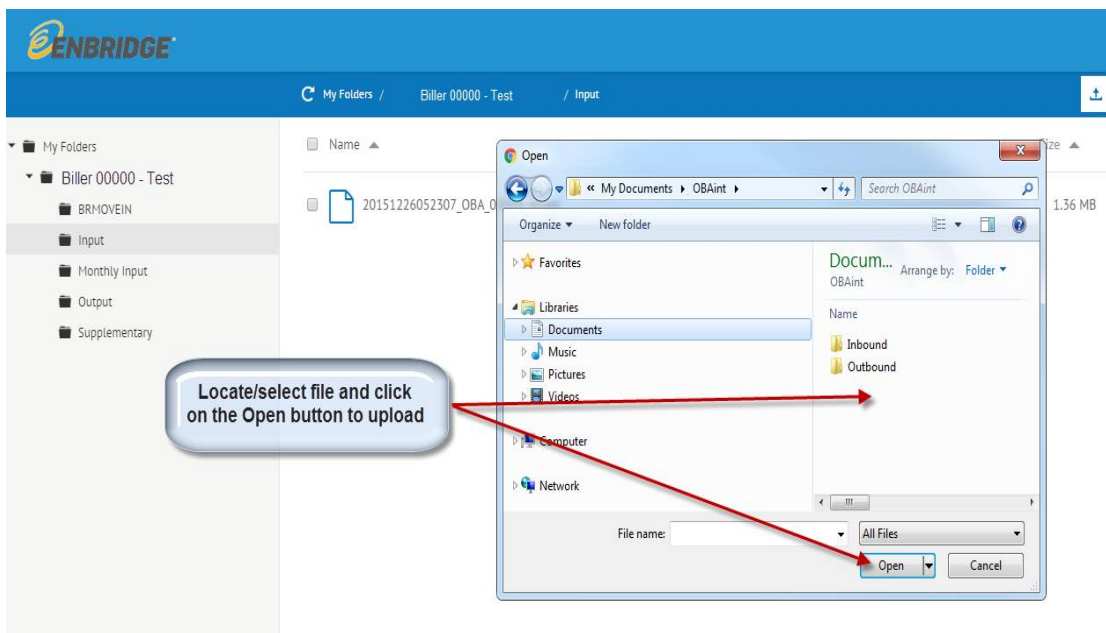




- Click on the **Upload** button



- Click on the **Browse** button, Locate and select the file to be uploaded in the file explorer pop-up and Click on the OPEN button to upload.



- ~~Click on the **Upload** button to upload the selected file to the file transfer server.~~
- Note that files uploaded to the Input folder will immediately be taken by the system and will not appear in the Input folder.
- ~~Click on **Go Up** to return to previous screen, and exit.~~

**NOTE:** To download returned ~~transaction files~~ Transaction Files and reports, ~~repeat Steps 1 and 2 above, and~~ click on the **Output** ~~hotspot~~ directory to select and download a

file. When clicking on the file name, the system will prompt to Open or Save the file. Choose Save to copy the file to the computer. The file can also be opened first and then saved.

*[Remainder of page intentionally left blank.]*

## Section 6.2 Submitting the ~~transaction file~~ greaterTransaction File Greater than 10 meg

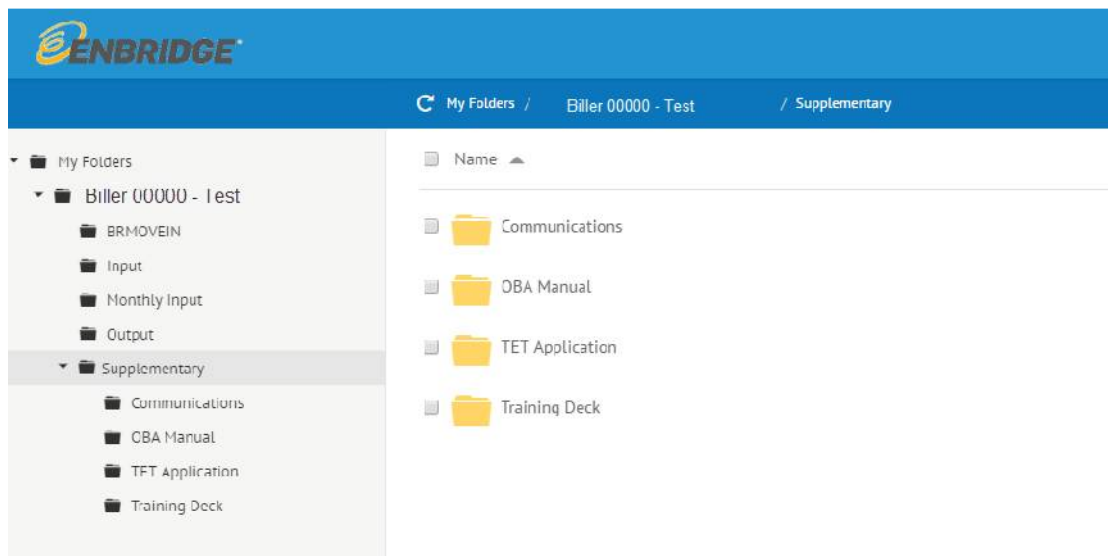
The Biller should use SFTP to post the file to EGD's File Transfer server ([ishare.egd.enbridge.com](http://ishare.egd.enbridge.com)) using an SFTP client, such as one of the following. Please refer to the websites listed below for SFTP software download and operation instructions.

- FileZilla. The instructions on how to download and use SFTP with FileZilla are available at <http://ca.huji.ac.il/services/internet/ssh/filezilla.shtml>.
- PuTTY: The instructions how to download and use SFTP with PuTTY are available at <http://www.chiark.greenend.org.uk/~sgtatham/putty/>

## Section 6.3 Scheduling the ~~transaction file~~ submissionTransaction File Submission

The regular Biller's ~~transaction file~~[Transaction File](#) can be delivered to the EGD file transfer server by the end of each business day. The monthly Biller's ~~transaction file~~[Transaction File](#) must be delivered to the EGD file transfer server in the Monthly Input folder by the end of Billing Cycle Day 21. The file submitted by the Biller will be deleted from the File Transfer server during EGD processing. The file will, however, be backed up from the EGD server. It is recommended that Billers keep a copy of each file they submit on their own server in case it is needed for future reference.

## Section 6.4 Biller ~~information~~Information in Supplementary Folder



In the **Supplementary** Folder you will have access to the following information ~~in these~~  
~~folders~~:

- **Communications:** Periodic Biller communications will be stored here.
- **OBA Manual** – Up to date copy of OBA Manual
- **TET Application** – Transaction Entry Tool
- **Training Deck** – Self Directed Training Material

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## Chapter 7 Acknowledging the Transaction File

After the Biller has submitted the Transaction file, three separate output files will be produced by ~~the CIS system~~ for the Biller's information:

- The **Acknowledgement** ~~Interface file~~ File contains the automatically generated responses to all records received from the Biller that night. The auto-generated files will correspond one-for-one with Biller uploaded files, and the date-time stamp in the header will match the Biller provided date-time stamp.
- The **Invoiced Transaction** file contains the information about the charges which have been billed for the current ~~portion~~ bill cycle on behalf of the Biller.
- The **Customer Match** file contains the results of all manually processed customer records processed ~~over~~ during the previous day.

It is recommended that the ~~transaction file~~ Transaction File be viewed and edited with programs such as Notepad, Wordpad or Excel.

The three output files are described in the following sections.

### Section 7.1 Acknowledgement ~~Interface~~ File Layout

After the processing of the ~~transaction file~~ Transaction File, Billers will receive confirmation for each transaction in a single returned interface file. It will include all accepted and rejected transactions, which will be distinguished by the 'record type' field. This file structure will be identical to the file structure of the Biller's ~~input file~~ Transaction File described in Section 5, but with extra status fields added to the end of the records. The accepted or rejected status code and the ~~Open Bill Reference Number~~ OBA reference number fields will be populated by ~~the EGD system~~ CIS. The accepted or rejected status of a transaction will be entered in the last two fields of each record.

Transactions can be rejected for various reasons including invalid entries, unmatched accounts, invalid characters in a field, or improperly formatted information. Refer to **Appendix C – Status Codes** for status code details. Billers are responsible for revising all incorrect entries and resubmitting them.

There are two levels of edit checking on the submitted ~~transaction file~~ Transaction File:

- **File level** validation will be performed on the Biller's flat file when it is submitted to ensure that the header and trailer information matches the records in the file. In addition, the Biller ID of the file must also be validated against the associated Biller. Errors are logged in the returned ~~transaction file~~ Transaction File which will be posted onto the EDG SFTP Server. The Biller may correct ~~this~~ their file and resubmit it.

- **Field level** validation will be performed on the Biller's flat file during the daily processing run, and errors are logged in the returned ~~transaction file~~ [Transaction File](#) which will be posted onto the EDG File Transfer Server.

Note that errors that are identified as 'Header' or 'Trailer' level errors will be checked first before any records are processed. ~~If a header or trailer level error is discovered, the entire file will be rejected, and every detail record will be echoed back with the same error status code. This will indicate to the Biller that no records were successfully processed.~~

If a header or trailer level error is discovered, the entire file will be rejected, and every detail record will be echoed back with the same error status code. This will indicate to the Biller that no records were successfully processed.

**File format:** Pipe Delimited (|)

**File name format:** yyyyymmddhhmmss\_OBA\_{BillerID}\_OUT.dat or  
yyyyymmddhhmmss\_OBM\_{BillerID}\_OUT.dat

**File name sample:** 20080930143000\_OBA\_00100\_OUT.dat or  
0080930143000\_OBM\_00100\_OUT.dat

### Section 7.1.1 Header Record Layout

The record layout of the returned Header record is as follows:

Acknowledgement header record				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  "001" – Header  "002" – Detail  "003" – Trailer	N3	R	Provide "001" for header record
<b>Biller-Id</b>	Identification number for Biller	N5	R	Will be determined by the Main number assigned to the invoice line item in CIS
<b>EGD-Datetime-Stamp</b>	This field is used to control the file contents to ensure that the file is the most recent and not a previous file. This will ensure that duplicate files (old) are not processed again.  YYYYMMDDhhmiss	A14	R	Generated from system date/time in CIS

## Section 7.1.2 Customer Record Layout

Customer accounts submitted by Billers are matched against the EGD database. If the EGD Customer Number and all required customer information (customer-surname, street number, street suffix, street name, miscellaneous, city, postal code and home number) are provided, only the EGD Customer Number will be used for matching.

Once the customer information records have been received and processed by CIS, the acknowledgment records will be generated with the customer specific ~~open-bill~~[OBA](#) reference number if correct match found. If matches were not found or if the customer has a poor credit score, errors will be indicated to the Biller with an appropriate status code.

Revised transactions can be re-submitted in the following day's interface file.

The record layout of the returned Customer transaction record is as follows:

Customer Information Acknowledgement record layout				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  "001" – Header  "002" – Detail  "003" – Trailer	N3	R	Provide "002" for detail record
<b>Record-Id</b>	Determines transaction type for detail record.  "C" – Customer  "B" – Bill ready  "R" – Rate ready  "L" – Loan  "E" – Rental	A1	R	Provide "C" for customer record
<b>Action-Type</b>	Action to be performed for this record  "A" – Add	A1	R	Action <del>types</del> <a href="#">Types</a> "A", "M" "U" and "F" only are supported for the customer transaction

Customer Information Acknowledgement record layout				
Field	Description	Data	Req'd/ Opt	Comment
	"M" – Match "U" – Update "F"- Forced Add			
<b>Biller-Customer-Id</b>	Biller provided identifier for customer	A20	O	Echoed back in response if provided by Biller
<b>Open-Bill-Ref-Num</b>	EGD determined unique identifier for <del>open-bill</del> <a href="#">OBA Service</a> transactions for customers	A32	O	Provided to Biller if match was successfully determined
<b>EGD-Customer-Acct-Num</b>	EGD provided gas account number for customer	N12	O	Echoed back in response if provided by Biller
<b>Person-Org</b>	Identifies whether this customer is a person or organization. "P" – Person "O" – Organization	A1	O	Echoed back in response if provided by Biller. Not used in searching for customer; optionally used by CSR if account creation is necessary.
<b>Org-Name</b>	Name of organization, if Person-Org field set to "O"	A40	O	Echoed back in response if provided by Biller
<b>Cust-Surname</b>	Surname of person, if Person-Org field set to "P"	A24	O	Echoed back in response if provided by Biller
<b>Cust-First-Name</b>	First name of person, if Person-Org field set to "P"	A24	O	Echoed back in response if provided by Biller
<b>Street-Number</b>	This field is used to pass the house/location number of the customer premise only.	A10	O	Echoed back in response if provided by Biller
<b>Suffix</b>	This field is used to pass an extension of the customer premise house/location number only. This would be an apartment or basement. E.g. "A", "B", "1/2")	A10	O	Echoed back in response if provided by Biller
<b>Street-Name</b>	This field is used to pass the street name only as it pertains to the house/location number	A60	O	Echoed back in response if provided by Biller



Customer Information Acknowledgement record layout				
Field	Description	Data	Req'd/ Opt	Comment
	of the customer premise.			
<b>Misc-Addr</b>	This field is used to pass the miscellaneous address of the customer premise. It could be apartment no, suite no, lot number, unit no. or floor etc.	A40	O	Echoed back in response if provided by Biller
<b>City</b>	This field is used to pass the city in which the premise physically resides.	A40	O	Echoed back in response if provided by Biller
<b>Province</b>	Province. "ON"	A2	O	Echoed back in response if provided by Biller
<b>Country</b>	Country. "CA"	A2	O	Echoed back in response if provided by Biller
<b>Postal-Code</b>	Postal code. Format "ANANAN"	A6	O	Echoed back in response if provided by Biller
<b>Phone-Number</b>	Value should be positional where first three characters are area code and last seven are subscriber number.	N10	O	Echoed back in response if provided by Biller
<b>Meter-Number</b>	Silver tag on meter – For new builder homes address is not standardized and there's no postal code. The meter number on a silver plate on the meter could be used in this case.	N10	O	Echoed back in response if provided by Biller
<b>Mail-Street-Number</b>	This field is used to pass the house/location number of the customer's mailing address.	A10	O	Echoed back in response if provided by Biller
<b>Mail-Suffix</b>	This field is used to pass an extension of the customer's mailing house number only. This would be an apartment or basement. E.g. "A", "B", "1/2")	A10	O	Echoed back in response if provided by Biller
<b>Mail-Street-Nam</b>	This field is used to pass the street name only as it pertains	A60	O	Echoed back in response

Customer Information Acknowledgement record layout				
Field	Description	Data	Req'd/ Opt	Comment
e	to the house/location number of the customer's mailing address.			if provided by Biller
<b>Mail-Misc-Addr</b>	This field is used to pass the miscellaneous address of the customer's mailing address. It could be apartment no, suite no, lot number, unit no. or floor etc.	A40	O	Echoed back in response if provided by Biller
<b>Mail-City</b>	This field is used to pass the city in which the mailing address physically resides.	A40	O	Echoed back in response if provided by Biller
<b>Mail-Province</b>	Province. "ON"	A2	O	Echoed back in response if provided by Biller
<b>Mail-Country</b>	Country. "CA"	A2	O	Echoed back in response if provided by Biller
<b>Mail-Postal-Code</b>	Postal code. Format "ANANAN"	A6	O	Echoed back in response if provided by Biller
<b>Tax-Status</b>	Tax status for contract account:  "H" – HST applicable  "N" – Neither tax applicable	A1	O	Provided by CIS from FKKVKP-KOFIZ_SD  Will be returned only for Action Type "A" "M" and "F."
<b>Occupancy-Code</b>	Occupancy code for account:  "B" – Builder  "O" – Owner  "T" – Tenant  "U" or BLANK - Unknown	A1	O	Provided by CIS from FKKVKP-ZZOCUPANCY_CODE  Will be returned only for Action Type "A" "M" and "F."  Will be required field for gas accounts; optional field for non gas accounts
<b>Ex-Franchise-In</b>	Indicator of whether customer is in or out of franchise area,	A1	O	Provided by CIS based on contract account

Customer Information Acknowledgement record layout				
Field	Description	Data	Req'd/ Opt	Comment
<b>Indicator</b>	and if in franchise whether they are non-gas:  "I" – In franchise gas  "E" – Ex-franchise  "N" – Non-gas in franchise			category. If category is "83", return "E". Else, check if any division '02' installations exist for contract account; if so return "I". Else return "N".  Will be returned only for Action Type "A" "M" and "F."
<b>Bill Cycle</b>	Indicator of billing cycle (a.k.a. portion) for this customer.	N2	O	Provided by CIS from portion assigned to MRU on either gas distribution installation or open bill installation.  Will be returned only for Action Type "A" "M" and "F."
<b>Status-Code</b>	Status code indicating success or errors encountered if any. Refer to Exceptions section for detailed status codes	N4	R	
<b>Status-Text</b>	Supplementary status information if required	A100	O	
Emma Case number	Emma case number that was created for manual processing	N9	O	Provided if status code returned is 27

### Section 7.1.3 Bill Ready Record Layout

Transactions returned to the Biller with a non-zero status code require specific action from the Biller depending on the error code received. Simply enter the revised transaction information into next day's interface file and submit as usual.

The record layout of the returned Billing transaction record is as follows:

Bill Ready Transaction acknowledgement record				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  "001" – Header  "002" – Detail  "003" – Trailer	N3	R	Provide "002" for detail record
<b>Record-Id</b>	Determines transaction type for detail record.  "C" – Customer  "B" – Bill ready  "R" – Rate ready  "L" – Loan  "E" – Rental	A1	R	Provide "B" for bill-ready record
<b>Action-Type</b>	Action to be performed for this record  "A" – Add	A1	R	Action <del>types</del> <u>Types</u> "A", only are supported for the customer transaction
<b>Biller-Transaction-Id</b>	Biller provided identifier for transaction	A20	O	Not used in program; echoed back in response file to aid Biller processing
<b>Biller-Customer-Id</b>	Biller provided identifier for customer	A20	O	Not used in program; echoed back in response file to aid Biller processing
<b>Open-Bill-Ref-Num</b>	EGD determined unique identifier for <del>open bill</del> <u>OBA Service</u> transactions for customers	A32	R	Echoed back to Biller
<b>EGD-Transaction-ID</b>	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been	A20	R	Generated for Biller for "A" action-code; echoed back for other action-codes

Bill Ready Transaction acknowledgement record				
Field	Description	Data	Req'd/ Opt	Comment
	processed.			
<b>Bill-Ready-Amount</b>	Amount to bill to customer. Bill ready amount will be added to the next available <del>bill</del> <a href="#">Service Bill</a> for the customer. Negative signs and decimals accepted; do not send commas.	C9	R	<del>Maximum amount per transaction is \$99,999.99 as debit or -\$99,999.99 as credit</del> <a href="#">Echoed back to Biller</a>
<b>Tax-Indicator</b>	Identifies which taxes to apply to this transaction.  “G” – GST only  “B” – HST  “N” – Neither	A1	R	Tax will be calculated and applied in addition to <del>bill ready</del> <a href="#">Bill Ready</a> amount based on this flag. Biller must pass “N” if customer is tax-exempt; otherwise record will be rejected.
<b>Bill-Type-Code</b>	Code to determine the type of charge to apply to the customer.  Refer to <b>Appendix B</b> for details.	N4	R	Used to determine how this amount should be tracked in G/L for accounting purposes and bill print item on invoice. Also, security as well as validation of charges due to disputes is determined by this code.
<b>Contract End Date</b>	Customer Contract end date with Biller. Use format: YYYYMMDD	N8	O	Echoed back to Biller
<b>Status-Code</b>	Status code indicating success or errors encountered if any. Refer to Exceptions section for detailed status codes	N4	R	
<b>Status-Text</b>	Supplementary status information if required	<del>A601</del> <a href="#">00</a>	O	

## Section 7.1.4 Rate Ready Standing Requests Record Layout

Transactions returned to the Biller with a non-zero status code require specific action from the Biller depending on the error code received. If transactions were missed because they were rejected (i.e. Contract begins in the current month), simply resubmit a Rate Ready Add transaction [the](#) next day with the corrected information and ~~Open Bill Reference #~~[OBA reference number](#).

The record layout of the returned Rate Ready transaction record is as follows:

Rate Ready Transaction Acknowledgement record				
Field	Description	Data	Req'd/ Opt	Comment
Record-type	Determines whether record is header, detail or trailer record.  "001" – Header  "002" – Detail  "003" – Trailer	N3	R	Provide "002" for detail record
Record-Id	Determines transaction type for detail record.  "C" – Customer  "B" – Bill ready  "R" – Rate ready  "L" – Loan  "E" – Rental	A1	R	Provide "R" for <del>rate ready</del> <a href="#">Rate Ready</a> record
Action-Type	Action to be performed for this record  "A" – Add  "M" – Match  "U" – Update  "D" – Delete	A1	R	Action <del>type</del> <a href="#">Type</a> "A" and "D" only are supported for this transaction.
Biller-Transaction-Id	Biller provided identifier for transaction	A20	O	Not used in program; echoed back in response file to aid Biller processing
Biller-Customer-	Biller provided identifier for	A20	O	Not used in program; echoed back in

Rate Ready Transaction Acknowledgement record				
Field	Description	Data	Req'd/ Opt	Comment
Id	customer			response file to aid Biller processing
Open-Bill-Ref-Num	EGD determined unique identifier for <del>open-bill</del> <a href="#">OBA Service</a> transactions for customers	A32	R	Echoed back to Biller
EGD-Transaction-ID	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been processed.	A20	R*	Generated for Biller for "A" action-code; echoed back for other action-codes
Rate-Ready-Amount	Amount to bill to customer. Rate ready amount will be added to the next available <del>bill</del> <a href="#">Service Bill</a> for the customer after the provided start date. Decimals and negative amounts accepted; do not send commas.	C9	R*	Echoed back to Biller
Tax-Indicator	Identifies which taxes to apply to this transaction.  "B" – HST  <del>"N" – Neither</del> <a href="#">"N" – None</a>	A1	R*	Echoed back to Biller
Bill-Type-Code	Code to determine the type of charge to apply to the customer.  Refer to <b>Appendix B</b> for details.	N4	R	Echoed back to Biller
Start-Date	Date the <del>rate-ready</del> <a href="#">Rate Ready</a> transactions will start. First charge will be applied on the first <del>bill</del> <a href="#">Service Bill</a> on or after the start date. Use format:  YYYYMMDD	D8	R*	Echoed back to Biller
Frequency	Frequency for the <del>bill-ready</del> <a href="#">Bill Ready</a> charge to be applied.	A1	R	Echoed back to Biller

Rate Ready Transaction Acknowledgement record				
Field	Description	Data	Req'd/ Opt	Comment
	"M" – Monthly "Q" – Quarterly "Y" – Yearly			
<b>Num-Installments</b>	Number of installments to bill this charge.	N4	R	Echoed back to Biller
<b>Contract End Date</b>	Customer Contract end date with Biller. Use Format: YYYYMMDD	N8	O	Echoed back to Biller
<b>Bill Out Option</b>	Bill out option at time of move out if account in good standing. "Y" – Yes "N" – No	A1	R	Echoed back to Biller
<b>Actual-Start-Date</b>	The actual start date that the <del>standing request</del> <a href="#">Standing Request</a> is scheduled for in order to account for fluctuation in scheduled billing dates and window billing in order to deter multiple charges from appearing on the same <del>bill</del> <a href="#">Service Bill</a> . Charges will be generated on this date every month and will be presented on the following <del>bill</del> <a href="#">Service Bill</a> . YYYYMMDD	D8	O	Only applicable for "A" action code.
<b>Status-Code</b>	Status code indicating success or errors encountered if any. Refer to Exceptions section for detailed status codes	N4	R	
<b>Status-Text</b>	Supplementary status information if required	<del>A601</del> <a href="#">00</a>	O	

## Section 7.1.5 Rate Ready Loan Record Layout



Transactions returned to the Biller with a non-zero status code require specific action from the Biller depending on the error code received.

The record layout of the returned Loan transaction record is as follows:

Loan Transaction acknowledgement record				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  "001" – Header  "002" – Detail  "003" – Trailer	N3	R	Provide "002" for detail record
<b>Record-Id</b>	Determines transaction type for detail record.  "C" – Customer  "B" – Bill ready  "R" – Rate ready  "L" – Loan  "E" – Rental	A1	R	Provide "L" for loan record
<b>Action-Type</b>	Action to be performed for this record  "A" – Add  "M" – Match  "U" – Update  "D" – Delete	A1	R	Action <del>type</del> Type "A" and "D" only are supported for this transaction.
<b>Biller-Transaction-Id</b>	Biller provided identifier for transaction	A20	O	Not used in program; echoed back in response file to aid Biller processing
<b>Biller-Customer-Id</b>	Biller provided identifier for customer	A20	O	Not used in program; echoed back in response file to aid Biller processing

Loan Transaction acknowledgement record				
<b>Open-Bill-Ref-Nu m</b>	EGD determined unique identifier for <del>open bill</del> <a href="#">OBA Service</a> transactions for customers	A32	R	
<b>EGD-Transaction -ID</b>	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been processed.	A20	R*	Generated for Biller for "A" action-code; echoed back for other action-codes
<b>Principal-Amount</b>	Total amount of principal on loan. Decimals accepted; do not send negative amounts or commas.	C9	R*	Echoed back to Biller
<b>Interest-Amount</b>	Total amount of interest on loan. Decimals accepted; do not send negative amounts or commas.	C9	R*	Echoed back to Biller
<b>Interest-Rate-Mo nthly</b>	Percentage of interest per month for loan. Allow up to three decimal places. E.g. to send a rate of 1.2345% send:  1.2345	N6	R*	Echoed back to Biller
<b>Payment-Amount -Monthly</b>	Monthly amount to be paid by customer on loan.  Decimals accepted; do not send negative amounts or commas.	C9	R*	Echoed back to Biller
<b>First-Payment-A mount</b>	Amount to be paid by customer on loan for first payment period.  Decimals accepted; do not send negative amounts or commas.	C9	O*	Echoed back to Biller
<b>Last-Payment-A mount</b>	Amount to be paid by customer on loan for last payment period.  Decimals accepted; do not send negative amounts or commas.	C9	O*	Echoed back to Biller
<b>Bill-Type-Code</b>	Code to determine the type of charge to apply to the customer.  Refer to <b>Appendix B</b> for details.	N4	R	Echoed back to Biller
<b>Start-Date</b>	Date the loan transactions will start. First charge will be applied on the first <del>bill</del> <a href="#">Service Bill</a> on or after the start date. Use format:	D8	R*	Echoed back to Biller

Loan Transaction acknowledgement record				
	YYYYMMDD			
<b>Num-Installments</b>	Number of installments to bill this charge.	N4	R	Echoed back to Biller
<b>Status-Code</b>	Status code indicating success or errors encountered if any. Refer to Exceptions section for detailed status codes	N4	R	
<b>Status-Text</b>	Supplementary status information if required	A601 00	O	

### Section 7.1.6 Rate Ready Rental Record Layout

Transactions returned to the Biller with a non-zero status code require specific action from the Biller depending on the error code received.

The record layout of the returned Rental transaction record is as follows:

Rental Transaction acknowledgement record				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  "001" – Header  "002" – Detail  "003" – Trailer	N3	R	Provide "002" for detail record
<b>Record-Id</b>	Determines transaction type for detail record.  "C" – Customer  "B" – Bill ready  "R" – Rate ready  "L" – Loan  "E" – Rental	A1	R	Provide "E" for rental record

Rental Transaction acknowledgement record				
Field	Description	Data	Req'd/ Opt	Comment
Action-Type	Action to be performed for this record  "A" – Add  "M" – Match  "U" – Update  "D" – Delete	A1	R	Action <del>type</del> Type "A", "U" and "D" only are supported for this transaction.
Biller-Transaction-Id	Biller provided identifier for transaction	A20	O	Not used in program; echoed back in response file to aid Biller processing
Biller-Customer-Id	Biller provided identifier for customer	A20	O	Not used in program; echoed back in response file to aid Biller processing
Open-Bill-Ref-Num	EGD determined unique identifier for <del>open bill</del> <a href="#">OBA Service</a> transactions for customers	A32	R	
EGD-Transaction-ID	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been processed.	A20	R*	Generated for Biller for "A" action-code; echoed back for other action-codes
Rental-Amount	Amount to bill to customer. Rental amount will be added to the next available <del>bill</del> <a href="#">Service Bill</a> for the customer after the provided start date. Decimals accepted; do not send negative amounts or commas.	C9	O*	Echoed back to Biller
Tax-Indicator	Identifies which taxes to apply to this transaction.  "B" – HST  <del>"N" – Neither</del> <a href="#">"N" – None</a>	A1	R*	Echoed back to Biller
Bill-Type-Code	Code to determine the type of charge to apply to the customer.	N4	R	Echoed back to Biller

Rental Transaction acknowledgement record				
Field	Description	Data	Req'd/ Opt	Comment
	Refer to <b>Appendix B</b> for details.			
<b>Rental-Type</b>	Biller uses an additional field to determine the rental type being used. This will be used to determine the price per month for the rental if the rental price is not explicitly provided on this record.	N6	R	Echoed back to Biller
<b>Start-Date</b>	Date the <del>rate-ready</del> <u>Rate Ready</u> transactions will start. First charge will be applied on the first <del>bill</del> <u>Service Bill</u> on or after the start date. Use format:  YYYYMMDD	D8	R*	Echoed back to Biller
<b>Status-Code</b>	Status code indicating success or errors encountered if any. Refer to Exceptions section for detailed status codes	N4	R	
<b>Status-Text</b>	Supplementary status information if required	<del>A601</del> <u>00</u>	O	

### Section 7.1.7 Trailer Record Layout

If a header or trailer level error is discovered, the entire file will be rejected, and every detail record will be echoed back with the same error status code. This will indicate to the Biller that no records were successfully processed.

The record layout of the returned Trailer record is as follows:

Trailer record layout				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  "001" – Header	N3	R	Provide "003" for trailer record

Trailer record layout				
Field	Description	Data	Req'd/ Opt	Comment
	"002" – Detail "003" – Trailer			
<b>Customer-Record-Count</b>	Count of records sent in file with record ID "C"	N5	R	
<b>Bill-Ready-Record-Count</b>	Count of records sent in file with record ID "B"	N5	R	
<b>Bill-Ready-Total-Amount</b>	Sum of all amounts sent with record ID "B" in "Bill-Ready-Amount" field. Add all debit amounts and subtract all credit amounts.	N12	R	Negative signs and decimals accepted; do not send commas.
<b>Rate-Ready-Record-Count</b>	Count of records sent in file with record ID "R"	N5	R	
<b>Rate-Ready-Total-Amount</b>	Sum of all amounts sent with record ID "R" in "Rate-Ready-Amount" field	N12	R	Negative signs and decimals accepted; do not send commas.
<b>Loan-Record-Count</b>	Count of records sent in file with record ID "L"	N5	R	
<b>Loan-Total-Amount</b>	Sum of all amounts sent with record ID "L" in "Principal-Amount" field	N12	R	Decimals accepted; do not send negative signs or commas.
<b>Rental-Record-Count</b>	Count of records sent in file with record ID "E"	N5	R	
<b>Rental-Total-Amount</b>	Sum of all amounts sent with record ID "E" in "Rental-Amount" field	N12	R	Decimals accepted; do not send negative signs or commas.

## Section 7.2 Invoiced Transaction File Layout

The Invoiced Transactions daily file is used to send information about the charges which have been billed for the current portion on behalf of the Biller. This interface differs from all other Open Bill interfaces as there is no corresponding **acknowledgement file** [Acknowledgement File](#), because the information is outbound to Billers only, and EGD does not require any confirmation that the Biller has successfully received and processed this file.

**File format:** Pipe Delimited (|)

**File name format:** yyyyymmddhhmmss\_Invoiced\_Transactions\_{BillerID}\_OUT.dat

**File name sample:** 20090302165615\_Invoiced\_Transactions\_00004.dat

## Section 7.2.1 Header Record Layout

The record layout of the daily Invoiced Transactions header record is as follows:

Invoiced Transactions header record				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.  "001" – Header  "002" – Detail  "003" – Trailer	N3	R	Provide "001" for header record
<b>Biller-Id</b>	Identification number for Biller	N5	R	Will be determined by the Main assigned to the invoice line item in CIS
<b>EGD-Datetime-S tamp</b>	This field is used to control the file contents to ensure that the file is the most recent and not a previous file. This will ensure that duplicate files (old) are not processed again.  YYYYMMDDhhmiss	A14	R	Generated from system date/time in CIS

## Section 7.2.2 Invoiced Transactions Detail Record layout

The record layout of the daily Invoiced Transactions detail record is as follows:

Invoiced Transactions detail record				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record-type</b>	Determines whether record is header, detail or trailer record.	N3	R	Provide "002" for detail record

Invoiced Transactions detail record				
Field	Description	Data	Req'd/ Opt	Comment
	"001" – Header "002" – Detail "003" – Trailer			
<b>Record-Id</b>	Determines transaction type for detail record. "C" – Customer "B" – Bill ready "R" – Rate ready "L" – Loan "E" – Rental "I" – Invoice transaction	A1	R	Provide "I" for invoice transaction
<b>Original-Txn-Record-Id</b>	Record ID of the originating transaction: "B" – Bill ready "R" – Rate ready "L" – Loan "E" – Rental "M" – EGD Manual Transaction	A1	R	"M" indicates a manually generated transaction that was created by EGD. It will not have an EGD transaction id associated to an existing product. <del>This is a new value that was implemented on January 14, 2011.</del>
<b>Open-Bill-Ref-Num</b>	EGD determined unique identifier for <del>open bill</del> <a href="#">OBA Service</a> transactions for customers	A32	R	
<b>EGD-Transaction-ID</b>	Unique identifier for transaction as generated by EGD. Must be provided by Biller for future updates/deletes to transactions that have already been processed.	A20	R	Will match the transaction-ID provided when the Biller submits initial transaction
<b>EGD-Document-ID</b>	Unique identifier for the invoice document that produced this	A20	R	Will be determined by the invoice document



Invoiced Transactions detail record				
Field	Description	Data	Req'd/ Opt	Comment
	line item.			ID in CIS
<b>Bill-Cycle</b>	Billing cycle number that the customer is regularly scheduled for based on their portion	N2	R	Derived from portion in CIS in table ERDK assigned to invoice
<b>Bill-Date</b>	Date the invoice was generated. Use format:  YYYYMMDD	D8	R	Will be determined by the Document Date in CIS
<b>Posted-Date</b>	Date the transactions was originally received by CIS from the Biller. Use format:  YYYYMMDD	D8	R	Will need to be retrieved from original <del>standing request</del> <a href="#">Standing Request</a> or rental/loan contract
<b>Late-Payment-Penalty-Date</b>	Date after which late payment charges apply if payment not received. Use format:  YYYYMMDD	D8	R	Will be determined by the Net Due Date in CIS
<b>Billed-Amount</b>	Amount billed to customer. Negative signs and decimals will be sent; no commas.	C9	R	
<b>PST Amount</b>	Calculated by CIS	C9	R	
<b>GST Amount</b>	Calculated by CIS	C9	R	
<b>HST Amount</b>	Calculated by CIS	C9	R	<del>New field as of July 1<sup>st</sup>, 2010</del>
<b>Total including Taxes</b>		C9	R	
<b>Payment Date</b>	= Billing Date + 21 (if not a business day then it's the next business day)  YYYYMMDD	D8	O	Only if EGD owns the receivable
<b>Bill-Type-Code</b>	Code to determine the type of charge to apply to the customer.	N4	R	This will be derived from the Sub that the invoice line item is

Invoiced Transactions detail record				
Field	Description	Data	Req'd/ Opt	Comment
				assigned to.
<b>Rental-Type</b>	Biller uses an additional field to determine the rental type being used. This will be used to determine the price per month for the rental if the rental price is not explicitly provided on this record.	N6	R	
<b>Finalized-Indicator</b>	Indicates whether the contract account has been finalized at time of invoice.  "F" – Account finalized  Blank – Not finalized	A1	R	Retrieved from contract account field FKKVKP-ZZCA_IS_FINAL
<b>Reversal Indicator</b>	This is a flag that identifies an invoice being reversed to correct an invoice issue (Note that the Cancel flag will appear on the reversed invoice charge and the Rebill indicator will appear on the rebilled invoice charge).  "  "C" – Cancel or Reversal <del>(Effective Apr 2011)</del>  "R" – Rebill <del>(Effective Apr 2011)</del>  Blank – No reversal	A1	O	<del>In Apr 2011 only the C – Cancel and R – Rebill indicators will be valid for this field.</del>
<b>Receivable-Owner</b>	Party who owns the receivable on this item.  "E" – EGD Shared Bill  "S" – EGD Standalone Bill <del>(effective Aug. 5, 2010)</del>  "B" – Biller	A1	R	Determined by the Company Code
Billing period	YYYYMMDD	D8	R	Billing period start date

Invoiced Transactions detail record				
Field	Description	Data	Req'd/ Opt	Comment
From date				
Billing period				
To date	YYYYMMDD	D8	R	Billing period end date
Billing Period Source Doc. #	FICA Doc # / Billing Doc #	N12	R	
Manual Adjustment Comments	Free Form Text	A/N5 0	O	

### Section 7.2.3 Trailer Record Layout

The record layout of the daily Invoiced Transactions trailer record is as follows:

Trailer record layout				
Field	Description	Data	Req'd/ Opt	Comment
Record-type	Determines whether record is header, detail or trailer record.  "001" – Header  "002" – Detail  "003" – Trailer	N3	R	Provide "003" for trailer record
Detail-Record-Count	Count of detail records sent in file	N5	R	
Total-Including-Taxes-Amount	Sum of all amounts sent in the Total-Including-Taxes field	C12	R	Negative signs and decimals used; no commas.
Total-Unique-Invoice-Count	Count of the number of unique invoices that are present in this file.	N8	R	

## Section 7.2.4 Reversal and Rebill Process

If a Customer identifies an issue with their ~~bill~~[Service Bill](#) then Enbridge may decide to Reverse the customer's erroneous bills and then Rebill the customer to produce corrected ~~bills~~[Service Bills](#). The Biller will be informed of Reversals and Rebills via the Reversal Indicator field of the Invoice file (see section 7.2.2 above). The reversal and rebill process is managed by Enbridge, thus the Biller should not resubmit a charge associated with a Reversed charge.

For example a customer has an OBA charge of \$20.

- When it is billed it will be shown on the Invoiced Transaction File as \$20.
- If Enbridge reversed the bill, the charge of \$20 will be reversed and will show up on the Invoice file with a Reversal Indicator of "C" with an amount of negative \$20, this means that the charge has been reversed. This negative amount will also be reflected on the Customer's Bill.
- When Enbridge rebills the customer the charge will appear on the Invoice file with a Reversal Indicator of "R" for \$20.
- Note that the OBA Reference Number and EGD Transaction ID fields are the key fields that you can use to identify the original charge being reversed and rebilled.

## Section 7.3 Customer Match File Layout

Customer acknowledgement records that result in an error code 27 (Record received; manual processing in progress) will be ~~place~~[placed](#) in a manual match queue and will be looked up manually by Enbridge. These records will be returned to the ~~biller~~[Biller](#) in a separate file with the file name mentioned below. The file specifications can be found in Section 7.1.2. ~~Starting in April 2011, the~~[The](#) Status-Text field at the end of the record can be utilized by Enbridge to provide the ~~biller~~[Biller](#) with additional information on why a manually worked record was rejected.

**File format:** Pipe Delimited (|)

**File name format:** yyyyymmddhhmmss\_Customer\_Match\_{BillerID}\_OUT.dat

**File name sample:** 20090302134531\_Customer\_Match\_1000.dat

See **Section 5.1.3** for the description and layout of this file.

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## Chapter 8 Reports

The following reports can be found in the Biller's Output folder on the EGD SFTP server. See **Chapter 6** for information on how to access the SFTP server.

The table below is a list of reports that will be provided.

REPORT	FREQUENCY	REPORT DESCRIPTION
8.1.1 Monthly / Daily Billed Summary	Daily/Monthly	This report provides a summary of the Biller's transactions that were billed the previous day / month.
8.1.2 Customer Update Report	Daily	This report provides updated Customer information to the <del>biller</del> Biller. There will be one record for each change.
8.1.3 Disputes Report	Daily	This report provides information on Open Bill Disputes that have not yet been resolved.
8.1.4 Moves Report	Daily	This report provides Billers using the Rate Ready functionality with information regarding reported moves of their customers.
8.1.5 Moved Out Rental Installations (Inactive_Inst)	Monthly	This report provides a list of the Biller's Rate Ready Rental Installations that have no moved in customer.
8.1.6 Accepted not Invoiced (Non_Inv_Biller_Charges )	Monthly	This report provides the list of active charges that were accepted from the <del>biller</del> Biller which did not bill during the month.
8.1.7 Invoice Count Report	Daily/Monthly	This report provides a count of the number of bills that contained the Biller's charges during the month.
8.1.8 Biller Invoices Exceeding Item Limits	Monthly	This report provides the detail list and summary of the Biller invoices exceeding item limits greater than 6 for in-franchise (EGD owned) and greater than 12 for Biller owned (in franchise and ex-franchise.)
<del>8.1.9 Trust Report</del>	<del>Daily</del>	<del>This report provides the amount held in trust for a biller on a given day.</del>

## Section 8.1 Report Descriptions

Following are detailed record layouts of the reports that the Biller may receive. Each section includes a report description and header, detail, and trailer record layouts.

### Section 8.1.1 Monthly / Daily Billed Summary

**Report description:** This report provides a summary of the Biller's transactions that were billed the previous day / month. The report shows the monthly or daily summary per Biller for the Invoicing Date. The output of the report captures the amount and count of gas (shared), non-gas (standalone), and debit and credit postings respectively for EGD owned and Biller owned ex-franchise and in-franchise accounts. A summation of amount of the break-up and a calculation of the ~~Settlement~~Payment Amount is reflected on the output, with the payment date, billing date and current billing cycle (MRU) date.

**File format:** Pipe Delimited (|)

**File name format:** yyyyymmddhhmmss\_OBA\_(BillerID)\_(Report Name)\_OUT.dat

**File name sample:** 20081017090805\_OBA\_00004\_ZBLR\_BILL\_SUMRY\_OUT.DAT  
(monthly report)  
20081017090805\_OBA\_00004\_ZBLR\_BILL\_DAILY\_OUT.DAT  
(daily report)

**Sample report layout:**

Header Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record Type</b>	An identifier that represents the type of records	CHAR3	R	Internal Identifier, default 001 for header record.
<b>Biller ID</b>	An internal key that represents the <del>biller</del> <u>Biller</u> id for that <del>biller</del> <u>Biller</u>	CHAR5	R	
<b>Run Date</b>	Date the report is Run	CHAR8	R	YYYYMMDD
<b>Run Time</b>	Time the report is Run	CHAR6	R	HHMMSS

Monthly / Daily Open Bill Report Layout				
Field	Description	Data	Req'd/ Opt	Comment
<b>Record Type</b>	An identifier that represents the type of records	CHAR3	R	Internal Identifier, default 002 for Detail record.
<b>COUNT (Shared)</b>	Total count of the Shared <i>Transactions</i>	CHAR10	O	Division 02, 99. Shared invoice is one which has gas and <del>biller</del> <u>Biller</u> charges.
<b>COUNT (Standalone)</b>	Total count of the Standalone <i>Transactions</i>	CHAR10	O	Division 99. Standalone invoice has only <del>biller</del> <u>Biller</u> charges.

**Monthly / Daily Open Bill Report Layout**

Field	Description	Data	Req'd/ Opt	Comment
<b>COUNT (Exfranchise)</b>	Total count of the <b>Biller Owned</b> Exfranchise Transactions	CHAR10	O	Company Code 8999
<b>COUNT (Infranchise)</b>	Total count of the <b>Biller Owned</b> Infranchise Transactions	CHAR10	O	Company Code 9999
<b>TOTAL COUNT</b>	Total number of Count	CHAR10	R	Total number of transactions Shared, Standalone, Ex franchise, In Franchise
<b>SHARED DEBIT AMOUNT</b>	<b>EGD Owned</b> Shared debit invoiced amount	CHAR10	O	Amount field with 2 decimal fields
<b>SHARED CREDIT AMOUNT</b>	<b>EGD Owned</b> Shared credit invoiced amount	CHAR10	O	Amount field with 2 decimal fields
<b>SHARED NET AMOUNT</b>	Net total of the <b>shared</b> credit and debit	CHAR10	O	Amount field with 2 decimal fields
<b>STANDALONE DEBIT AMOUNT</b>	<b>EGD Owned</b> standalone debit invoiced amount	CHAR10	O	Amount field with 2 decimal fields
<b>STANDALONE CREDIT AMOUNT</b>	<b>EGD Owned</b> standalone credit invoiced amount	CHAR10	O	Amount field with 2 decimal fields
<b>STANDALONE NET AMOUNT</b>	Net total of the <b>standalone</b> credit and debit	CHAR10	O	Amount field with 2 decimal fields
<b>TOTAL</b>	Total of net <b>EGD Owned</b> shared and standalone	CHAR13	R	Amount field with 2 decimal fields
<b>TOTAL Settlement Amount</b>	Settlement Amount for <b>EGD Owned</b> shared and standalone to be paid to the Biller on the Payment date	CHAR13	R	Amount field with 2 decimal fields
<b>PAYMENT DATE</b>	Invoice document date + 21 days	CHAR8	R	YYYYMMDD
<b>DOCUMENT DATE</b>	Invoice document date	CHAR8	R	YYYYMMDD
<b>BILLING CYCLE</b>	Portion	CHAR8	R	Portion of the corresponding Invoice document date
<b>DEBIT AMOUNT EX</b>	Total of <b>Biller Owned</b> exfranchise debit invoiced amount	CHAR13	O	Amount field with 2 decimal fields. Company code 8999
<b>CREDIT AMOUNT EX</b>	Total of <b>Biller Owned</b> exfranchise credit invoiced amount	CHAR13	O	Amount field with 2 decimal fields. Company code 8999
<b>TOTAL</b>	Total of net debits and credits	CHAR13	O	Amount field with 2 decimal fields
<b>DEBIT AMOUNT IN</b>	Total of <b>Biller Owned</b> Infranchise debit invoiced amount	CHAR13	O	Amount field with 2 decimal fields. Company code 9999
<b>CREDIT AMOUNT IN</b>	Total of <b>Biller Owned</b> Infranchise credit invoiced amount	CHAR13	O	Amount field with 2 decimal fields. Company code 9999

**Monthly / Daily Open Bill Report Layout**

Field	Description	Data	Req'd/ Opt	Comment
<b>TOTAL</b>	Total of net debits and credits	CHAR13	O	Amount field with 2 decimal fields
<b>GRAND TOTAL</b>	Grand Total of all 100% amounts	CHAR13	R	Amount field with 2 decimal fields

**Trailer Record Layout**

Field	Description	Data	Req'd/ Opt	Comment
<b>Record Type</b>	An identifier that represents the type of records	CHAR3	R	Internal Identifier, default 003 for trailer record.
<b>Total count (Shared)</b>	Total count of the Shared <b>Transactions</b>	CHAR10	O	Division 02, 99. Shared invoice is one which has gas and <del>biller</del> <a href="#">Biller</a> charges.
<b>Total count (Standalone)</b>	Total count of the Standalone <b>Transactions</b>	CHAR10	O	Division 99. Standalone invoice has only <del>biller</del> <a href="#">Biller</a> charges.
<b>Total count (Exfranchise)</b>	Total count of the <b>Biller Owned</b> Exfranchise Transactions	CHAR10	O	Company Code 8999
<b>Total count (Infranchise)</b>	Total count of the <b>Biller Owned</b> Infranchise Transactions	CHAR10	O	Company Code 9999
<b>Grand total count</b>	Total number of Count	CHAR10	R	Total number of transactions Shared, Standalone, Ex franchise, In Franchise
<b>Total shared debit amount</b>	Total <b>EGD Owned</b> Shared debit invoiced amount	CHAR10	O	Amount field with 2 decimal fields
<b>Total shared credit amount</b>	Total <b>EGD Owned</b> Shared credit invoiced amount	CHAR10	O	Amount field with 2 decimal fields
<b>Total shared net amount</b>	Total shared net amount	CHAR10	O	Amount field with 2 decimal fields
<b>Total standalone debit amount</b>	Total standalone debit amount	CHAR10	O	Amount field with 2 decimal fields
<b>Total standalone credit amount</b>	Total standalone credit amount	CHAR10	O	Amount field with 2 decimal fields
<b>Total standalone net amount</b>	Total standalone net amount	CHAR10	O	Amount field with 2 decimal fields
<b>Total of net shared and standalone</b>	Total net of shared and standalone 100% amount	CHAR13	R	Amount field with 2 decimal fields
<b>Total Settlement Amount</b>	Total of Settlement Amount for <b>EGD Owned</b> shared and standalone	CHAR13	R	Amount field with 2 decimal fields
<b>Total debit amount Exfranchise</b>	Total of <b>Biller Owned</b> Exfranchise debit invoiced amount	CHAR13	O	Amount field with 2 decimal fields. Company code 8999
<b>Total credit amount Ex franchise</b>	Total of <b>Biller Owned</b> Exfranchise credit amount	CHAR13	O	Amount field with 2 decimal fields. Company code 8999
<b>Total of net</b>	Total of net debits and credits	CHAR1	O	Amount field with 2



Trailer Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
debits and credits Exfranchise	<b>Biller Owned</b> Exfranchise	3		decimal fields
Total debit amount Infranchise	Total of <b>Biller Owned</b> Infranchise debit amount	CHAR1 3	O	Amount field with 2 decimal fields. Company code 9999
Total credit amount Infranchise	Total of <b>Biller Owned</b> Infranchise credit amount	CHAR1 3	O	Amount field with 2 decimal fields. Company code 9999
Grand total	Total of net debits and credits <b>Biller Owned</b> Infranchise	CHAR1 3	O	Amount field with 2 decimal fields
Net Grand total	Grand Total of all 100% amounts	CHAR1 3	R	Amount field with 2 decimal fields
Record Count	No of records in the output of the report	CHAR5	R	

### Section 8.1.2 Customer Update Report

**Report description:** This report is used to provide any customer data update on a daily basis for a specific Biller. This will only need to be communicated for customers who have Open Bill activity on their contract accounts within the past 13 months. This would include Loan Contracts and Rental Contracts, Bill Ready & Rate Ready Standing Requests.

**File format:** Pipe Delimited (|)

**File name format:** yyyyymmddhhmmss\_OBA\_(BillerID)\_(Report Name)\_OUT.dat

**File name sample:**

20081017090805\_OBA\_00004\_ZCRM\_R\_CUSTOMER\_UPDATE\_REPORT\_OUT.DAT

**Sample report layout:**

Field	Description	Data	Req'd/ Opt	Comment
Record Type	Type of record	C3	R	Default 001
Biller ID	An internal key that represents the Biller id for that Biller	C5	R	
Run Date	Date the report is Run	C8	R	YYYYMMDD
Run Time	Time the report is Run	C6	R	HHMMSS

Field	Description	Data	Req'd/ Opt	Comment
Record Type	Type of Record	N3	R	Default 002
OBA number	OBA Reference Number for the contract account	C32	R	
Field Name	Selected fields will be tracked for changes	C50	R	* See below for fields that will be tracked for changes

Field	Description	Data	Req'd/ Opt	Comment
New value	New value of the field	C254	R	
Old value	Old Value of the field	C254	R	

\* List of fields that will be tracked for changes:

- CUSTOMER\_NAME\_FIRST\_NAME
- CUSTOMER\_NAME\_LAST\_NAME
- CUSTOMER\_NAME\_TITLE
- CUSTOMER\_NAME
- SERVICE\_ADDRESS\_HOUSE\_NO
- SERVICE\_ADDRESS\_SUFFIX
- SERVICE\_ADDRESS\_STREET
- SERVICE\_ADDRESS\_MISC ADDRESS
- SERVICE\_ADDRESS\_CITY
- SERVICE\_ADDRESS\_PROVINCE
- SERVICE\_ADDRESS\_POSTAL
- MAILING\_ADDRESS\_HOUSE\_NO
- MAILING\_ADDRESS\_SUFFIX
- MAILING\_ADDRESS\_STREET
- MAILING\_ADDRESS\_MISC ADDRESS
- MAILING\_ADDRESS\_CITY
- MAILING\_ADDRESS\_PROVINCE
- MAILING\_ADDRESS\_POSTAL
- MAILING\_ADDRESS\_CARE\_OF
- MAILING\_ADDRESS\_HOME\_PHONE
- MAILING\_ADDRESS\_BUSINESS\_PHONE
- MAILING\_ADDRESS\_FAX
- MAILING\_ADDRESS\_MOBILE
- MAILING\_ADDRESS\_OTHER
- MAILING\_ADDRESS\_TEL\_NUMBER
- MAILING\_ADDRESS\_BUSINESS\_EXTENSION
- METER\_READING\_PORTION ([= Customer's Billing Cycle](#))
- ACCT\_DETERM\_ID (= Customer Tax Determination)

Field	Description	Data	Req'd/ Opt	Comment
Record Type	Type of record	C3	R	Default 003
Record Count	Number of Records in the File	C5	R	Number to show the count of records.

### Section 8.1.3 Disputes Report

**Report description:** The OBA Open Disputes Report provides information on Open Bill Disputes that have not yet been resolved.

**File format:** Pipe Delimited (|)

**File name format:** yyyyymmddhhmmss\_OBA\_(BillerID)\_(Report Name)\_OUT.dat

**File name sample:**

20081017090805\_OBA\_00004\_ZCCR\_DISPUTE\_REPORT\_OUT.DAT

**Sample report layout:**

Field	Description	Data	Req'd/ Opt	Comment
<b>Record Type</b>	Type of record	C3	R	Default 001
<b>Biller ID</b>	An internal key that represents the Biller id for that Biller	C5	R	
<b>Run Date</b>	Date the report is run	C8	R	YYYYMMDD
<b>Run Time</b>	Time the report is run	C6	R	HHMMSS

Field	Description	Data	Req'd/ Opt	Comment
Record Type	Type of Record	C3	R	Default 002
Open Bill Ref #	Open Bill Ref No.	C32	R	
Case ID	Clarification Case	C10	R	
Customer Name	The Customer first name and last name	C80		
Customer Address Street Number	Street Number	C10	R	
Customer Address Suffix	Suffix	C10	O	
Customer Address Street Name	Street Name	C60	R	
Customer Address Misc	Miscellaneous	C40	O	
Customer Address City	City Name	C40	R	
Customer Address Province	Province	C3	R	
Customer Address Postal code	Postal code	C10	R	
Customer Address Country	Country	C3	R	
Dispute Initiation date	Original Date of Clarification Case	C8	R	
Bill Type Code	Third Party Bill Type Code	C4	R	
Bill Print Description	Description	C30	R	

Field	Description	Data	Req'd/ Opt	Comment
Object Number	Installation number, or Contract Number or Standing Request Number	C12	R	
Charge amount	Currency	C13	R	<a href="#">This field contains the dollar amount of the dispute as provided by the customer on the dispute initiation date. This actual dispute amount may increase over time since a Rate Ready product will continue to bill during the resolution period.</a>
Status	Processing Status of Clarification Case – In Progress	C12	R	Status: New, In Process, Completed or Cancelled
Date of last change	The date the status was last changed	C8	O	
Date Dispute must be solved	Original Date of the Dispute + a specified # of days	C8	R	
Reinstatement Indicator	Indicator for how many times the case is been reinstated.	C2	O	
Dispute Comments	Multiple lines for each EMMA_CASE	C132	O	<a href="#">Dispute comments will include the disputed period (e.g. 5 months or Feb – June 2015). The disputed amount will be the current charge as of the date the dispute originated. When calculating credit owed to customer Billers should review the pricing billed for the disputed period as well as any billing that occurred while the dispute was In Progress.</a>

Trailer Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	Type of record	C3	R	Default 003
Record Count	Number of Records in the File	C5	R	Number to show the count of records.

## Section 8.1.4 Moves Report

**Report description:** This report is used to provide Billers with information regarding reported moves of customers who have Rate ready charges. The move in report will only contain moves of customers who have rental agreements. The report of moves will include;

- Future date or planned moves
- Back dated moves

- Reversal of prior reported moves

The report will be supplied for customers moving in to or out of premises where the following services are provided by the Biller:

*For Move In:*

- Site based rentals (e.g. hot water heater rental)
- Reversal Scenarios with a new move in to provide additional information for loans that were reinstated. Note: ~~standing requests~~ [Standing Requests](#) are not included in any move in report in a reversal scenario. This could also provide indication of merge where a loan was moved from one contract account (example existing non-gas contract account) to a gas account.
- Indication of merge scenarios for rentals, or where the move in customer is the same as the previous move out customer. This is the case where a customer elects to move their rental and/or loan service to an existing gas contract account.

*For Move Out:*

- Site based rentals (e.g. hot water heater rental)
- Merchandise Loans
- Standing Requests (e.g. protection plan) associated with the contract account related to the move out

**File format:** Pipe Delimited (|)

**File name format:** yyyyymmddhhmmss\_OBA\_(BillerID)\_(Report Name)\_OUT.dat

**File name sample:**

20081017090805\_OBA\_00004\_ZCRM\_OPEN\_BILL\_MOVEIN\_OUT.DAT

20081017090805\_OBA\_00004\_ZCRM\_OPEN\_BILL\_MOVEOUT\_OUT.DAT

**Sample report layout:**

Header Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	Header record	N3	R	Default 001
Biller ID	An internal key that represents the Biller id for that Biller	C5	R	
Run Date	Date the report is run	C8	R	YYYYMMDD
Run Time	Time the report is run	C6	R	HHMMSS

Move In Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	Detail Record	N3	R	Default 002
Move In Document Number	An internal CIS number that represents the move in transaction and is used for tracking purposes	C12	R	
Rental Transaction ID	The installation is the EGD transaction ID that represents the rental	C10	R ( if reporting rental )	CIS Installation Number
Merchandise	The EGD transaction ID that	C10	R- (if	Used in a reversal

Move In Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Loan Transaction ID	represents the loan		reporting loan )	scenario only.
Move in flag	Value X or space (where X= true) indicates that the same customer moved out and in to this Premise & Installation. Either <ul style="list-style-type: none"> <li>this person was moved out in error and this customer is being "reinstated" at the location</li> <li>the customer merged services from non-gas to a gas contract account.</li> </ul>	C1	O	This is relevant to loans and rentals if the prior move out is the same customer as the move-in. This is the process at EGD where by a reversal of move- out is backdated to get a new move-in with the same customer.
Move In Date	The move in date that the customer is moving in (not necessarily the date the transaction is created)	C8	R	YYYYMMDD
Open Bill Reference Number	<del>Open Bill Reference</del> <a href="#">OBA reference</a> Number for the customer moving in.	C32	R	
Move in was Reversed flag	Value X or space (where X= true) indicates that the previous created move in document has been reversed.	C1	O	If the move in document is a reversal (cancellation).
Biller ID	Biller Identification Number	C5	R	CIS Biller identification number
Biller Name	Biller Name	C40	R	CIS Business Partner Organization Name1
Move In Business Partner Type	Person or Organization	C1	R	Type P=Person, O=Org
Move In BP Organization Name	Name if Organization	C40		Either Org or Person
Move In BP Last Name	Last Name if Person	C40		Either Org or Person
Move In BP First Name	First Name if Person	C40		Either Org or Person
Service Address Street Number	Service Address	C10		Address Data
Service Address Suffix	Service Address	C10		Address Data
Service Address Street Name	Service Address	C60		Address Data
Service Address Misc.	Service Address	C40		Address Data
Service Address City	Service Address	C40		Address Data
Service Address	Service Address	C3		Address Data

<b>Move In Record Layout</b>				
<b>Field</b>	<b>Description</b>	<b>Data</b>	<b>Req'd/ Opt</b>	<b>Comment</b>
Province				
Service Address Postal Code	Service Address	C10		Address Data
Service Address Country	Service Address	C3		Address Data
Mailing Address Care-Of	Mailing Address	C40		Address Data
Mailing Address Street Number	Mailing Address	C10		Address Data
Mailing Address Suffix	Mailing Address	C10		Address Data
Mailing Address Street Name	Mailing Address	C60		Address Data
Mailing Address Misc.	Mailing Address	C40		Address Data
Mailing Address City	Mailing Address	C40		Address Data
Mailing Address Province	Mailing Address	C3		Address Data
Mailing Address Postal Code	Mailing Address	C10		Address Data
Mailing Address Country	Mailing Address	C3		Address Data
Mailing Address Telephone Number	Mailing Address	C30		Address Data - typically 10 digits straight e.g. 4169671234
Mailing Address Telephone Number Extension	Mailing Address	C10		Address Data -extension field associated with the telephone number
Franchise Indicator	In Franchise or Out of Franchise	C1	R	I = In Franchise, E = out of franchise
Occupancy Code		C 1	R	B = Builder, O = Owner, T = Tenant, U = Unknown
Tax Status Customer is Exempt	Value X or space (where X= true) indicates exempt tax status.	C1	O	Flag if Exempt
Corresponding move- out document for this move-in for a rental installation		C12	O	Last move out for this rental installation
Corresponding move- out document for this move-in ( in a reversal scenario only )		C12	O	Last move out for this installation only if the same BP as moving in (reversal)

Move In Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Loan Principle(in a reversal scenario only)		C13	R if reporting Loan	Currency field, stored as DEC with 2 decimals
Loan Interest(in a reversal scenario only)		C13	R if reporting Loan	Currency field, stored as DEC with 2 decimals

Move Out Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	Detail record	N3	R	Default 002
Move Out Document Number	An internal CIS number that represents the move in transaction and is used for tracking purposes	C12	R	
Rental Transaction ID	The installation is the EGD transaction ID that represents the rental	C10	R ( if reporting rental)	CIS Installation Number
Merchandise Loan Transaction ID	The contract is the EGD transaction ID that represents the loan	C10	R ( if reporting Loan)	CIS Contract Number
Rate Ready Transaction ID	CIS Standing <del>request</del> <a href="#">Request</a> Document Number Header (for the Contract Account moved out)	C12	R ( if reporting <del>standing request</del> <a href="#">Standing Request</a> )	The <del>standing request</del> <a href="#">Standing Request</a> for the <del>rate ready</del> <a href="#">Rate Ready</a> agreement – since the <del>standing request</del> <a href="#">Standing Request</a> is created at the Contract Account level the trigger for detection is from a distribution contract move- out.
Move Out Date	The move out date that the customer is moving out (not necessarily the date the transaction is created)	C8	R	YYYYMMDD
Open Bill Reference Number	<del>Open Bill Reference</del> <a href="#">OBA reference</a> Number for the customer moving out.	C32	R	
Move Out was Reversed	Value X or space (where X= true) indicates that the previous created move out document has been reversed.	C1	O	If the move out document is a reversal (cancellation).
Biller ID	Biller Identification Number	C5	R	
Biller Name	Biller Name	C40	R	CIS Business Partner Organization Name
Move Out Business Partner	Person or Organization	C1	R	Type P=Person, O=Org



<b>Move Out Record Layout</b>				
<b>Field</b>	<b>Description</b>	<b>Data</b>	<b>Req'd/ Opt</b>	<b>Comment</b>
Type				
Move Out BP Organization Name	Name if Organization	C40		Either Org or Person
Move Out BP Last Name	Last Name if Person	C40		Either Org or Person
Move Out BP First Name	First Name if Person	C40		Either Org or Person
Service Address Street Number	Service Address	C10		Address Data
Service Address Suffix	Service Address	C10		Address Data
Service Address Street Name	Service Address	C60		Address Data
Service Address Misc.	Service Address	C40		Address Data
Service Address City	Service Address	C40		Address Data
Service Address Province	Service Address	C3		Address Data
Service Address Postal Code	Service Address	C10		Address Data
Service Address Country	Service Address	C3		Address Data
Mailing Address Care-Of	Mailing Address	C40		Address Data
Mailing Address Street Number	Mailing Address	C10		Address Data
Mailing Address Suffix	Mailing Address	C10		Address Data
Mailing Address Street Name	Mailing Address	C60		Address Data
Mailing Address Misc.	Mailing Address	C40		Address Data
Mailing Address City	Mailing Address	C40		Address Data
Mailing Address Province	Mailing Address	C3		Address Data
Mailing Address Postal Code	Mailing Address	C10		Address Data
Mailing Address Country	Mailing Address	C3		Address Data
Mailing Address Telephone Number	Mailing Address	C30		Address Data
Mailing Address Telephone Number Extension	Mailing Address	C10		Address Data - extension field associated with the telephone number
Franchise Indicator	In Franchise or Out of Franchise	C1	R	I = In Franchise, E = out of franchise
Occupancy Code		C1	R	B = Builder,

Move Out Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
				O = Owner, T = Tenant, U = Unknown
Tax Status Customer is Exempt	Value X or space (where X= true) indicates exempt tax status.	C1	O	Flag if Exempt
Termination of Service Reason	Values: RC01: Move Undisclosed Location (Customer request-no forwarding info.) RC02: Credit Final (Red Locked customer) RC03: Change of Account Ownership (Customer provides lock information) RC04: Move Out of Territory (Customer request-moved out of franchise area) RC05: Deceased (Customer died - estate to be settled) RC06: Move Force Out RC07: Consumer Disconnect (Gas Meter has been removed) RC08: Bankruptcy (Trustee has requested a bill up to bankruptcy period) RC09: Power of Sale (Bank takes over service address) RC10: Receivership (Receiver requests account while commercial assets sold) RC11: Change in account number, no physical move RC12: CCAA (Trustee has filed for a proposal) <a href="#">RC99: Manual requested moveout</a>	C4	R	Entered during move out.
Loan Principal		C13	R if reporting Loan	Currency field, stored as DEC with 2 decimals
Loan Interest		C13	R if reporting Loan	Currency field, stored as DEC with 2 decimals
Corresponding move in document for this move out		C12	O	Next move in document (if known) for this move out

**Trailer Record Layout**

Field	Description	Data	Req'd/ Opt	Comment
Record Type	Trailer record	N3	R	Default 003
Record Count	Number of Records in the File	N5	R	

### Section 8.1.5 Not Moved In Rental Installations Report

**Report description:** This report displays a list of Rental Installations where customers have moved out and no new customers have moved in. This is a monthly detail report, with no dollar value displayed. Only the list of installations which are moved out and not moved in (installation type = RENT) will be captured on this report. All installations which have been bought out (marked for deletion) will be not taken into account.

**File Format:** Pipe Delimited (|)

**File name format:** yyyyymmddhhmmss\_OBA\_(BillerID)\_(Report Name)\_OUT.dat

**File Name sample:** 20081017090805\_OBA\_XXXXX\_INACTIVE\_INST\_OUT.dat

#### Sample report layout:

Header Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	A number that uniquely identifies the type of record	C3	R	Default value '001'
Biller ID	An internal key that represents the Biller id for that Biller	C5	R	
Run Date	Date the report is Run	C8	R	YYYYMMDD
Run Time	Time the report is Run	C6	R	HHMMSS

Inactive Installation Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	A number that uniquely identifies the type of record	C3	R	Default value '002'
Installation	Installation	C10	R	
Rental Type	Rental Type	C6	R	
Biller Code	Biller Code	C5	R	
Third Party Bill Type Code	Third Party Bill Type Code	C4	R	
Move-Out Date	Move-Out Date	C8	O	YYYYMMDD
Type of premise	Type of premise	C40	R	
House number	House number	C10	R	
Suffix	Suffix	C10		
Street	Street	C60	R	
Misc.	Misc.	C40		
City	City	C40	R	
Prov.	Prov.	C3		
City postal code	City postal code	C10	R	
Country	Country	C3		

Inactive Installation Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Regional structure grouping	Regional structure grouping	C8	R	
Regions	Regions	C40	R	

Trailer Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	A number that uniquely identifies the type of record	C3	R	Default value '003'
Record Count	Number of records downloaded in the file.	C5	R	

### Section 8.1.6 Accepted not Invoiced

**Report description:** This detailed report provides the list of active accounts which did not Post or Invoice, segregated per Biller, in the period specified in the Report Run parameters. The report will include all the aging records, which are not posted or invoiced, based on the date range in the selection screen.

The report will not include any future rental and loan cases. This also means that any Loans and Rentals which are deferred should not be taken into account. This check will be done in the case of Loans and Rentals as ~~standing request~~ [Standing Request](#) will not encounter any such situations.

**File format:** Pipe delimited.

**File name:** yyyyymmddhhmmss\_OBA\_(BillerID)\_(Report Name)\_OUT.dat

**Example:** 20081017090805\_OBA\_00004\_NON\_INV\_BILLER\_CHARGES\_OUT.dat

#### Sample report layout:

Header Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	Type of record	N3	R	Default 001
Biller ID	An internal key that represents the Biller id for that Biller	N5	R	
Run Date	Date the report is Run	N8	R	YYYYMMDD
Run Time	Time the report is Run	N6	R	HHMMSS

Accepted not Invoiced Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	Type of Record	N3	R	Default 002
Biller	Biller ID	C5		

Accepted not Invoiced Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
OBA reference number	Business Agreement GUID	C32		
Transaction Number	<ul style="list-style-type: none"> <li>RENTAL</li> <li>LOAN</li> <li>STRQ</li> </ul>	C12		
Installation Type	RENT, LOAN or STRQ	C4		
Area	Region name	C40		
Bill Ready / Rate Ready	Bill Ready / Rate Ready	C2		
Bill type code	To determine which item was not posted	C4		
Bill type code description	Description of Bill Type code used above	C30		
Date it should have Billed	Cycle day for loan and rentals & due date for the <del>standing</del> Standing <del>request</del> Request	C8		
Service Address Street Number	Service Address	C10		
Service Address Suffix	Service Address	C10		
Service Address Street Name	Service Address	C60		
Service Address Misc.	Service Address	C40		
Service Address City	Service Address	C40		
Service Address Province	Service Address	C3		
Service Address Postal Code	Service Address	C10		
Service Address Country	Service Address	C3		

Field	Description	Data	Req'd/ Opt	Comment
Record Type	Type of record	N3	R	Default 003
Record Count	Number of Records in the File	N5	R	Number to show the number of count of records.

## Section 8.1.7 Invoice Count Report

**Report description:** This detailed report provides the list of the Biller Invoice Count in CIS based on the Invoice document date. The output of the report captures the number of Invoices generated in CIS and classified under the following four headings.

- Invoices shared
- Invoices Standalone
- Invoices Biller owned In Franchise
- Invoices Biller owned Ex Franchise

**File Format:** Pipe Delimited ( | )

**File Name:** *yyyymmddhmmss\_OBA\_{BillerID}\_{Report Name}\_OUT.dat*

**Example:** 20081017090805\_OBA\_00004\_INVOICE\_COUNT\_OUT.dat

**Sample report layout:**

Header Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	An identifier that represents the type of records	C3	R	Internal Identifier, default 001 for header record.
Biller ID	An internal key that represents the Biller id for that Biller	C5	R	
Run Date	Date the report is Run	C8	R	YYYYMMDD
Run Time	Time the report is Run	C8	R	YYYYMMDD

Invoice Count Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	An identifier that represents the type of records	C3	R	Internal Identifier, default 002 for detail record.
Count(Shared)	Total count of the shared Invoices	C10	R	Division 02, 99
Count (Standalone)	Count Number of standalone Invoices	C10	R	Division 99
Count (Ex franchise)	Count number of Biller owned ex-franchise Invoices	C10	R	Company Code 8999
Count (In franchise)	Count number of Biller owned in-franchise Invoices	C10	R	Company Code 9999
Total Count	Total of the counts	C10	R	Total counts (Shared, Standalone, Ex and Infranchise)
Billing Cycle	Portion	C8	R	Portion corresponding to the invoice date.
Document Date	Invoice document date	C8	R	YYYYMMDD

Trailer Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	An identifier that represents the type of records	CHAR3	R	Internal Identifier, default 003 for trailer record.

Trailer Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Total Count (Shared)	Total count of the Shared Invoices	CHAR10	O	Division 02, 99
Total count (standalone)	Total count Number of Standalone Invoices	CHAR10	O	Division 99
Total count (Ex franchise)	Total count number of Biller owned Ex franchise Invoices	CHAR10	O	Company Code 8999
Total count (In franchise)	Total count number of Biller owned In franchise Invoices	CHAR10	O	Company Code 9999
Grand total count	Grand Total of the counts	CHAR10	R	Total counts (Shared, Standalone, Ex and Infranchise)
Record Count	No of records in the output of the report	CHAR5	R	

### Section 8.1.8 Biller Invoices Exceeding Item Limits

**Report description:** This report provides the detail list and summary of the Biller invoices exceeding item limits greater than six for in-franchise (EGD owned) and greater than 12 for Biller owned (in-franchise and ex-franchise.) Re-billed invoices will be identified so they may be optionally excluded. Note: item limits of 6 and 12 should be configurable on the selection screen.

**File Format:** Pipe Delimited (|)

**File Name:** `yyyymmddhhmmss_OBA_{BillerID}_{Report Name}_OUT.dat`

**Example:** 20081017090805\_OBA\_00004\_EXCEEDING\_ITEM\_LIMITS\_OUT.dat

**Sample report layout:**

Header Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	An identifier that represents the type of records	C3	R	Internal Identifier, default 001 for header record.
Biller ID	An internal key that represents the Biller id for that Biller	C5	R	
Run Date	Date the report is run	C8	R	YYYYMMDD
Run Time	Time the report is run	C8	R	HHMMSS

Biller Invoices Exceeding Item Limits Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	An identifier that represents the type of records	C3	R	Internal Identifier, default 002 for Detail record.
OBA Reference Number	OBA Reference Number	C32	R	

Biller Invoices Exceeding Item Limits Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Billed Date	Print Document Date	N8	R	
Bill Type	Indicator of whether customer is in or out of franchise area	C1	R	B = Biller owned in-franchise, E = Biller owned ex-franchise I = Shared
Count	Number of items on the <del>bill</del> <a href="#">Service Bill</a>	N10	R	
Re-billed	Check box indicating a re-billed invoice	C1	R	Check (X) = re-billed, blank = not re-billed
Business Partner Type	Person or Organization	C1	R	Type P=Person, O=Org
BP Organization Name	Name if Organization	C40		Either Org or Person
Customer Last Name	Last Name if Person	C40		Either Org or Person
Customer First Name	First Name if Person	C40		Either Org or Person
Service Address Street Number	Service Address	C10		Address Data
Service Address Suffix	Service Address	C10		Address Data
Service Address Street Name	Service Address	C60		Address Data
Service Address Misc.	Service Address	C40		Address Data
Service Address City	Service Address	C40		Address Data
Service Address Province	Service Address	C3		Address Data
Service Address Postal Code	Service Address	C10		Address Data
Service Address Country	Service Address	C3		Address Data

Trailer Record Layout				
Field	Description	Data	Req'd/ Opt	Comment
Record Type	An identifier that represents the type of records	C3	R	Internal Identifier, default 003 for trailer record.
Record Count	Number of records in the output of the report	C5	R	

## Section 8.1.9 — Trust Report



**Report description:** ~~The OBA Trust report is available in the Billers' Reports folder within the Output folder on EGD's SFTP Server. Each biller is named as a beneficiary in the Amended and Restated Proceeds Transfer, Servicing and Trust Agreement. As such, each biller will get a daily copy of this report in the Report folder. This report provides you with the amount held in trust for your company on that given day.~~

**File Format:** MS Excel ~~—~~.csv

**File Name:** ~~yyyymmddhhmmss\_OBA\_{BillerID}\_TRUST\_OUT.csv~~

**Example:** ~~20081017090805\_OBA\_00004\_TRUST\_OUT.csv~~

BILLER ID	BILLER Name	Intrust Date	Bill Date	Payment Date	Amount
001	ABC Corp	2/10/2010	1/25/2010	2/16/2010	100
001	ABC Corp	2/11/2010	1/26/2010	2/16/2010	200
001	ABC Corp	2/12/2010	1/27/2010	2/17/2010	300
001	ABC Corp				600

### Section 8.1.10 ~~Excel version~~Spreadsheet Version of Reports & Selected Interface ~~files~~Files

OBA reports and selected OBA Interface files are available in a readable format including headings on the SFTP server with a ".csv" extension in addition to the pipe-delimited .dat reports. MS Excel reports will be a replica of pipe-delimited reports and will follow the same naming convention but will have a different extension i.e. ".csv" instated of ".dat." MS Excel reports will be placed in the ~~billers~~Biller's output and/or report folders at the same time as .dat files and will have all the columns aligned with the relevant headings. Billers will be able to cut, paste, sort data and perform analysis as necessary.

#### Some tips for formatting the MS Excel reports.

There could be some characters in the cell or in entire column that may not look familiar for example see below

EGD_Transaction_ID	EGD_Document_ID
4E+09	6.47E+11
4E+09	6.88E+11
4E+09	6.4E+11
4E+09	6.47E+11

This formatting issue can be fixed in either of two ways:

1. By just expanding the column width and if that doesn't work then
2. By formatting the cells/columns from General to Number settings.

Here is the step by step process to format cells/columns

1. Highlight the cell or the entire column
2. Right click by mouse in the highlighted pane
3. Select "Format Cells" from the pop-up window
4. On the "Number" tab select the category as "Number"
5. Reduce the "Decimal places" setting to "0"
6. Press "OK"
7. If you see something like "#####" simply increase the column/cell width.

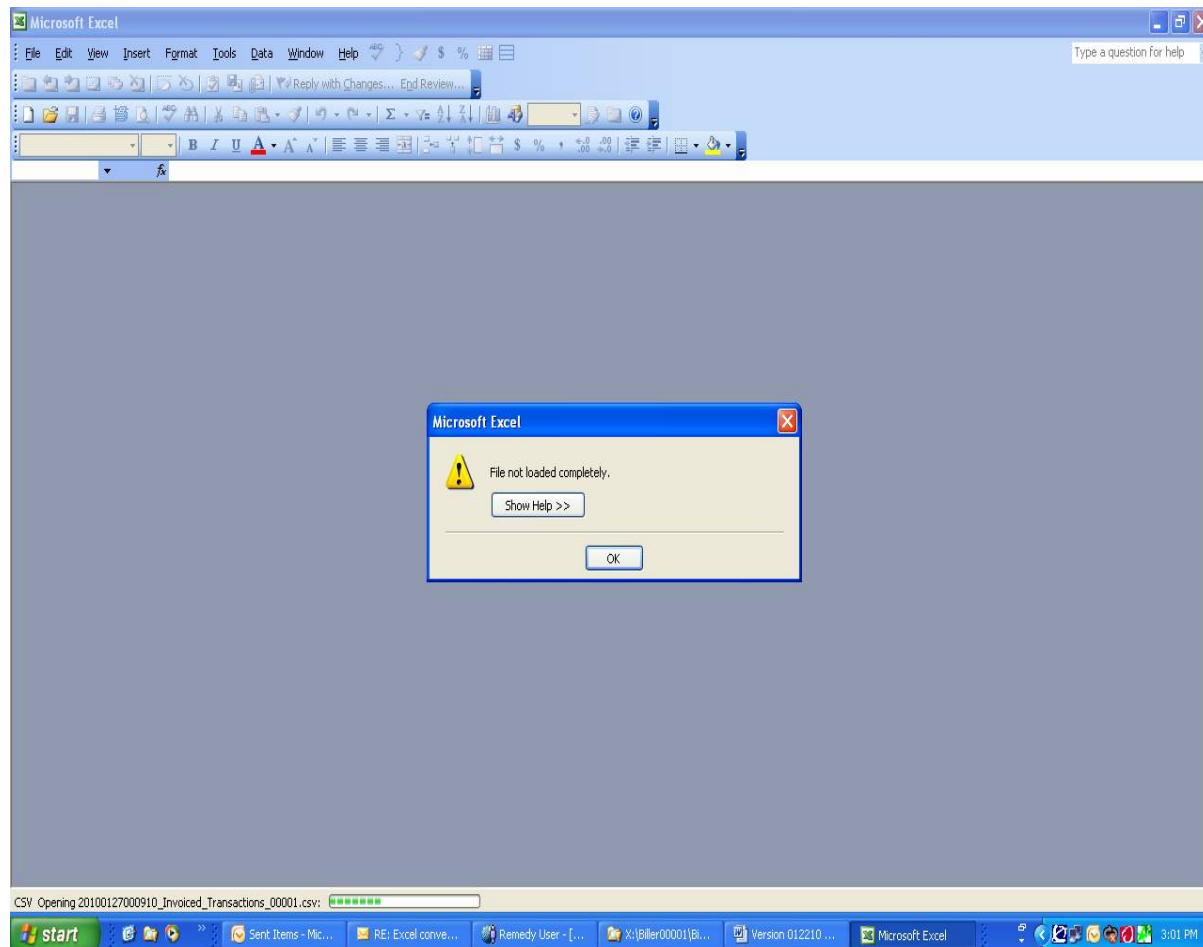
### Files having more than 65,000 records

Files which have more than 65,000 records will be converted partially if you are using any version of MS Excel prior to MS Excel 2007. The following message will be displayed if an attempt is made to open the file.

"File not loaded completely"

Please see the screen shot below for sample.

[\[Remainder of page intentionally left blank.\]](#)



Here is a sample of a report in .dat format

001 | BILLERID | 20091204 | 052740

```

002|266|10|||276|01|20091106
002|208|8|||216|02|20091109
002|184|||184|03|20091110
002|242|2|||244|04|20091111
002|152|7|||159|05|20091112
002|288|3|||291|06|20091113
002|324|2|||326|07|20091116
002|105|||105|08|20091117
002|165|2|||167|09|20091118
002|168|||168|10|20091119
002|124|||124|11|20091120
002|154|||154|12|20091123
002|119|||119|13|20091124
002|109|1|||110|14|20091125
002|150|||150|15|20091126
002|213|3|||216|16|20091127
002|103|||103|17|20091130
002|156|||156|18|20091201
002|115|||115|19|20091202
002|93|||93|20|20091203
002|6|||6|21|20091204
003|3444|38|||3482|21
    
```

Here is an example of the same report in .csv format

1	BILLERID	20091204	52740						
Record_Type	Count_Shared	Count_Standalone	Count_Ex_Franchise	Count_In_Franchise	Total_Count	Billing_Cycle	Document_Date		
2	208	8	0	0	216	2	20091109		
2	184	0	0	0	184	3	20091110		
2	242	2	0	0	244	4	20091111		
2	152	7	0	0	159	5	20091112		
2	288	3	0	0	291	6	20091113		
2	324	2	0	0	326	7	20091116		
2	105	0	0	0	105	8	20091117		
2	165	2	0	0	167	9	20091118		
2	168	0	0	0	168	10	20091119		
2	124	0	0	0	124	11	20091120		
2	154	0	0	0	154	12	20091123		
2	119	0	0	0	119	13	20091124		
2	109	1	0	0	110	14	20091125		
2	150	0	0	0	150	15	20091126		
2	213	3	0	0	216	16	20091127		
2	103	0	0	0	103	17	20091130		
2	156	0	0	0	156	18	20091201		
2	115	0	0	0	115	19	20091202		
2	93	0	0	0	93	20	20091203		
2	6	0	0	0	6	21	20091204		
3	3444	38	0	0	3482	21	0		

Following is a list of the reports/files that will also be available in MS Excel format:

Common Name

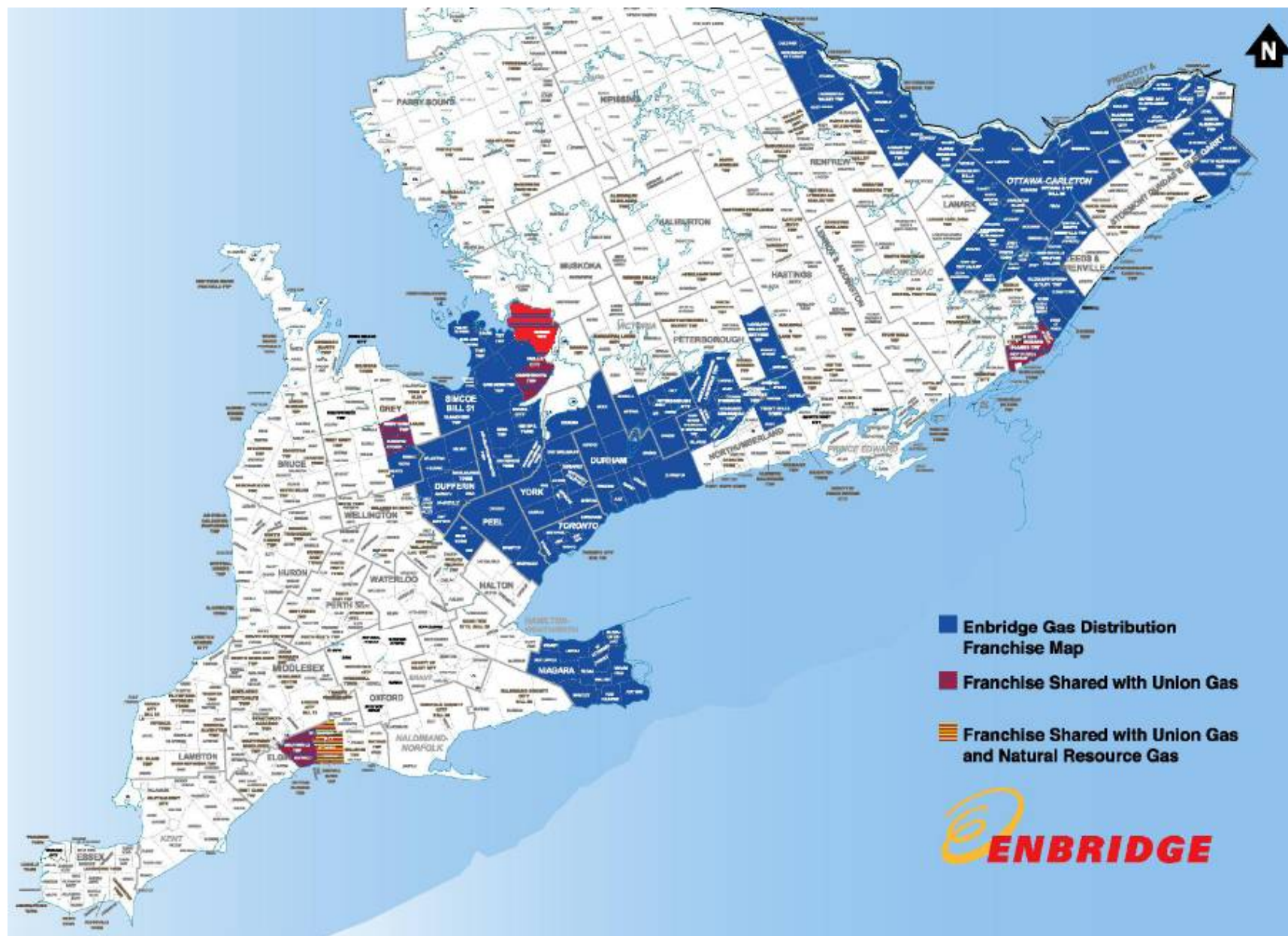
Name as per Convention

Not Moved-In report

YYYYMMDDHHMMSS\_OBA\_BILLER ID\_inactive\_inst\_out.dat

Invoice Count Report	YYYYMMDDHHMMSS_OBA_BILLER ID_invoice_count_out.dat
Daily Billed Summary	YYYYMMDDHHMMSS_OBA_BILLER ID_zblr_bill_daily_out.dat
Monthly Billed Summary	YYYYMMDDHHMMSS_OBA_BILLER ID_zblr_bill_sumry_out.dat
Non Invoiced Biller Charges	YYYYMMDDHHMMSS_OBA_BILLER id_non_inv_biller_charge_out.dat
Customer Update Report	YYYYMMDDHHMMSS_OBA_BILLER ID_zcrmr_customer_update_report_out.dat
Dispute Reports	YYYYMMDDHHMMSS_OBA_BILLER ID_zccr_dispute_out.dat
Move - Out Report	YYYYMMDDHHMMSS_OBA_BILLER IDzcrmr_open_bill_moveout_out.dat
Move - In Report	YYYYMMDDHHMMSS_OBA_BILLER ID_zcrmr_open_bill_movein_out.dat
Biller invoices exceeding item limits	YYYYMMDDHHMMSS_OBA_BILLER ID_exceeding_item_limits_OUT.dat
Invoiced Transactions file	YYYYMMDDHHMMSS_Invoiced_Transactions_BillerID.d at
Acknowledgement file	YYYYMMDDHHMMSS_OBA_BillerID_OUT. dat

## Appendix A EGD Franchise Area



## Appendix B Bill Type Codes

EGD Bill Type Code	English Bill Message	French Bill Message
1	Merchandise	Marchandise
2	Forced Air Furnace	Fourn. à air force
3	Space Heater	Chaufferette à gaz
4	Account <del>Setup</del> Set-up	Ouverture de compte
5	Comm. / Ind. Equipment	Equipment com./ind.
6	Range	Cuisiniere
7	Dishwasher	Lave-vaisselle
8	Dryer	Secheuse
9	Clothes Washer	Lessiveuse
10	Air Conditioning	Climatisation
11	Energy Audit	L'energie auditer
12	Unpaid Chrgs Returnd to Biller	Frais renvoyés à facturier
13	Water Heater	Chauffe-eau
14	Humidifier	Humidificateur
15	Refrigerator	Refrigerateur
16	Swimming Pool Heater	Chauffe-piscine
17	*Spare*	*Spare*
18	Food Freezer	Congelateur
19	<del>Bbg</del> Barbeque	Barbecue
20	Back Up Generator	Gen de secours
21	Fireplace	Foyer
22	Air Cleaner	Eclairage ornemental
23	*Spare*	*Spare*
24	Patio / Spa Heater	Chauffeur de patio
25	Chimney Liner Charge	Frais de doublage de cheminée
26	Ducting / Piping Charge	Frais de conduites/tuyauterie
27	Duct Cleaning	Nettoyage des conduites
28	*Spare*	*Spare*
29	*Spare*	*Spare*
30	Energy Eff. Products	Produits energie
31	Smart Thermostat	Thermostat Intelligent

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EGD Bill Type Code	English Bill Message	French Bill Message
32	Roof Replacement	Remplacement du toit
33	Kitchen Renovation	Reno - cuisine
34	Bathroom Renovation	Reno - salle de bain
35	*Spare*	*Spare*
36	Hydronic Htg. Equip.	Chauffage hydronique
37	*Spare*	*Spare*
38	*Spare*	*Spare*
39	Basement Renovation	Reno - sous sol
40	Water Conserv. Prod.	Prod-cons. de l'eau
41	Home Security System	Syst/Securite resid.
42	Home Improvements	Améliorations de résidence
43	<del>*Spare*</del> Home Monitoring Program	<del>*Spare*</del> Surveillance à domicile
44	Gas Boiler	Chaudiere à gaz
45	Window / Door	Fenetre/Porte
46	Attic Insulation	Isolation du grenier
47	Account Settlement Rental HVAC	Locations de solde de compte
48	Acct Settlement Rental Other	Locations de solde de compte
49	*Spare*	*Spare*
50	Kitchen Appliances	Appareils de cuisine
51	Water Heater	Chauffe-eau
52	Water Heater	Chauffe-eau
53	Space Heater	Radiateur
54	Conversion Burner	Brûleur de conversion
55	<del>*Spare*</del> LED Lighting	<del>*Spare*</del> Éclairage DEL
56	Space Conditioner	Climatisation
57	Make-Up Air	Air d'appoint
58	*Spare*	*Spare*
59	Heat Exchanger	Echangeur de chaleur
60	Furnace	Fournaise
61	Res. Hvac	Rés. cvc
62	Comm. Hvac	Comm. cvc
63	Fireplace	Foyer
64	Unit Heater	Radiateur
65	Air Conditioner	Climatisation

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EGD Bill Type Code	English Bill Message	French Bill Message
66	Balance Adjustment	<del>ajustement</del> Ajustement de la <del>balance</del> Balance
67	Commercial Water Heater	Chauffe-eau commercial
68	Commercial Conversion Burner	Brûleur de conv. commercial
69	<del>Comm</del> Commercial Space Heater	Radiateur commercial
70	Supplemental Equipment	Équipement supplémentaire
71	Comm. Supplemental Equipment	Équipement supp. comm.
72	Commercial Space Conditioner	Modificateur d'espace comm.
73	Home Services	Services à domicile
74	Water <del>Softner</del> Softener	Adoucisseur d'eau
75	Drinking Water System	Système d'Eau potable
76	Heating Protection Plan	Plan de protection-chauffage
77	Water Heater Protection Plan	Plan de protection-chauffe-eau
78	Rooftop Protection Plan	Plan de protection du toit
79	Make-Up Air Protection Plan	Plan de prot.-air d'appoint
80	Unit Heater Protection Plan	Plan de prot.-radiateurs
81	Plumb / Drains Protection Plan	Plan de prot.-plomberies
82	Appliance Protection Plan	Plan de prot.-appareils
83	Laundry Protection Plan	Plan de prot.-buanderie
84	Total Home Protection Plan	Plan de protection rés. total
85	Bill Payment Insurance	Assurance paiement de factures
86	Fireplace Protection Plan	Plan de protection du foyer
87	Boiler Protection Plan	Plan de protection chaudière
88	Cooling Plan	Plan-climatisation
89	Duct Cleaning Plan	Plan de nettoyage-conduites
90	Filter Protection Plan	Plan de protection du filtre
91	Carbon Offset	Compensation carbone
92	Customer Service	Service aux clients
93	Carbon Credit	Crédit de carbone
94	Inspection	Service general
95	Misc Products / Serv.	Autres
96	Service Visit Adjustment	Ajustement-visites de service
97	Service Visit	Visite de service
98	Miscellaneous	Divers
99	Refunded	Remboursé

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EGD Bill Type Code	English Bill Message	French Bill Message
100	Payment Protection Plan Prem.	Prime-plan de prot.-paiements
101	Payment Prot. Plan Prem. Adj.	Aj.prime-plan prot.-paiements
102	Payment Protection Plan Claim	Réclam.-plan prot.-paiements
103	Payment Prot. Plan Claim Adj.	Aj.récl.-pan prot.-paiements
104	Plan Assistance Premium	Prime d'aide au plan
105	Plan Assistance Premium Adj.	Ajust.-prime d'aide au plan
106	Heating Maintenance Plan	Plan d'entretien du chauffage
107	Cooling Maintenance Plan	Plan d'entretien-climatisation
108	Fireplace Maintenance Plan	Plan d'entretien du foyer
109	Total Home Plan	Plan résidentiel total
110	Protection Plan Adjustment	Ajust. au plan de protection
111	Warranty Parts Adjustment	Ajust.-pièces sous garantie
112	Extended Service Plan Adj.	Ajust.-plan de service étendu
113	Appliance Plan Adjustment	Ajust.-plan des appareils
114	Rental Warranty Adjustment	Ajust.-garantie de location
115	Customer Service Sales Adj.	Ajust.-ventes service-abonnés
116	Heating Protection Plan Adj.	Ajust.-plan de prot.-chauffage
117	Cooling Protection Plan Adj.	Ajust.-plan de prot.-clim.
118	Heating Maintenance Plan Adj.	Ajust.-plan d'entr.-chauffage
119	Cooling Maintenance Plan Adj.	Ajust.- plan d'entr.-clim.
120	Fireplace <del>Maintenance</del> Maint. Plan Adj.	Ajust.-plan d'entretien foyer
121	Plumbing/Drain Plan Adj.	Ajust.-plan de prot.-plomb.
122	Total Home Plan	Plan résidentiel total
123	Account Settlement Merchandise	Marchandise de solde de compte
124	Acct Settlement <del>Protection</del> Prot. <del>Plan</del> Plan	Plan de prot.solde de compte
125	Account Settlement Rentals	Locations de solde de compte
126	Account Settlement Service	Service de solde de compte
127	Customer Relations Adjustment	Ajust.-relations abonnés
128	Rental Buyout	Achat d'appareil loué
129	Rental Removal	Retrait d'appareil loué
130	Rental Adjustment	Ajustement à la location
131	Comm. Heating Plan Adj.	Ajust.plan de prot.-chauf.com.
132	Comm. Water Heatr Plan Adj.	Ajust. plan prot.-ch-eau.com.
133	Comm. Rooftop Plan Adj.	Ajust. plan de prot.-toit.com.

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EGD Bill Type Code	English Bill Message	French Bill Message
134	Comm. Make-Up Air Plan Adj.	Ajust. plan de prot.-air.com.
135	Comm Unit <del>Heat</del> <u>Heater</u> Air Plan Adj.	Ajust. plan prot.-aeroth.com.
136	Comm. Protection Plan Adj.	Ajust. plan de prot. com.
137	Comm. Protection Maint Adj.	Ajust. plan d'entretien. com.
138	Filter Protection Plan Adj.	Ajust. plan de prot.-filtres
139	Discount	Escompte

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## Appendix C Status Codes

Status Code	Record Impacted	Level	Error Message	Explanation	Billor Interface Action	Recommended Billor Action
000	Detail	Record	Record Accepted	Passed all edit checks.	Successful transaction	Successful transaction
001	Detail	Field	Account Not Found	Customer Account could not be found in CIS.	Record was rejected.	The Customer's account could not be found in CIS.
"	"	"	Manual Process Complete - Match Not Found	Returned in Match File as a result of Status 27 that was returned in the <del>acknowledgement file</del> <a href="#">Acknowledgement File</a> .	Review text for the next steps	After March 18 <sup>th</sup> , 2011, review text explanation for reject reason.
013	Detail	Field	Invalid Postal Code	Value is blank.	Record was rejected.	The Postal Code is a required field. Provide a non-blank value.
"	"	"	"	Incorrect format.	Record was rejected.	Ensure the postal code conforms to Canada Post format standards.
016	Header	File	File is old	The Date/time stamp on the current file was either the same or older than the last successfully processed file.	Entire file is rejected.	Ensure the file is actually the current file and not a previous file. If the transactions are new and have not been previously processed then modify the date/time value so that it is newer than the previous processed file.
017	Header	Field	Invalid Date-time	Incorrect format.	Entire file is rejected.	Ensure date is formatted using YYYYMMDD.

"	"	"	"	"	"	Ensure time is formatted using HHMMSS.
"	"	"	"	Value is blank.	Entire file is rejected.	The Date/Time is a required field. Provide a non-zero value.
"	"	"	"	Invalid characters found.	Entire file is rejected.	Ensure the Date/Time contains only numbers. Remove any special characters or letters.
018	Header	Field	No Header Record found	Record Type '001' was not found or not the first record.	Entire file is rejected.	Ensure there is one and only one '001' Record Type and that it is the very first record in the file.
019	Any	Field	Invalid Record Type	Record type is not '001', '002' or '003'	Entire file is rejected.	Ensure any Record Type is only '001', '002' or '003'.
020	Trailer	Field	No Trailer Record found	Record Type '003' was not found or not the last record.	Entire file is rejected.	Ensure there is one and only one '003' and that it is the very last record in the file.
021	Trailer	File	Detail Record Count mismatch	The number of Detail Records in the file does not equal the Detail Record Count value.	Entire file is rejected.	Ensure all the Detail Records in the file, including are accounted for in the Detail Record Count value.
022	Trailer	File	Total Bill Ready Amount mismatch	The value for the Detailed Bill Ready Amount does not equal the Total Bill Ready Amount value.	Entire file is rejected.	Ensure all <del>bill ready</del> <a href="#">Bill Ready</a> amounts including positive and negative are included in the value
025	Trailer	Field	Invalid Total Record Count	Value is zero.	Entire file is rejected.	The Total Record Count is a required field. Provide a non-blank value.
"	"	"	"	Invalid characters found.	Entire file is rejected.	Ensure only numbers are present. Remove any special characters or letters.
026	Trailer	Field	Invalid Total Bill Ready Amount	Invalid characters found.	Entire file is rejected.	Ensure only numbers are present. Remove any special characters or letters.

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027	Detail	Field	Record received; manual processing in progress	If record type "A" or "M" indicates that customer fields matching process could not locate a customer in CIS; manual look-up in progress. Will also be returned for all "U" records.	Record accepted	If record type was "A" or "M", expect second response for this record to be sent after manual processing complete.
028	Detail	Field	Account not Active	EGD Customer Account number was found but inactive or locked.	Record was rejected.	Since this transaction cannot post in CIS, other methods will be required to bill the customer.
029	Detail	Field	Combined Consumption Monthly Statement	A collective parent account number was provided by the Biller. Billers can't put charges on a parent account.	Record was rejected.	Charges should be sent to the individual accounts (children) instead of the collective (Parent)
032	Header	Record	<del>Input</del> <a href="#">Transaction File</a> is Empty	<del>Input file</del> <a href="#">Transaction File</a> is empty; no header, detail or trailer records present.	Entire file is rejected.	obtain valid file
033	Header	Record	Multiple Header Records Found	The number of header records is more than one.	Entire file is rejected.	obtain valid file
034	Trailer	Record	Multiple Trailer Records Found	The number of trailer records is more than one.	Entire file is rejected.	obtain valid file
040	Detail	Record	Transaction Blocked	The customer has raised a dispute for this charge. Transactions will be blocked until the customer dispute is resolved.	Record was rejected.	Resolve the dispute with the customer.

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064	Detail	Field	Invalid Update Action On Key Fields	Update attempt on a field that cannot be updated.	Record was rejected.	Cannot make Updates to Biller Type Code, Biller ID, EGD Customer No or Sequence Number.
067	Detail	Field	Invalid Record ID	Record ID is not 'R'	Record was rejected.	Record ID must be 'R' for Rate Ready transactions.
069	Detail	Field	Unknown Biller ID	Value is not defined.	Record was rejected.	Contact EGD to setup a Biller Identification Number in advance of sending transactions to ABSU.
071	Detail	Field	Invalid Delete Action	No match or inactive.	Record was rejected.	Obtain valid data; transaction ref num match could not be found or record was already deleted or no longer active
072	Detail	Field	Invalid Update Action	No match or inactive.	Record was rejected.	Obtain valid data; transaction ref num match could not be found or record was already deleted or no longer active
074	Detail	Record	Invalid Misc Address	Invalid value.	Record was rejected.	Resend transaction next month with correct Misc Address (can be blank).
076	Detail	Record	Invalid Start Date	Start Date is invalid	Record was rejected.	Start date is either in the past, or is more than 18 months in the future. Resend with corrected start date
077	Detail	Record	Invalid Action Code	Action Code is not 'A', 'M', 'U' or 'D'	Record was rejected.	The Action Code be an 'A' (ADD), 'M' (MATCH), 'U' (UPDATE) or 'D' (DELETE)
098	Detail	Field	Invalid Record	Invalid value.	Record was rejected.	Obtain valid record.
099	All	Field	Unknown Error	Error is unknown.	Record was rejected.	Contact EGD
100	Trailer	File	Total Rate Ready Amount mismatch	The value for the Detailed Rate Ready Amount does not equal the Total Rate	Entire file is rejected.	Ensure all <del>rate-ready</del> Rate Ready amounts including positive and negative are included in the value

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				Ready Amount value.		
101	Trailer	File	Total Rental Amount mismatch	The value for the Detailed Rental Amount does not equal the Total Rental Amount value.	Entire file is rejected.	Ensure all Rental amounts are included in the value
102	Trailer	File	Total Loan Principal Amount mismatch	The value for the Detailed Loan Principal Amount does not equal the Total Loan Principal Amount value.	Entire file is rejected.	Ensure all Loan Principal amounts are included in the value
103	Detail	Record	Customer does not meet credit criteria	Customer was redlocked more than once in past; adding customer or adding new charges is not permitted	Record is rejected	<del>Contact EGD if credit criteria determination is believed to be erroneous</del> <u>Advise your customer that they are not eligible to participate in the Open Bill Program. If they require further information, they should contact EGD's billing department at the number found on their Service Bill.</u>
104	Detail	Record	Biller not authorized to perform specified transaction	The Biller has not been given access to the specified <del>bill type code</del> <u>Bill Type Code</u> . If Biller has access to no <del>bill type codes</del> <u>Bill Type Codes</u> , customer requests are also rejected	Record is rejected	Contact EGD to request access to the specified <del>bill type code</del> <u>Bill Type Code</u> transaction
105	Detail	Record	Invalid numeric data	An non-numeric value was provided in a numeric field	Record is rejected	Correct <del>input file</del> <u>Transaction File</u> and resubmit

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106	Detail	Record	Invalid alphanumeric data	Invalid data passed in alphanumeric field; ensure no lowercase characters used	Record is rejected	Correct <del>input file</del> <a href="#">Transaction File</a> and resubmit
107	Detail	Record	Invalid currency data	Invalid data passed in currency field; ensure no commas used	Record is rejected	Correct <del>input file</del> <a href="#">Transaction File</a> and resubmit
108	Detail	Record	Bill type code does not match franchise indicator	The <del>bill type code</del> <a href="#">Bill Type Code</a> provided by the Biller has been configured for a company code that does not match the account's in/ex-franchise status	Record is rejected	Correct <del>input file</del> <a href="#">Transaction File</a> and resubmit
109	Detail	Field	Invalid Ref number.	The reference number provided does not correspond to any contract account or to the supplied EGD Trans id. OR Ref # may not match the active product	Record was rejected.	Check <del>Open bill Reference</del> <a href="#">OBA reference</a> number or EGD Trans id is valid
110	Detail	Field	Invalid Amount	<del>The amount entered</del> <a href="#">Amount exceeds limit</a> , is blank, or contains <del>an</del> <a href="#">invalid character <a href="#">character</a>.</a>	Record was rejected.	Check the amount and correct it
111	Detail	Field	Invalid Tax code	The tax code entered is not one of allowed values	Record was rejected.	Check the tax code and correct it
112	Detail	Field	Manual process complete, match found	Returned in Match File as a result of Status 27 that was returned in the Acknowledgement file.	Successful Match	Record <del>open bill ref</del> <a href="#">OBA reference</a> number for use in other transactions

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113	Detail	Field	Manual process complete, account created		Successful Add	Record <del>open bill ref</del> <a href="#">OBA reference</a> number for use in other transactions
114	Detail	Field	Rate ready duration cannot exceed five years	Duration of <del>rate ready</del> <a href="#">Rate Ready</a> charges cannot exceed five years. E.g. if monthly, maximum number of intervals is 60; if quarterly max is 20, if yearly max is 5	Record was rejected.	Correct the duration and/or frequency
115	Header	Field	Invalid Biller ID	Biller ID on header is blank or Invalid	Entire file is rejected.	Correct the <del>biller</del> <a href="#">Biller</a> ID on the header
116	Header	Field	File Open Error	File could not be read	Entire file is rejected.	Check the file is in ASCII
118	Trailer	Record	Trailer contains invalid value	Trailer contains invalid character	Entire file is rejected.	Check that trailer doesn't contain illegal characters ( Only numeric , without comma )
119	Trailer	Field	Invalid Total Rate Ready Amount	Invalid characters found.	Entire file is rejected.	Ensure only numbers are present. Remove any special characters or letters.
120	Trailer	Field	Invalid Total Loan A Principal mount	Invalid characters found.	Entire file is rejected.	Ensure only numbers are present. Remove any special characters or letters.
121	Trailer	Field	Invalid Total Rental Amount	Invalid characters found.	Entire file is rejected.	Ensure only numbers are present. Remove any special characters or letters.
122	Detail	Field	Tax does not match customer tax exemption status	The tax code entered is not permitted for this customer	Record was rejected	Ensure that tax code is valid for this customer
123	Detail	Field	Invalid account for <del>biller</del> <a href="#">Biller</a>	Biller has not previously enrolled this customer	Record was rejected	Submit an enrollment for this customer.

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124	Detail	Field	Loan interest rate exceeds limit	Loan interest rate was too high	Record was rejected	Ensure you are using a monthly interest rate and not an annual interest rate
125	Detail	Record	Unresolved dispute for Bill Type Code	An unresolved dispute past the due date exists for the same Bill Type code	Record was rejected	Check that Dispute has been resolved before resending transaction
126	Detail	Record	Posting disallowed as finalization date 6 months in the past	You can't transact against this acct since it has been lock for > 6 mos	Record was rejected	Contact the Biller Hotline if activity is required against an account that has been locked for > 6 mos
127	Detail	Record	Only credit postings allowed for finalized accounts	After an account is locked or finalized you can only send credit transactions	Record was rejected	The Biller Hotline will be able to manually put debits against a locked acct if the customer 1 <sup>st</sup> agrees to the charge
128	Detail	Record	Address is invalid per Canada Post data, check address and resubmit	Address is invalid per Canada Post data, check address and resubmit	Record was rejected	Use the Canada post website to determine the correct address and resubmit or use another matching criteria
129	Detail	Record	Address exists but name does not match	Address exists but last name or company name does not match	Record was rejected	Correct the last name or company name and resubmit or use another matching criteria
130	Detail	Record	Meter number does not exist	The meter number provided was not found	Record was rejected	Correct the meter number and resubmit or use another matching criteria
131	Detail	Record	Meter number exists but name is incorrect	The wrong surname or company name was provided for a Meter # search	Record was rejected	Check the last name or company name and resubmit or use another matching criteria
132	Detail	Record	Premise exists but no active customer	The premise exists in EGD's system but there's no active customer at that address	Record was rejected	Either wait until the new customer moves in or perform a "A" to create a standalone account at that address
133	Detail	Record	Address valid per Canada Post but no premise exists in system	The address is OK, however we do not have a customer at that address	Record was rejected	Wait until customer is added (ie. If new builder home) or perform "A" to create a standalone account

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134	Detail	Record	OBA Number does not match	The OBA number sent in the Customer registration transaction does not exist in Enbridge's system	Record was rejected	Resend the transaction with the corrected OBA #.
135	Detail	Record	Street Address found but Miscellaneous address not matched	The Miscellaneous address sent in the customer registration transaction does not match	Record was rejected	Verify the Miscellaneous address displayed on the Customer's <del>bill</del> <a href="#">Service Bill</a> and resubmit the transaction with the corrected information.
136	Detail	Record	Not Used	Not Used	Record was rejected	Error message not used
137	Detail	Record	Manual Process Complete, Update made	The Customer update sent via the interface was made by Enbridge	Record was accepted	No action required.
138	Detail	Record	Manual Process Complete, Update not made	The Customer update sent via the interface was not made by Enbridge	Record was rejected	If the update is required then please have the customer contact Enbridge directly.
139	Detail	Record	Only Credits, Deletes or Updates allowed on Owner/Occupant Acct.	When a customer moves out, a rental will continue to invoice. The account name will be changed to the Owner/Occupant. Biller is restricted to send only Credits, Deletes & Updates.	Record was rejected	In order to add a charge either wait for the new customer information from EGD or have the owner/occupant/ new customer register with EGD
140	Detail	Record	Add rejected – Customer already has a similar product / service with another <del>biller</del> <a href="#">Biller</a>	Customer has a similar product/service that is active with another <del>biller</del> <a href="#">Biller</a>	Record was rejected	Biller should contact Customer
141	Detail	Field	Bill out option must be N when greater than 1 year term	If the final bill out option is provided as "Y" for a SR with term more than 1	Record was rejected.	Correct the term or indicator and resubmit transaction

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				year.		
142	Detail	Field	Contract end date cannot be greater than 10 years.	If the contract end date for BR transaction is not greater than or equal to today's date and or within the next 10 years.	Record was rejected	Correct the contact end date and resubmit transaction
143	Detail	Field	Bill out option is a required field	If the final bill out indicator is not provided in the <del>input</del> <a href="#">file Transaction File</a>	Record was rejected	Provide the Bill out option indicator and resubmit transaction
144	Detail	Field	Contract End date invalid	SR contact end date validation has not met the requirements	Record was rejected	Correct the contract end date and resubmit transaction

## Appendix D Biller Forms

This section contains the **Biller Registration Form** and the layout of the file required to create a **Rate Ready Rental table** for the ~~biller~~**Biller**. The Biller Registration Form is required for the setup of all new Biller accounts. Submit the required information by email to EGD Manager of Billing Relationships at [EGDOpenBillAdmin@enbridge.com](mailto:EGDOpenBillAdmin@enbridge.com).

### BILLER REGISTRATION FORM

<b>CompanyLegal Name of the Biller</b> (To be presented on the <a href="#">Service</a> Bill)	
<b>Billing Telephone Numbers</b> (Local & 1-800) To be presented on the <a href="#">Service</a> Bill	
<b>Sales &amp; Service Telephone Numbers</b> (Local & 1-800) To be presented on the <a href="#">Service</a> Bill	
<b>Contact Name &amp; Telephone Number</b> (For internal use)	
<b>Biller Contact eMailemail Address</b> (For notifications & access to EGD's SFTP Server – for internal use)	
<b>Initial Password</b> (for each eMail addr above) <ul style="list-style-type: none"> <li>Minimum 8 characters</li> <li>Requires at least one number and one letter</li> <li>Requires at least one upper and one lower case letter</li> </ul>	
<b>HST Number</b> (To be presented on the <del>bill</del> <a href="#">Service Bill</a> )	
<b>Company Logo</b> (See requirements in Section <del>3.3</del> <a href="#">4.3 of the OBA Manual</a> and attach electronic file)	
<b><a href="#">Proposed Customer Services and Requested Bill Type Codes</a></b> (See Section 2.6 and Appendix B of the <a href="#">OBA Manual</a> )	
<b>Billing Message for Biller startup</b> (See Section 4.2 <a href="#">of the OBA Manual</a> for more details)	
<b>Your Company Website URL:</b> (displayed on <a href="#">EGD website</a> under “Enbridge <del>Website under</del> <a href="#">Billing Service – List of Participating Companies</a> ”)	
<b>Rental Types &amp; prices</b>	

Only required if the Biller wants EGD to maintain their rental prices within a table.	
<b>Annual # of Bills forecast</b>	
<u>Annual # of Bills forecast</u>	

The layout for the optional rate ready rental table is as follows. Billers wishing to set up a rental table should contact EGD as described in **Section 3.3**.

Rate Ready Rental Table				
Field	Description	Data	Req'd/ Opt	Comment
<b>Biller</b>	Business Partner Number	C10	R	
<b>Rental Type</b>	Rental Type	G6	R	
<b>Valid From</b>	Date from which time slice is valid, Date should be in YYYY/MM/DD format	D8	R	
<b>Valid To</b>	Date at Which a Time Slice Expires, Date should be in YYYY/MM/DD format	D8	R	
<b>Rental Price</b>	Currency dependent amount	CURR 13	R	
<b>Description</b>	Rental Type Description	C40	O	If provided will be stored on table for reference only

## Appendix E Sample EGD Bill


Below is a sample ~~of the new EGD bill, with the~~ [interactive bill](#). [Please use the link provided below if you'd like more information on the "Did you Know?" fields identified by a "?"](#).

<https://www.enbridgegas.com/homes/accounts-billing/understand-your-bill/>

The Biller's charges are shown on page three.

**THIS BILL IS A SAMPLE FOR ILLUSTRATIVE PURPOSES ONLY**

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Did You Know?

**Joe Smith**  
**000 Planet Street**  
**Milky Way, ON, U0N**

MARY SMITH  
123 SAMPLE ST  
TORONTO ON A1A 1A1

**Bill Date**  
Dec 13, 2014

**Billing Period**  
Nov 16, 2014 - Dec 12, 2014

**Bill Number**  
123456789101

**Account Number**  
01 23 45 67891 0

**Service Address**  
123 SAMPLE ST  
TORONTO ON A1A 1A1

**Summary of All Charges (Taxes Included)**

Balance from previous bill	\$112.50
Payment received	112.50 <sup>CR</sup> Dec 1, 2014
Balance forward & past due	\$0.00
BBP Installment or Charges for Natural Gas	84.00
Charges From Other Companies	28.80
Other Enbridge Charges	278.25
<b>Amount due now</b>	<b>\$391.05</b>
<b>Late payment effective date*</b>	<b>Jan 5, 2015</b>

**enbridgegas.com**

**Contact Us**

Enbridge Gas Distribution Inc.  
**EMERGENCY, SUCH AS THE SMELL OF GAS: 1-866-763-5427**

For all other Enbridge Inquiries:  
Call: 1-877-362-7434  
Email: customercare@enbridge.com  
Fax: 1-888-711-1211  
Mail: PO Box 650, Scarborough  
ON, M1K 5E3

**Messages From Enbridge**

\*Please refer to the Terms of Payment section on the last page of this bill for information related to the late payment calculation.

**IMPORTANT NOTICE**  
GAS RATES HAVE CHANGED  
Please see the enclosed notice for further details.

THIS BILL IS A SAMPLE FOR ILLUSTRATIVE PURPOSES ONLY



Bill Date: Dec 13, 2014  
Billing Period: Nov 16, 2014 - Dec 12, 2014

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### Charges For Natural Gas

Nov 16, 2014 - Dec 12, 2014

Customer Charge	\$20.00
Delivery to You	25.39
Site Restoration Clearance	22.24 CR
Transportation to Enbridge	16.94
Gas Supply Charge	43.24
Cost Adjustment	3.01 CR

**Charges for Natural Gas \$80.32**

### Budget Billing Plan (BBP)

BBP Installment	\$74.33 <sup>HST</sup>
HST (Registration 105205140 RT0001)	9.67

**Total BBP Installment \$84.00**

#### BBP Overview

Sep 2014-Jul 2015	
Charges for natural gas as of last bill	\$340.67
Charges for natural gas this bill	\$80.32
Total natural gas charges to date	\$420.99
BBP installments billed to date	445.98

**BBP balance \$24.99 CR**

### Other Enbridge Charges

Cash deposit request	\$250.00
New Account Charge	25.00 <sup>HST</sup>
HST (Registration 105205140 RT0001)	3.25

**Total Other Enbridge Charges \$278.25**

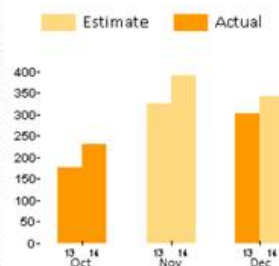
### Meter Reading Information

Meter Number	1234567
Estimated Reading Dec 12,14	24370
Previous Reading Nov 16,14	24029
Gas used this period (m <sup>3</sup> )	341
PEF Value	1.00060
Adjusted m <sup>3</sup>	341

### Natural Gas Supply Information

Natural gas supplied by Enbridge  
Your gas supply rate 12.6789¢/m<sup>3</sup>  
Gas cost adjustment - 0.9377¢/m<sup>3</sup>  
Jan 01/14-Mar 31/14  
Total effective gas supply rate 11.7412¢/m<sup>3</sup>

### Comparing Your Gas Consumption



Compared to the same month last year, you have used 13% more natural gas and it has been 14% colder.

2013 (Jan 2013 - Dec 2013):627m<sup>3</sup>  
2014 (Jan 2014 - Dec 2014):731m<sup>3</sup>

E. & O. E.



**THIS BILL IS A SAMPLE FOR ILLUSTRATIVE PURPOSES ONLY**

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	Charges From Other Companies		Messages From Other Companies
	Third Party Biller	Third Party Biller	This is a message from Third Party Biller. For questions about the product or service you received from us, please call us.
Rental Water Heater	\$25.49 <sup>+HST</sup>		
Nov 16, 2014 - Dec 13, 2014	3.31		
HST (Registration - 888123456)			
Total Charges From Other Companies		\$28.80	

Enbridge provides a billing service to companies; these companies are not owned by or affiliated with Enbridge. Their charges appear in the "Charges from Other Companies" section of your bill. Enbridge does not recommend, endorse or guarantee the products or services offered by such companies. For questions about their products or services, you should contact them directly.

E. & O. E.



Service Address

123 SAMPLE ST  
 TORONTO ON A1A 1A1

	000265 000000334	Account number 01 23 45 67891 0
	MARY SMITH 123 SAMPLE ST TORONTO ON A1A 1A1	Amount due now \$391.05
		Late payment effective date* Jan 5, 2014
		Amount paid

0953103655320000200300000200301406169

123 246 9001

96

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## THIS BILL IS A SAMPLE FOR ILLUSTRATIVE PURPOSES ONLY

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### What You Need To Know

**Who We Are:** Enbridge Gas Distribution Inc. ("Enbridge") is a natural gas utility that is regulated by the Ontario Energy Board. Enbridge is an affiliate of Enbridge Inc.

**Online Services:** Register for myEnbridge to get account information, paperless billing, register meter readings and other online services. A summary of Enbridge's operating practices and procedures is available online at [www.enbridgegas.com/conditionsofservice](http://www.enbridgegas.com/conditionsofservice).

**Call Before You Dig - It's the Law:** If you're planning to install a fence, do renovations or plant a tree, contact Ontario One Call before you dig. To request a 'locate', fill out the online form at [www.on1call.com](http://www.on1call.com) or call 1-800-400-2255. Locates are provided at no charge.

**Moving?** Customers are responsible for all charges until their account is closed. To obtain a final meter reading please call 1-877-362-7434 Mon - Fri 8:00am to 6pm or fill out the online form at [www.enbridgegas.com/moving](http://www.enbridgegas.com/moving). A minimum of 3 business days' notice is required to process your request by your desired closing date.

**Taxes:** The HST number below applies only to Enbridge charges. HST numbers for Other Companies are reflected in the 'Other Companies' portion of the bill. Questions about taxes charged for a particular service should be directed to the relevant provider.

GST/HST Number: 105205140 RT0001

Legal Name: Enbridge Gas Distribution Inc.

E. & O. E. Errors and Omissions Excepted



### Paying Your Bill

**\* Terms of Payment:** Your bill is due when you receive it, which is considered to be three days after the bill date. If you do not pay your bill in full by the late payment effective date on the first page of your bill, an Ontario Energy Board-approved late charge equal to 1.5% per month or 18% per year (for an effective rate of 19.56% per year) multiplied by a total of all unpaid Enbridge charges will be added to your bill. A late payment charge, calculated and assessed in the same manner, will also be added to your bill if full payment for all other charges on your bill is not received by the late payment effective date on the first page of your bill.

#### Bill Payment Options:

By Pre-authorized Payment Plan

By on-line banking or in person at most chartered banks

By credit card (fee may apply)

By mail. Please remember to:

- o Make cheques payable to Enbridge Gas Distribution Inc.
- o Return stub with cheque

Unless you are on Pre-Authorized Payment, allow 7 days for payments to reach our office. For more information on payment options and to sign up for our Pre-Authorized Payment Plan please go to [www.enbridgegas.com/payments](http://www.enbridgegas.com/payments).

**Paperless Billing:** Have you considered switching to paperless billing? It's convenient, secure, reduces paper waste, and stores all of your records in one place. Visit [www.enbridgegas.com/ebill](http://www.enbridgegas.com/ebill) to sign up today.



### Understanding Your Bill

The Ontario Energy Board regulates and approves Enbridge's charges. Your bill is based on either actual metered consumption or estimated consumption.

CCF: 100 Cubic Feet

**Cost Adjustment:** A refund or charge to reconcile the difference between what Enbridge forecasted to pay and what Enbridge actually paid. The Cost Adjustment may include components for natural gas supply, transportation and delivery, depending on the products and services a customer receives from Enbridge.

**Cubic Meters (m³):** A measure of the volume of gas consumed. One cubic meter is equal to 1,000 litres.

**Customer Charge:** The cost of our operations, customer and emergency services. This charge is billed monthly whether or not you consume gas during the month.

**Delivery to You:** The cost to safely and reliably deliver natural gas through Enbridge's distribution system to your premises and billed based on the amount of natural gas consumed. This charge is on a descending scale: the more gas consumed, the lower the charges per cubic (m³).

**Gas Supply:** The cost of the natural gas itself. You can choose to buy natural gas from Enbridge or a marketer (in which case, the price you pay for the Gas Supply Charge depends on the contract terms with your marketer). This charge is billed based on the amount of natural gas consumed.

**Pressure Elevation Factor (PEF):** A minor adjustment to the amount of gas you use (as measured by your gas meter) to compensate for the variation in gas volumes at different elevations (atmospheric pressure).

**Transportation to Enbridge:** The cost of transporting natural gas from Western Canada and the US to Enbridge in Ontario. You can choose to buy transportation services from Enbridge or a marketer (in which case, the price you pay for the Transportation to Enbridge charge depends on the contract terms with your marketer). This charge is billed based on the amount of natural gas consumed.



Teller's Stamp

#### Payments

If you pay at the bank or by mail, to avoid the late payment charge, allow 7 days for your payment to reach our office.

Payments may be mailed to:

PO BOX 644

Scarborough ON M1X 5H1

Please make cheques payable to: Enbridge Gas Distribution Inc.

## Appendix F Enbridge Name Restrictions

### Using the Enbridge Name

Billers may promote their use of the OBA [serviceService](#). To protect the Enbridge brand, minimize customer confusion and assist third parties in understanding the OBA [serviceService](#) and the limited relationship between the Biller and EGD, EGD has developed the following requirements pertaining to uses of the Enbridge name and representations of the OBA [serviceService](#) (the “Uses”):

- Appendix F – Enbridge Name Restrictions addresses Uses generally and the chart in Appendix F provides wording that can be used in the body copy of materials and mandatory accompanying legal copy.
- Appendix G – Real-Time Marketing Restrictions addresses additional requirements that apply in the context of real-time marketing (e.g. door-to-door sales, telephone sales, online chat).

For clarity, the Uses **do not** include the use of the Enbridge logo. Participation in the Open Bill Access Program **does not** entitle participants to use the Enbridge logo.

All Uses, including those set out in the chart below, must be sent to the Billing Relationships Manager, Enbridge Gas Distribution for approval before use. The Billing Relationships Manager will obtain all necessary reviews of any proposed Biller Use, and, if the Biller’s proposed use is acceptable to Enbridge, will provide the Biller with approval. Material should be sent to the Billing Relationships Manager at [EGDOpenBillAdmin@enbridge.com](mailto:EGDOpenBillAdmin@enbridge.com). The Billing Relationships Manager can be reached at 1-855-229-6760.

Failure to comply with the requirements pertaining to the Uses set out in the OBA Agreement (including Appendices F and G of this manual), or fraudulent use or misrepresentation of the relationship could result in termination of the OBA [serviceService](#).

EGD is not reviewing [billersBillers](#)’ materials for compliance with the Consumer Protection Act or other legal requirements. Billers are expected to be proactive in ensuring their materials are in compliance. Failure to comply with the Consumer Protection Act or any other legal or legislated requirement could result in termination of the OBA [serviceService](#).

Communications Vehicle	Body Copy Choices	Mandatory Legal Copy if body copy is used	Qualifications
<b>Enbridge Gas Distribution bill is the only payment option.</b> Door Knockers Brochure Flyer Print ad Television Radio Website In-store signage	Enbridge* Billing Service  For your convenience, your (Company name) charges will be on your Enbridge Gas Distribution* bill.  You pay your (Company) monthly charges on the Enbridge Gas	*(Company name)’s charges will appear in the Other Companies section of your Enbridge Gas Distribution bill. These offers and claims are made by (Company name) alone. (Company Name) is not owned by or affiliated with	The legal copy must be clear and readable. It should be a minimum of 8 pts.  The body copy must be used together with the legal copy. However, the legal copy may be used on its own.  The legal copy must be used in audio on radio and print or audio in television ads.

Communications Vehicle	Body Copy Choices	Mandatory Legal Copy if body copy is used	Qualifications
	<p>Distribution* bill! It's easy and convenient.</p> <p>No new bill! Your (Company) charges will be included on your Enbridge Gas Distribution* bill. <b>Additional:</b> It's easy and convenient.</p>	Enbridge Inc. or Enbridge Gas Distribution.	
<p><b>Enbridge Billing Service is one payment option available to customers.</b></p> <p>Door Knockers Brochure Flyer Print ad Television Radio Website In-store signage</p>	<p>Enbridge* Billing Service Option</p> <p>Put your (Company) charges on your Enbridge Gas Distribution* bill. It's easy and convenient.</p> <p>For your convenience, you can include your (Company name) charges on your Enbridge Gas Distribution* bill.</p> <p>Put it on your Enbridge Gas Distribution* bill. Including your (Company) charges on the Enbridge Gas Distribution* bill is easy and convenient.</p>	<p>* At your option, (Company name)'s charges will appear in the Other Companies section of your Enbridge Gas Distribution bill. These offers and claims are made by (Company name) alone. (Company Name) is not owned by or affiliated with Enbridge Inc. or Enbridge Gas Distribution.</p>	<p>The legal copy must be clear and readable. It should be a minimum of 8 pts.</p> <p>The body copy must be used together with the legal copy. However, the legal copy may be used on its own.</p> <p>The legal copy must be used in audio on radio and print or audio in television ads.</p>
Contract with customer for services	<p>(Company name)'s charges will appear in the Other Companies section of your Enbridge Gas Distribution bill. These offers and claims are made by (Company name) alone. (Company Name) is not owned by or affiliated with Enbridge Inc. or Enbridge Gas Distribution.</p>		

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Communications Vehicle	Body Copy Choices	Mandatory Legal Copy if body copy is used	Qualifications
	Please provide your Enbridge Gas Distribution account number. (leave space for 12 digit number)		
Van	Not applicable  The Enbridge name may not be used on vehicles of third party <del>billers</del> <a href="#">Billers</a> .		

These restrictions do not replace any third party bill insert requirements. Any inserts distributed in the EGD ~~bill~~[Service Bill](#) are subject to the terms and conditions of the applicable agreement in place with the Biller governing bill inserts.

## Appendix G Real-Time Marketing Requirements

### Appropriate Representation of Your Relationship with Enbridge Gas Distribution Inc.

Billers may promote their use of the OBA ~~service~~[Service](#). To minimize customer confusion and assist third parties in understanding the OBA ~~service~~[Service](#) and the limited relationship between the Biller and EGD, the requirements set out in this Appendix must be followed by all your representatives engaging in any real-time marketing (e.g. door-to-door sales, telephone sales, online chat). EGD will not tolerate misrepresentation of the billing relationship by program participants. Misrepresentation may lead to termination of the OBA Agreement. EGD recognizes that this is a competitive market. These requirements are not intended to limit how you operate in the market, only how you represent your participation in the OBA ~~service~~[Service](#) and your relationship with EGD.

#### Door-to-Door, Telephone and Internet Sales

To protect the Enbridge brand and minimize customer confusion, in conversations on the phone, over the internet or in person with customers or potential customers, Biller representatives must:

- tell the customer or potential customer that:
  - the Biller is a separate company from Enbridge and Enbridge does not recommend or endorse the ~~biller~~[Biller](#)'s products and services, and
  - the Biller is not authorized to do any work on Enbridge's behalf;
- take proactive steps to clear up any confusion or misunderstanding on the customers part about the relationship with Enbridge and inform the customer or potential customer that for any questions regarding the Biller's products and services, the customer or potential customer should contact the Biller directly;
- not imply that they are authorized to see a copy of the customer's Enbridge ~~bill~~[Service Bill](#);
- not use an illustrated copy of the bill or other props or visuals related to Enbridge, or wear any clothing, pins or any items that may imply a relationship with Enbridge; and
- not ask for the Enbridge account number until the customer has agreed to enter into a contract.

Representatives must clarify that we do not have a relationship related to the service and products provided. Following is a list of terms that may not be used to describe the relationship between Enbridge and the Biller and some that should be used.

[\[Remainder of page intentionally left blank.\]](#)

Prohibited	Permitted
Acting on behalf of	Billing agreement
Affiliated	Billing arrangement
Authorized	Billing relationship
Endorsed	
Here on behalf of	
Partnered	

### **Script for Training Purposes during Sales Conversation**

[Company Name] participates in the Enbridge Billing Service, and these charges will appear on your Enbridge Gas Distribution bill. However, we are a separate company from Enbridge and Enbridge does not recommend or endorse our products and services. We are not authorized to do any work on Enbridge's behalf. For questions regarding your [Company Name] [products/services], please contact us directly.

### **Script for Signing of Contract**

As I indicated, the charges will be included on your Enbridge Gas Distribution bill. We'll need your Enbridge Gas Distribution account number in order to process the billing.



## Appendix H Terms of Use for the OBA Tool

### USER AGREEMENT

Subject to this User Agreement, Enbridge Gas Distribution Inc. ("Enbridge") hereby grants to the Biller a non-exclusive, royalty-free, non-transferable license to use the Open Bill Transaction Tool (the "Tool") for internal business purposes solely for the purpose of preparing data for submission to Enbridge pursuant to the Open Bill Access Billing and Collections Services Agreement in place between Enbridge and the Biller (the "OBA") in the manner specified in the Open Bill Manual as the same may be revised from time to time. Capitalized terms not defined herein shall have the meaning given to them in the OBA. This User Agreement shall immediately terminate in the event of the termination of the OBA. Upon termination of this User Agreement, the Biller shall immediately discontinue use of the Tool and delete and destroy all copies thereof. ENBRIDGE PROVIDES THE TOOL "AS IS" WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO, WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT OR THAT THE TOOL WILL MEET BILLER'S NEEDS OR WILL BE ERROR-FREE. ALL RISK OF QUALITY AND PERFORMANCE OF THE TOOL RESIDES WITH THE BILLER. IN NO EVENT SHALL ENBRIDGE OR ANY OF ITS OFFICERS, DIRECTORS, EMPLOYEES OR AGENTS BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER, (INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL OR PROFITS, LOSS OF DATA, BUSINESS INTERRUPTION) ARISING OUT OF THE DELIVERY, PERFORMANCE OR USE OF THE TOOL, EVEN IF ENBRIDGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOTWITHSTANDING ANY OTHER PROVISION IN THESE TERMS OF USE, IN RESPECT OF ANY CLAIM, DEMAND OR ACTION RELATED TO THE TOOL BY THE BILLER AGAINST ENBRIDGE OR ANY OF ITS OFFICERS, DIRECTORS, EMPLOYEES OR AGENTS, WHETHER BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, THE BILLER'S EXCLUSIVE REMEDY SHALL BE TO TERMINATE THIS USER AGREEMENT. Biller acknowledges that: (i) it is not required to use the Tool under the OBA; (ii) it may submit data to Enbridge by other means in accordance with the Open Bill Manual; and (iii) the Tool is being made available by Enbridge free of charge for use by the Biller at Biller's option. Notwithstanding any failure or non-performance of the Tool, or termination of this User Agreement, Biller shall remain fully responsible for the performance of its obligations pursuant to the OBA or any other agreement in place with Enbridge from time to time.

The Biller acknowledges that in order to use the Tool, Biller is required at its sole cost and expense to independently procure and maintain appropriate computer, network and other equipment and software. The Biller acknowledges that Enbridge provides no training, maintenance, support or helpdesk for the Tool, however Enbridge may, at its sole discretion make available to the Biller general updates or patches to the Tool from time to time. Any modifications made to the Tool by the Biller remain the property of the Biller, however such modifications are made by Biller at Biller's sole risk and cost. Biller acknowledges and agrees that changes to Enbridge systems and processes may render



the version of the Tool used by Biller (or modifications to the Tool made by the Biller) either obsolete or non-functional. Biller shall defend at its own expense any claim brought against Enbridge to the extent that such claim alleges any infringement of any Canadian copyright, patent, registered trademark or other intellectual property right of a third person to the extent arising in connection with Biller's use of the Tool or any modifications made to the Tool by the Biller or any combination of the Tool with Biller supplied equipment, software or data and will indemnify and pay all damages which may be assessed against Enbridge as a result thereof. This User Agreement shall be governed by and construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein.

## Appendix I Financial Assurances Policy for ~~Open-Bill Services~~the OBA Service

### Background

EGD (the “Company”) will employ a process to determine if a Biller meets the Company’s minimum creditworthiness threshold. Those Billers that do not meet the Company’s minimum creditworthiness threshold must provide to the Company the Financial Assurances as determined by the application of this Policy in respect of the Biller’s obligations to the Company. Such Financial Assurances may be adjusted from time to time by the Company to reflect changes in the Biller’s circumstances as documented within this policy.

### 1. Determining Creditworthiness

For Billers who are publicly rated, the Company will review the Biller’s public debt ratings (DBRS, Moody’s and S&P) to determine creditworthiness. A Biller will be deemed to be creditworthy if it maintains an investment grade rating. “Investment Grade Rating” is defined as a credit rating then assigned to its unsecured and senior unsubordinated long-term debt obligations (not supported by third party credit enhancement) of at least BBB- from Standard & Poor’s Corporation, or Baa3 from Moody’s Investors Services, Inc., or BBB (low) from Dominion Bond Ratings Service (DBRS); provided that, if such debt obligations are rated by more than one agency, the lowest credit rating shall apply.”

For Billers who are not publicly rated, they will be required to provide financial information which is sufficient to permit the Company to complete an internal credit rating score. The internal credit rating score will be determined using ~~the Moody’s KMV credit analysis program (or an equivalent arm’s length analytical tool)~~a third party financial statement scoring model. Additional factors that may be considered in determining the Billers’ credit rating may include but are not limited to:

- financial statement information
- Dunn & Bradstreet Reports
- previous business experience with Enbridge
- other factors relating to the creditworthiness of the Billers

If the internal score is considered to be equivalent to an “investment grade rating” then the Biller will be considered to meet the Company’s minimum creditworthiness threshold.

## 2. Determination of Financial Assurances

Billers that are not considered to meet the Company's minimum creditworthiness threshold will need to provide the Company with Financial Assurances.

The amount of Financial Assurances to be provided by a Biller will be determined by the Company in the following manner:

- 1) Identifying the "Base Financial Assurances" amount by multiplying the expected number of bills for the highest month in the Biller's 12 month forecast by \$1.50.
- 2) If the Base Financial Assurances is less than \$5,000 then the Financial Assurances amount will be set at \$5,000.
- 3) If the Base Financial Assurances amount is greater than \$500,000 then the Financial Assurances amount will be set at \$500,000.

In addition to the Financial Assurances calculated in accordance with the foregoing, Run-Off Financial Assurances may also be required in an amount determined in accordance with Part 3, subsection (c) of Appendix "D" – Financial Assurances to the OBA Agreement.

The amounts identified in this Section may be revised if the Company determines, in its sole discretion acting reasonably, that the Biller's payment history, credit rating, Biller's performance under the Open Bill Access Billing and Collection Services Agreement (the "OBA Agreement") or any other relevant factors affecting the risk of non-payment by the Biller or the Biller's customers warrants such revision.

## 3. Allowable Forms of Security

The form of security shall be an irrevocable, non-transferable standby letter of credit which names the Company as the beneficiary. Such letter of credit must be in place at all times during the Term and Termination Transition (if applicable) of the OBA Agreement and for a period of six (6) months thereafter. The letter of credit must be issued by a Canadian chartered bank having a credit rating then assigned to its unsecured and senior unsubordinated long-term debt obligations (not supported by third party credit enhancement) of at least A from Standard & Poor's Corporation, or A2 from Moody's Investors Services, Inc., or such other financial institution acceptable to the Company in its sole discretion: provided that, if such debt obligations are rated by more than one agency, the lowest credit rating shall apply.

At its discretion, the Company may accept some other form of security, including a guarantee of Biller's obligations by a Credit Support Provider. "Credit Support Provider" means a third party: that has Investment Grade Ratings or internal score that is considered to be equivalent to the "investment grade rating", and is otherwise acceptable to the Company in its discretion, that has guaranteed the obligations of the Biller under the OBA Agreement on terms acceptable to the Company. Prior to acceptance of any form of security and prior to the processing of any service transaction request submitted to it by the Biller, the Company will review and satisfy itself as to the enforceability of the applicable security documents.

## 4. Frequency and Timing for Updating Security Arrangements

The Company may review the Biller's creditworthiness and Financial Assurances arrangements at any time, but shall do so no less than once annually. As a result of these reviews, the type of the acceptable security may change, and/or the amount of security shall be revised upwards or downwards if the Base Financial Assurances amount applicable to the Biller has changed.

The Biller shall provide to the Company any change in the amount of Financial Assurances required by the Company within thirty (30) days of the Company giving written notice to the Biller of the change in the amount of required Financial Assurances.

## Appendix J Other OBA Functionality Available

Below you will find a list of additional options that are available to ~~open-billers~~[Billers](#).

### 1. Interface to obtain information for a specific Customer

This function would be useful for the following situations:

- Obtain information on an existing customer from Enbridge.
- Obtain the moved in customer information for a ~~bill-ready~~[Bill Ready](#) rental that was successfully billed in the past to the moved out customer
- Obtain the moved in customer information for a builder home.

To take advantage of this functionality the ~~biller~~[Biller](#) will need to create a file in a specified format and must place the file in the BRMOVEIN folder on the SFTP server. This file will be picked up daily and the results will be returned to the ~~biller~~[Biller](#) in their Output folder the next day.

For more information please contact the [EGDOpenBillAdmin@enbridge.com](mailto:EGDOpenBillAdmin@enbridge.com) email address.

### 2. Standing Request, Loan and Rental Extracts

Extracts will be placed in your Reports folder on the SFTP server of your ongoing Rate Ready Standing ~~requests~~[Requests](#), Loans and/or Rentals.

For more information please contact the [EGDOpenBillAdmin@enbridge.com](mailto:EGDOpenBillAdmin@enbridge.com) email address.

## Appendix K Verification Calls

Billers must verify certain types of contracts before such contracts are eligible to be billed through the OBA [programService](#). The contract verification process will be done through verification calls. These calls cannot be made until after the customer has finished the transaction with a salesperson and made a firm agreement to acquire the good/service and cannot be made while any representative of the Biller is at the customer's premises.

The key components of the contract verification process are the following:

- a) The verification requirements apply to Direct Agreements<sup>1</sup> (including Internet Agreements<sup>2</sup> entered into in the presence of a sales person) and Remote Agreements<sup>3</sup> that are initiated by the Biller, or a representative of the Biller (if applicable), from and after the later of (i) January 6, 2014, and (ii) the date that the Biller first executes an OBA Agreement. The verification requirements do not apply to transactions that result from the customer contacting the Biller (even if the transaction covers items beyond what the customer initially requested).
- b) All new contracts within the parameters set out above in (a) must be confirmed through a verification call process, before they are eligible to be billed through the OBA [programService](#).
- c) The verification call must include all of the items contained within the verification call script (see below), and must be:
  - i) made by a "Qualified Party" (a representative who shall not receive any remuneration or other compensation or benefit that is determined, directly or indirectly, by reference to the number of contracts verified or the percentage of contracts that are verified),
  - ii) made after the contract has been executed, and all information that must be verified has been submitted to the "Qualified Party" for verification,
  - iii) if applicable (not required for Remote Agreements, see item (iv) below), an outbound call to the customer;
  - iv) for Remote Agreements, the verification call can be completed either as a separate outbound call to the customer, or by way of the original salesperson transferring the customer to a Qualified Party for verification (so long as the original salesperson is not part of the verification call),

<sup>1</sup> As defined in the *Consumer Protection Act, 2002 (CPA)*.

<sup>2</sup> Ibid.

<sup>3</sup> Ibid.

- v) made to the customer's phone number, and
  - vi) recorded and retained for six months beyond the end of the related contract term.
- d) The verification call script must include questions to confirm:
- i) if applicable (not applicable to Remote Agreements) that the sales agent has left the customer's premises, and that no other representative of the Biller is at the premises,
  - ii) the customer's identity (using a reliable identifier),
  - iii) (if applicable) the customer's acknowledgement that they are changing the supplier/service provider for the product/service being acquired, and
  - iv) the customer's understanding of contract terms and conditions (including confirmation of the product/service, length of the agreement and agreed-to price).
- e) The verification call script must also advise the customer of:
- i) the name of the Biller with whom the customer has contracted,
  - ii) the fact that neither the Biller nor the Biller's representative (if applicable) is affiliated with or representing a government agency, the incumbent service provider, or Enbridge,
  - iii) if applicable (not applicable to Remote Agreements), their right to a 10 day cooling off period and contract cancellation right under the [CPA Consumer Protection Act](#),
  - iv) if applicable (not applicable to Remote Agreements), what they must do to cancel the new contract if they wish to, and
  - v) if applicable (not applicable to Remote Agreements), that any equipment related to the contract will not be installed until after the expiry of the 10 day cooling off period unless the customer explicitly requests that installation of such equipment take place prior to the expiry of the 10 day cooling off period.

For certainty, Appendix F of this Manual applies to verification calls, including without limitation a requirement that all verification call scripts must be sent to the Billing Relationships Manager, Enbridge Gas Distribution for approval of the Uses (as defined in Appendix F of this Manual) before use.





Document comparison by Workshare Professional on Thursday, May 16, 2019  
12:13:48 PM

Input:	
Document 1 ID	file:///C:/Users/cookm/Desktop/Precedents/Open Bill Templates/Version 5 1- 20131101 CIS OBA Biller Manual.docx
Description	Version 5 1- 20131101 CIS OBA Biller Manual
Document 2 ID	file:///C:/Users/cookm/Desktop/Precedents/Open Bill Templates/OBA Manual - V6.2 20181026 FINAL.docx
Description	OBA Manual - V6.2 20181026 FINAL
Rendering set	standard

Legend:	
<a href="#">Insertion</a>	
<del>Deletion</del>	
<del>Moved from</del>	
<u>Moved to</u>	
Style change	
Format change	
<del>Moved deletion</del>	
Inserted cell	
Deleted cell	
Moved cell	
Split/Merged cell	
Padding cell	

Statistics:	
	Count
Insertions	1576
Deletions	915
Moved from	29
Moved to	29
Style change	0
Format changed	0
Total changes	2549

ENBRIDGE GAS INC.

Answer to Interrogatory from  
HVAC Coalition ("HVAC")

Reference: [CME.1]

Question:

Please reconcile the figure of 15 new billers in 2019 with the 7 new billers shown in the spreadsheet attached to HVAC.12.

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**Response**

The forecast provided in the response to HVAC Interrogatory #12 was based on 2018 actuals. In other words the forecast in HVAC Interrogatory #12 assumes what occurred in 2018 will occur again in 2019. Therefore, the forecast in HVAC Interrogatory #12 does not include the 15 new billers identified in the response to CME Interrogatory #3.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
HVAC Coalition ("HVAC")

Reference: [CME.2, HVAC.7]

Question:

Please provide details of the OBA program being planned for the Union Gas rate zone. Please provide a copy of the draft program agreement. Please provide a list of any billers that have formally committed to participation in the Union Gas OBA program. Please confirm that the Union Gas program does not include bill inserts.

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**Response**

The EB-2017-0127 Report of the Board on the Mid-Term Review of the DSM Framework, confirmed that Union Gas should proceed with the roll out of an Open Bill Access Program. Union Gas was "encouraged" to ensure consistency with Enbridge Gas Distribution's OBA Program.

Work is completed on the functionality for the OBA Program in the Union rate zones. However, Enbridge Gas is waiting to launch that program until after the HVAC challenge to the OBA Program is determined. The program agreement has not yet been advanced to a stage where it can be shared with other parties.

As set out in Union's submissions in the OEB's DSM Mid-Term Review the OBA Program for the Union rate zones will initially focus on conservation activities and will be funded from the OEB-approved DSM budget,<sup>1</sup> recognizing that the program was developed in response to the Board's direction in the EB-2015-0029/0049 Decision approving the utilities' 2015-2020 DSM plans.

Enbridge Gas is not requesting any approvals related to the OBA Program for the Union rate zones in this proceeding. Any plans to integrate the OBA programs for the different rate zones would be described in a future application.

No billers have formally committed to participate in the OBA program for the Union rate zones.

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<sup>1</sup> EB-2017-0127 Part Two Requirement Two Submission (January 15, 2018), pp. 11-13.

As set out in Union's submissions in the OEB's DSM Mid-Term Review, Union had planned to offer bill insert services to Billers for months when Union's billing envelope does not contain safety and rate information inserts.<sup>2</sup> At this time, EGI is no longer planning to include Bill Inserts for the Union rate zone, in order to maintain consistency with the Enbridge Gas Distribution OBA Program, as encouraged by the OEB.

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<sup>2</sup> EB-2017-0127 Part Two Requirement Two Submission (January 15, 2018), pp. 11-13.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
HVAC Coalition ("HVAC")

Reference: [HVAC.12]

Question:

Please provide a table, in the same format as the attachment to HVAC.12, and using the same numbers to refer to each specific biller, showing the monthly actual numbers of billed items, by biller, for each of the years 2014-2018. Please provide the results in Excel format.

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**Response**

Please see the updated response to HVAC Interrogatory #8. As explained in that response, Enbridge Gas is not able to provide the requested information as the data is not maintained in a manner that generates consolidated/summarized reports on number of charges billed. Enbridge Gas estimates that it would take around four weeks to generate the spreadsheet requested. It is not clear to Enbridge Gas that the usefulness of any response justifies this level of effort.

The attached Excel file shows the number of bills for each Biller, for each month of the years 2014 to 2018. The Billers are listed in the same manner as in the spreadsheet attached to HVAC Interrogatory #12. The Billers who did not have any 2018 bills are found at the bottom of the new spreadsheet.

Bill#	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	
1	1,137,374	1,136,242	1,133,943	1,131,045	1,134,992	1,132,498	1,130,512	1,146,279	1,140,711	1,123,673	1,117,733	1,114,602	1,113,627	1,108,652	1,109,657	1,108,112	1,103,856	1,104,789	1,103,625	1,118,396	1,119,090	1,099,827	1,094,769	1,089,272	1,086,925	1,083,122	1,083,297	1,083,216	1,082,044	1,081,536	1,082,422	1,099,676	1,102,350	
2	161,388	161,695	162,407	162,898	164,365	178,692	184,656	188,252	188,536	185,851	185,602	185,512	186,960	182,880	183,233	183,402	182,892	180,380	180,376	182,743	182,639	178,384	176,569	175,403	174,678	173,723	173,154	172,620	171,817	171,412	171,451	177,959	181,383	
3	24,203	24,517	24,722	25,573	26,036	26,418	26,883	27,642	28,118	28,700	29,466	30,196	30,789	31,375	32,058	32,656	33,167	33,648	34,247	34,764	34,499	35,981	36,433	36,901	37,395	37,746	38,174	38,503	38,610	38,764	38,795	38,823	38,886	
4	13,011	13,169	13,325	13,438	13,612	13,788	13,858	13,934	14,175	14,395	14,611	14,826	14,986	15,165	15,506	15,742	15,893	16,093	16,147	16,385	16,571	16,819	17,064	17,235	17,458	17,695	17,951	18,100	18,223	18,383	18,469	18,592	18,702	
5	16,593	16,616	16,676	16,709	16,745	16,838	16,484	16,710	16,632	16,392	16,361	16,318	16,496	16,258	16,311	16,326	16,328	16,381	16,326	16,558	16,621	16,342	16,259	16,161	16,162	16,097	16,073	16,132	16,133	16,109	16,105	16,361	16,372	
6	9,260	9,334	9,443	9,526	9,701	9,780	9,918	10,241	10,444	10,492	10,684	10,753	11,141	11,086	11,277	11,530	11,717	11,885	12,153	12,656	12,880	12,842	13,069	13,388	13,662	13,882	13,991	14,111	14,304	14,449	14,645	15,082	15,146	
7	5,368	5,824	5,994	6,055	6,285	6,586	6,962	7,373	7,727	8,213	8,567	8,939	9,312	9,626	9,944	9,758	9,816	9,873	9,871	9,867	9,853	9,961	10,012	10,047	10,223	10,350	10,506	10,641	10,699	10,696	10,708	10,710	10,769	
8	10	149	198	203	440	486	557	647	507	685	554	553	616	667	669	702	718	804	839	957	1,078	1,081	1,140	1,441	1,661	1,813	1,883	1,967	2,126	2,328	2,455	2,953	3,283	
9	30,754	30,907	30,940	30,917	31,053	30,703	14,458	14,186	13,623	13,350	12,973	12,584	12,444	12,050	11,653	11,474	11,287	10,986	10,552	10,297	10,238	10,137	10,014	9,934	9,828	9,687	9,673	9,773	9,593	9,311	9,186	8,991	7,562	
10																																	124	
11	6,380	4,713	6,128	6,029	5,929	5,779	5,626	5,504	5,382	5,233	4,400	4,313	4,245	10,822	10,748	10,544	10,337	10,128	9,938	9,775	9,592	9,296	9,109	8,868	8,657	8,549	8,496	8,402	8,256	8,207	8,052	8,005	7,867	
12	704	803	962	1,189	1,401	1,627	1,895	2,216	2,569	2,851	3,015	3,254	3,429	3,546	3,718	3,835	4,020	4,145	4,267	4,083	4,440	4,656	4,644	4,728	4,861	4,874	4,937	4,974	4,962	5,121	5,201	5,281	5,398	
13	2,550	2,772	2,878	3,010	3,189	3,332	3,496	3,716	3,831	3,963	4,132	4,234	4,349	4,321	4,375	4,480	4,545	4,739	4,873	5,115	5,225	5,255	5,251	5,299	5,337	5,348	5,406	5,504	5,601	5,624	5,582	5,669	5,575	
14																																		
15	476	1,015	1,303	1,778	2,206	2,646	3,031	3,490	3,852	4,031	4,294	4,455	4,606	4,567	4,605	4,602	4,632	4,678	4,694	4,799	4,805	4,778	4,772	4,789	4,790	4,795	4,849	4,858	4,850	4,855	4,875	4,958	5,024	
16	2,893	3,108	3,147	3,158	3,285	3,306	3,332	3,445	3,424	3,409	3,440	3,395	3,424	3,358	3,331	3,338	3,322	3,306	3,305	3,362	3,413	3,294	3,249	3,289	3,289	3,259	3,247	3,291	3,303	3,290	3,296	3,330	3,332	
17	2,333	2,325	2,324	2,323	2,350	2,366	2,409	2,424	2,462	2,392	2,412	2,420	2,432	2,442	2,440	2,457	2,486	2,463	2,472	2,519	2,512	2,509	2,481	2,474	2,477	2,490	2,502	2,527	2,504	2,504	2,530	2,604	2,603	
18																451	574	731	875	927	980	1,041	1,116	1,149	1,195	1,262	1,413	1,542	1,667	1,820	1,972	2,072	2,121	
19	348	386	442	485	515	560	589	659	693	731	782	851	905	956	1,004	1,066	1,098	1,136	1,186	1,271	1,311	1,315	1,357	1,397	1,434	1,458	1,475	1,514	1,537	1,558	1,593	1,653	1,694	
20	1,154	1,174	1,180	1,217	1,268	1,330	1,334	1,376	1,417	1,385	1,412	1,411	1,467	1,455	1,474	1,494	1,496	1,519	1,525	1,573	1,604	1,619	1,617	1,672	1,721	1,735	1,779	1,781	1,802	1,842	1,856	1,919	1,904	
21																						131	276	417	527	722	869	994	1,249	1,530	1,736	2,095	2,478	
22			6	5	7	6	6	6	7	14	16	18	19	24	21	25	27	26	37	51	63	73	135	235	273	275	573	683	737	944	1,113	1,228	287	
23																																		
24	2,398	2,379	2,344	2,325	2,318	2,292	2,284	2,284	2,285	2,206	2,180	2,168	2,169	2,121	2,109	2,086	2,067	2,042	2,028	2,040	2,012	1,956	1,916	1,898	1,861	1,856	1,845	1,837	1,809	1,787	1,779	1,791	1,807	
25			1	4	6	14	27	127	188	317	382	486	573	622	710	778	816	845	851	929	994	1,013	1,061	1,092	1,110	1,120	1,136	1,161	1,160	1,164	1,173	1,231	1,271	
26	4	6	6	9	12	383	541	583	669	719	759	759	846	883	930	961	997	1,018	1,018	1,050	1,107	1,085	1,070	1,089	1,094	1,108	1,128	1,125	1,158	1,156	1,162	1,188	1,209	
27	156	172	189	209	231	261	293	321	356	373	402	444	479	488	505	543	565	584	611	647	660	657	672	680	697	713	727	742	742	765	793	809	836	878
28																	34	92	147	206	276	337	368	399	413	437	442	454	449	459	463	487	499	
29	1,095	1,097	1,105	1,104	1,105	1,099	1,093	1,089	1,084	1,084	1,078	1,079	1,075	1,080	1,074	1,077	1,075	1,068	1,050	1,056	1,051	1,059	1,056	1,053	1,054	1,048	1,049	1,045	1,041	1,038	1,031	1,028	1,024	
30	97	102	113	135	155	172	182	199	216	240	268	286	307	330	353	383	397	417	444	458	496	486	497	512	522	541	570	581	592	596	604	641	651	
31																																		
32	223	232	229	224	231	230	243	245	255	258	259	256	266	272	278	279	288	289	289	299	323	322	324	329	337	349	356	367	371	370	380	390	402	
33	84	85	85	85	89	98	106	115	124	133	147	158	173	184	218	225	240	245	250	269	270	263	270	264	264	267	270	273	275	275	280	294	286	
34							2	30	60	102	154	196	270	413	621	896	1,104	1,228	1,428	1,594	1,724	1,807	1,848	1,972	2,013	2,078	2,182	2,261	2,327	2,377	2,419	2,542	2,663	
35																																		
36								26	41	57	65	72	81	90	99	110	123	128	135	150	157	157	168	170	182	190	195	198	207	209	221	243	233	
37																																		
38	209	203	195	193	174	229	299	305	306	321	309	297	293	291	343	357	358	308	243	279	276	286	305	332	323	337	324	316	330	355	374	380	369	
39	3	1	2	3	7	16	16	13	15	23	33	43	39	41	43	44	37	32	28	40	37	34	23	34	39	105	165	164	170	172	167	165	173	
40																																		
41																																		
42																																		
43	3,680	3,669	3,676	3,702	3,727	3,760	3,739	3,847	3,786	3,7																								

Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	
Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	
1,089,833	1,074,018	1,068,089	1,070,813	1,065,796	1,064,017	1,064,721	1,063,723	1,063,938	1,067,386	1,078,342	1,078,950	1,064,919	1,059,067	1,053,573	1,054,384	1,050,479	1,051,268	1,050,370	1,051,172	1,048,923	1,050,934	1,064,547	1,063,177	1,049,507	1,045,386	1,042,110	
179,512	176,748	175,463	175,775	174,608	174,329	173,342	172,905	173,044	173,601	174,642	172,583	169,552	167,972	166,485	167,767	171,316	170,778	170,587	169,587	169,818	171,282	171,006	168,645	167,713	166,605		
38,931	38,984	38,806	39,315	39,361	39,474	39,468	39,383	38,992	39,908	39,724	38,362	38,548	38,320	38,319	38,249	38,141	36,860	36,705	36,720	34,602	36,036	35,621	35,205	34,856	34,658	34,406	
18,891	18,984	18,985	19,260	19,390	19,561	19,681	19,821	19,886	19,998	20,045	19,163	20,401	20,521	20,736	20,866	21,014	21,160	21,249	21,350	20,475	21,479	21,580	19,798	21,838	21,961	22,121	
16,168	16,004	15,951	16,027	16,051	15,950	15,896	15,896	15,896	15,999	16,091	16,098	15,868	15,820	15,742	15,766	15,715	15,717	15,691	15,759	15,721	15,753	15,869	15,858	15,718	15,645	15,604	
14,982	14,911	14,874	14,886	14,759	14,765	14,854	14,896	14,817	14,970	15,224	15,176	14,879	14,773	14,809	14,766	14,750	14,879	14,901	15,186	15,435	15,308	15,901	15,864	15,532	15,357	12,241	
10,871	10,928	10,887	10,996	11,057	11,157	13,200	11,483	13,183	13,072	13,015	12,993	13,020	12,946	12,927	12,954	12,957	12,963	12,984	12,953	12,379	12,816	12,748	12,700	12,657	12,602	12,518	
3,451	3,808	4,046	4,340	4,767	5,366	5,891	6,393	6,880	7,297	8,191	8,641	8,850	9,436	10,066	10,642	11,040	11,514	11,804	11,080	11,489	11,936	12,863	13,547	13,459	13,808	14,040	
5,360	5,245	5,142	5,084	5,209	5,391	5,616	5,813	5,937	6,001	6,011	5,987	5,927	5,932	5,941	5,921	5,939	5,994	6,106	6,278	6,366	6,330	6,328	6,401	6,415	6,450	6,455	
185	251	313	412	553	751	962	1,175	1,216	1,480	1,781	3,072	3,284	3,487	3,852	4,157	4,369	6,189	5,765	6,240	5,841	6,422	6,701	6,852	6,853	6,836	6,802	
7,724	7,531	7,447	7,412	7,251	7,109	7,055	6,990	6,947	6,908	6,832	6,899	6,726	6,611	6,613	6,496	6,356	6,252	6,176	6,072	5,954	5,843	5,806	5,715	5,593	5,500	5,429	
5,498	5,540	5,679	5,735	5,823	5,878	5,993	6,087	6,205	6,349	6,620	6,878	7,163	7,360	7,510	7,662	8,054	4,179	4,410	4,343	4,057	4,692	4,678	4,506	4,402	4,281	4,184	
5,521	5,345	5,286	5,240	5,200	5,135	5,116	5,110	5,064	5,016	5,082	4,976	4,874	4,804	4,733	4,698	4,650	4,606	4,581	4,562	4,501	4,471	4,562	4,485	4,402	4,332	4,301	
	54	94	152	191	209	212	235	307	358	432	484	532	618	559	2,533	2,427	2,575	3,379	4,594	4,253	4,511	4,503	4,773	4,944	5,129	5,302	
5,015	4,937	4,949	4,952	4,976	4,383	3,468	3,461	3,457	3,494	3,558	3,544	3,502	3,512	3,522	3,538	3,579	3,608	3,616	3,637	3,602	3,614	3,668	3,635	3,593	3,575	3,565	
3,301	3,228	3,219	3,199	3,182	3,147	3,040	3,090	3,048	2,956	2,980	2,973	2,927	2,889	2,862	2,847	2,843	2,835	2,805	2,806	2,732	2,723	2,759	2,755	2,691	2,683	2,647	
2,548	2,551	2,545	2,569	2,554	2,551	2,581	2,556	2,579	2,464	2,832	2,621	2,581	2,570	2,567	2,581	2,571	2,573	2,582	2,590	2,581	2,573	2,625	2,634	2,592	2,571	2,585	
2,217	2,349	2,467	2,573	2,654	2,660	2,653	2,259	2,602	2,552	2,491	2,463	2,432	2,423	2,392	2,374	2,354	2,364	2,341	2,320	2,172	2,260	2,236	2,206	2,185	2,161	2,139	
1,723	1,734	1,730	1,771	1,784	1,797	1,826	1,842	1,864	1,897	1,955	1,967	1,954	2,001	2,035	2,076	2,104	2,106	2,126	2,148	2,158	2,178	2,223	2,250	2,219	2,234	2,250	
1,893	1,904	1,894	1,787	1,907	1,911	1,945	1,965	1,957	1,997	2,003	2,017	1,980	1,994	1,991	1,994	1,942	2,047	2,022	2,055	2,081	2,081	2,147	2,137	2,116	2,121	2,117	
2,716	2,779	3,109	3,345	3,479	3,706	3,943	4,193	4,118	3,631	3,787	3,950	4,027	4,042	4,221	3,066	2,021	2,060	2,057	1,927	1,824	1,877	1,853	1,990	2,069	2,143	1,737	
178	1,187	1,384	1,438	1,161	1,525	1,583	1,374	1,592	1,598	1,559	1,616	1,600	1,636	1,660	1,620	1,684	1,676	1,685	1,680	1,618	1,649	1,626	1,604	1,595	1,590	1,574	
0	0		0	560	1,696	1,739	1,741	1,733	1,728	1,745	1,770	1,721	1,728	1,559	1,678	1,675	1,663	1,665	1,654	1,549	1,605	1,588	1,564	1,548	1,548	1,549	
1,777	1,709	1,693	1,687	1,657	1,643	1,626	1,620	1,610	1,581	1,599	1,559	1,534	1,516	1,489	1,484	1,468	1,459	1,451	1,440	1,428	1,423	1,444	1,414	1,382	1,381	1,355	
1,249	1,263	1,274	1,290	1,286	1,284	1,291	1,293	1,295	1,315	1,331	1,359	1,325	1,314	1,323	1,323	1,323	1,329	1,325	1,335	1,331	1,344	1,369	1,362	1,355	1,362	1,359	
1,207	1,199	1,209	1,231	1,214	1,230	1,241	1,264	1,265	1,273	1,296	1,310	1,288	1,291	1,294	1,306	1,316	1,322	1,332	1,331	1,336	1,343	1,361	1,363	1,358	1,346	1,359	
862	872	874	900	902	918	950	962	986	1,008	1,031	1,042	1,037	1,032	1,043	1,060	1,083	1,099	1,108	1,118	1,132	1,155	1,194	1,197	1,209	1,213	1,240	
499	512	519	546	574	598	644	695	742	766	835	846	891	938	985	1,038	1,071	1,120	1,114	1,130	1,106	1,116	1,170	1,169	1,158	1,138	1,132	
1,021	1,022	959	1,022	1,010	1,013	1,012	1,004	1,001	996	996	999	1,000	998	992	992	991	989	983	982	944	981	975	977	976	977	973	
654	650	664	677	695	708	709	728	733	743	756	760	762	778	775	774	788	787	807	827	819	807	831	840	848	855	868	
											332	363	430	560	696	575	607	708	635	615	674	663	663	668	714	1,104	
412	399	407	421	429	433	443	441	451	446	463	465	463	460	473	481	486	492	494	511	521	508	520	522	523	521	524	
309	327	408	420	385	391	403	412	412	411	445	438	434	429	413	442	426	441	456	459	473	498	486	498	489	494	491	
2,585	2,534	2,542	2,545	2,543	2,505	488	458	452	447	443	445	437	425	426	421	422	417	411	416	414	403	413	409	400	397	395	
															1	1	3	6	48	76	101	168	412	628	968	1,163	1,337
234	240	253	266	272	277	284	288	298	303	322	330	334	331	339	348	354	363	373	377	381	390	413	418	429	431	441	
	2			1	22	48	79	119	158	203	243	270	295	308	324	341	359	383	386	388	381	397	405	408	428	467	
354	346	332	360	386	405	401	394	375	364	359	359	346	338	338	350	308	295	298	304	308	319	331	334	330	337	346	
177	170	162	158	201	314	313	315	312	314	310	305	304	302	302	300	289	281	309	310	323	321	318	313	314	314	317	
50	53	65	71	81	102	117	122	125	140	143	150	146	149	155	166	175	180	197	220	242	270	377	424	429	441	451	
209	205	203	216	215	219	222	219	229	231	242	242	246	244	252	251	252	259	274	274	279	303	306	314	314	313	319	
																						170	542	842	1,260		
83	56	60	61	68	73	84	95	105	120	122	136	132	145	153	163	167	174	182	201	211	230	248	281	266	269	285	
192	194	193	194	195	196	196	203	200	201	201	198	195	198	209	206	210	209	208	207	201	196	205	205	202	208	206	
43	53	61	66	72	77	81	93	97	101	107	111	125	130	138	142	150	160	159	167	165	166	170	182	204	247	309	
180	188	189	199	197	202	204	205	206	213	215	221	218	215	213	198	198	197	196	195	171	171	172	170	165	169	168	
175	175	175	174	176	174	175	176	175	175	177	174	173	170	168	170	169	169	166	168	167	165	158	171	164	164	166	
87	87	93	97	100	1																						

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Vista Credit ("Vista")

Reference: 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.

Question:

- 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.

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**Response**

- a), b) Please refer to the response to HVAC Interrogatory #28.



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Vista Credit ("Vista")

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.

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**Response**

Enbridge Gas has discontinued the Bill Insert Program effective January 1, 2019.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Vista Credit ("Vista")

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.

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**Response**

As explained in the updated response to HVAC Interrogatory #8, Enbridge Gas does not maintain records that aggregate the number of charges on each bill. Similarly, Enbridge Gas does not receive and is not able to generate automated reports on the number of charges for any particular billing code. Significant manual effort is required to identify the number of bills including water heater charges for the large number of years requested. That work would take months to complete and it is not clear that any benefit from such effort would justify the required effort.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Vista Credit ("Vista")

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

Question:

- 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 file 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

## Response

- a) and b) Under the OBA Agreement, the Biller engages the Company to provide Billing Services in respect of amounts payable by the Customer pursuant to its Customer Services Agreement with the Biller. That may include rental buyout and other post-contract items. There are a series of covenants, representations and warranties in the OBA Agreement provided by each Biller with respect to the validity of the charges that the Biller requests the Company to bill (for example, Section 2.6 of the OBA Agreement). All charges submitted by a Biller for inclusion on the Company Bill must meet the requirements set out in the OBA Agreement (including the Manual).
- c) The billing code for a buyout is: Bill Type Code 128 – Rental Buyout. Other billing codes are set out in the table below.
- d) The table below sets out the number of disputes by billing item for the years requested.

Bill Type Code	Bill Type Code Description	2014	2015	2016	2017	2018
0001	Merchandise	503	479	379	297	254
0002	Forced Air Furnace	29	19	12	145	280
0004	Account Set-up		35	8	10	4
0005	Comm. / Ind. Equipment	1	1	2		1
0007	Dishwasher				2	
0010	Air Conditioning	127	224	330	416	453
0011	Energy Audit				1	1
0013	Water Heater	249	295	268	294	223
0014	Humidifier	8	19	9	48	214

0016	Swimming Pool Heater			3	1	1
0020	Back Up Generator		3	1	3	4
0021	Fireplace		1	4	1	
0022	Air Cleaner	1	16	114	859	1,854
0025	Chimney Liner Charge	6	7	1	6	1
0026	Ducting / Piping Charge	78	70	87	60	47
0028	Air Filter Program				2	12
0030	Energy Eff. Products	110	158	144	84	44
0031	Smart Thermostat	191	237	121	115	136
0032	Roof Replacement	2		2	3	
0035	Connected Home				31	103
0036	Hydronic Htg. Equip.	5	7	15	7	3
0037	Home Energy Monitoring				10	2
0038	Reduce Carbon Emissions				14	2
0040	Water Conserv. Prod.			3	2	1
0041	Home Security System	4	2	5	5	9
0042	Home Improvements	33	45	420	509	361
0044	Gas Boiler	5	6	7	5	7
0045	Window / Door	37	43	50	49	33
0046	Attic Insulation		2	1		2
0047	Account Settlement Rental HVAC	60	74	93	72	144
0048	Acct Settlement Rental Other	310	73	26	33	33

0049	Electrical Protection			2	57	175
0050	Kitchen Appliances					2
0051	Water Heater	7,450	8,023	5,698	5,052	5,052
0052	Water Heater	99	87	94	77	61
0053	Space Heater			1	2	3
0054	Conversion Burner	27	26	21	10	2
0055	Rental Discount			3	1	
0056	Space Conditioner	15	17	12	24	154
0057	Make-Up Air	6	1		1	2
0059	Heat Exchanger	1		4	14	10
0060	Furnace	928	1,506	1,649	1,336	1,030
0061	Res. HVAC	649	827	881	808	967
0062	Comm. HVAC	17	31	35	28	37
0063	Fireplace	1				
0064	Unit Heater				2	3
0065	Air Conditioner	387	603	784	653	547
0067	Commercial Water Heater	304	280	233	202	157
0068	Commercial Conversion Burner	4	7	1	5	2
0069	Commercial Space Heater	1				1
0070	Supplemental Equipment	7	3	1	4	8
0072	Commercial Space Conditioner		2			4

0073	Home Services		2	2	1	
0074	Water Softener	72	346	697	1,082	1,672
0075	Drinking Water System	263	304	675	1,184	1,796
0076	Heating Protection Plan	5,049	5,059	3,816	2,808	2,377
0077	Water Heater Protection Plan		8	3	4	1
0078	Rooftop Protection Plan	6	1	1	7	6
0079	Make-Up Air Protection Plan	2		3	2	6
0080	Unit Heater Protection Plan	8	12	15	19	26
0081	Plumb / Drains Protection Plan	1,056	1,187	1,045	891	904
0084	Total Home Protection Plan	2,637	2,672	2,183	1,629	1,161
0087	Boiler Protection Plan	15	7	5	2	6
0088	Cooling Plan	870	1,077	977	878	849
0089	Duct Cleaning Plan	72	97	77	46	44
0090	Filter Protection Plan	10	12	11	10	14
0091	Carbon Offset	550	390	256	331	1,049
0093	Carbon Credit	5		2		
0094	Inspection	1				
0095	Misc Products / Serv.	309	181	13	5	3
0096	Service Visit Adjustment	94	89	70	50	30
0097	Service Visit	1,757	1,684	1,216	1,049	915
0098	Miscellaneous	50	258	377	290	297
0099	Refunded	1				1

0100	Payment Protection Plan Prem.	59	33	20	15	11
0104	Plan Assistance Premium	47	53	38	21	15
0105	Plan Assistance Premium Adj.		1			
0106	Heating Maintenance Plan	2,786	3,206	2,623	1,854	1,427
0107	Cooling Maintenance Plan	1,485	1,727	1,581	1,211	958
0108	Fireplace Maintenance Plan	318	355	308	252	194
0109	Total Home Plan	101	111	65	78	152
0110	Protection Plan Adjustment	97	69	49	51	61
0116	Heating Protection Plan Adj.	141	150	89	89	56
0117	Cooling Protection Plan Adj.	31	25	22	15	13
0118	Heating Maintenance Plan Adj.	291	372	210	153	138
0119	Cooling Maintenance Plan Adj.	130	145	76	63	58
0120	Fireplace Maint. Plan Adj.	12	11	8	3	2
0121	Plumbing/Drain Plan Adj.	36	20	18	24	29
0122	Total Home Plan Account Settlement	133	90	51	46	47
0123	Merchandise	13	6	4	3	2
0124	Acct Settlement Prot. Plan	541	414	700	685	376
0125	Account Settlement Rentals	634	541	587	700	737
0126	Account Settlement Service	69	52	42	29	23
0127	Customer Relations Adjustment	17	6	9	8	24
0128	Rental Buyout	438	517	432	457	584



0129	Rental Removal	184	246	338	269	50
0130	Rental Adjustment	11	18	32	45	135
0139	Discount	619	552	279	273	216
<b>Total</b>		<b>32,675</b>	<b>35,335</b>	<b>30,549</b>	<b>27,992</b>	<b>28,911</b>

- e) and f) Enbridge Gas does not have any additional “policy” related to the determination or administration of disputes between Billers and Customers. Enbridge Gas does have a “factsheet” dealing with this topic that has been provided to its call centre provider. A copy of that “factsheet”, which includes suggested customer service representative scripts, is attached. Names of customers and Billers included in the sample documents found in the “factsheet” have been redacted.
- g) Enbridge Gas assists Customers in understanding how the dispute process works, and providing Biller contact information. Enbridge Gas does not comment on the “applicability” of the Customer Services Agreement. Enbridge Gas investigates and determines whether the Biller has complied with its obligations under the OBA Agreement in billing the Customer. For example, if the Customer alleges that there was a misrepresentation when entering into the Customer Services Agreement, Enbridge Gas will investigate to determine whether the Biller has breached its obligations under Section 2.6(b), (c) and/or (g) of the OBA Agreement. Depending on the results of Enbridge Gas’ investigation, if the charge does not comply with the Biller’s obligations under the OBA Agreement, Enbridge Gas will remove the charge from the Billing Services in accordance with the dispute resolution process in Section 7.6 of the Agreement
- h) and i) The Company’s call centre services are provided by Accenture Business Services for Utilities Inc. (“ABSU”). Enbridge Gas has been advised that ABSU does not provide call centre or customer-facing services to any Billers.



## ***Open Bill Access - Vendor Disputes – Creating Disputes – OBA Factsheet***

**Audience:** All Billing

### **Overview:**

- This process outlines how to manage customer third party vendor (also known as Biller) disputes on both active and final accounts using the OBA Factsheet
- Customers can have multiple Open Bill items with different Billers
- Disputes can be issued on multiple open bill items at one time as long as the Biller is the same, if the Biller is different, then separate disputes must be issued
- The open bill items and amounts will all be listed in the OBA Factsheet
- Consumer Protection Act (CPA) disputes have a due date of fifteen (15) days, where Non-CPA disputes have a due date of 45 days.
- Incoming payment locks, posting locks and dunning locks will be applied where applicable. Refer to [Lock Rules](#) for more information. The locks will be for 45 days for a CPA dispute and 75 days for a non CPA dispute
- An outgoing payment lock will be placed on the account only if the account is final and it will be extended an extra day after the posting lock expires to avoid any refunds from being issued before the disputed items are cleared
- Interaction records and applicable emails will be generated automatically

### **Business Rules:**

**IMPORTANT NOTE:** Always create a dispute case on the first contact from the customer, even if the customer indicates they have already contacted their Biller. Do not refer the caller back to their Biller for resolution.

**NOTE:** If the customer wants the Biller to invoice them using an alternate method and not on the Enbridge bill, the agent should refer the caller back to the Biller. This is not a dispute. Please, advise the customer that if the Biller cannot offer an alternate billing method, then the charges will continue to bill on the Enbridge bill, and our normal collection process will ensue for any unpaid amounts.

- All disputes are reviewed by the Back Office team (Manila).
  - CPA disputes (fraud and misrepresentation) are forwarded to Biller Inquiry for review
- Enbridge can only process refunds to a maximum of two (2) years from the initial date of the dispute.
  - This means any charges that have appeared on the customer's invoice for the first time in the past two years from the date of dispute.
  - The customer must contact the Biller for any refunds older than two (2) years
- This dispute process **does not apply** to commodity charges

Click on a link to go to the section:

[Overview of the OBA Factsheet](#)

[Handling an OBA Dispute](#)

[Step 1: Educate the customer about Enbridge and the Biller](#)

[Step 2: Review the Vendor Dispute Checklist](#)

[Step 3: Determine if this is a CPA Dispute](#)

[Step 4: Advise the customer about the dispute process](#)

[Step 5: Creating the Dispute](#)

[Locks Rules](#)

[Emails](#)

[Access a Case for an Existing Dispute](#)

[Midstream Cancellations](#)

[Bill Messages](#)

## OVERVIEW OF THE OBA FACTSHEET

The OBA Factsheet is broken down into three different screens:

1. Select Products
2. Create Case
3. Confirmation

### Select Products:

This screen will:

- Itemize all of the OBA charges found on an invoice divided up into Rentals & Loans and Standing Requests (including Rate Ready charges)
- Provide the Biller's name for each item and the start and end dates of the contracts
- List any active dispute cases and the date the dispute is issued
- The status of the dispute, the due date and completion reason (once complete)
- Whether the dispute was a CPA dispute or non-CPA dispute

[illegible]

### Create Case:

This screen will:

- Display the Biller name
- Allow you to select CPA or Non-CPA
- Allow you to change the Amount of the dispute, refer to [Midstream Cancellations](#)
- Show the details of the product being disputed
- Allow you to change the Start date of the dispute
- Display the total disputed amount (including tax)
- The date the dispute is issued and the due date of the dispute
- A reason for the dispute must be entered
- Allow you to update the contact method and best time to reach the customer if contact is by phone

**Note:** Phone numbers and email address must be updated prior to accessing the OBA Factsheet

- Display how many days the locks will be applicable for
- Display that scripting has been provided to the customer
- Create and Cancel buttons

OBA Workflow

Finish

1

2

3

Select Products

Create Case

Confirmation

Previous

Next

Create Case

Billor Name:

CPA Dispute:

☒ Yes
 ☐ No

Disputed Products Selected

☒ Change Amount

Product	Dollar Amount	Start Date	End Date	Product Unique Identifier	Dispute Start Date	Dispute End Date	Disputed Amount

Total Disp Amount Rentals:

Total Disp Amount Loans:

Total Disp Amount Stnd Req:

Total Disp Amount:

Date of Dispute:

Due Date:

Reason for Dispute:

Customer Information

Customer Name:

Pref. Contact Method:

CONTACT1

Best Time to Contact:

Contact 1:

Contact 2:

Email:

Others

Incoming payment Lock:

☒ Yes
 ☐ No

Incoming Payment Lock Duration:

45 Days

Dunning Lock:

☒ Yes
 ☐ No

Dunning Lock Duration:

45 Days

Scripting Provided to Customer:

☒ Yes
 ☐ No

Outgoing Payment Lock Duration:

☐ Yes
 ☒ No

Outgoing Payment Lock Duration:

45 Days

Confirm Dispute Creation

Cancel

## Confirmation Page:

This screen will:

- Display successful messages for the creation of the case, sending the email, adding an interaction record and adding locks
- Display the customer's outstanding balance after the disputed amount has been put on hold
- List all OBA disputes on the account

**OBA Workflow** Back

Finish

✓ Case Number [REDACTED] is successfully created

✓ Interaction Record [REDACTED] created for Business Partner [REDACTED]

✓ Email sent successfully for Case# [REDACTED]

5 Messages

1 — 2 — 3

Select Products    Create Case    Confirmation

Previous    Next

---

**Confirmation**

Outstanding Balance after Disputes: [REDACTED]

**Disputes**

☒ Send Email

Dispute State	Category	Case Number	Billor	Date opened	Original Due Date	Reversal Reason	CPA
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

## Other Items:

### Protection Plans:

- If the account has only **ONE** Protection Plan billing and one corresponding Discount, select both items for dispute
- If the account has **More than ONE** Protection Plan billing and at least one Discount, select **only the Protection Plan(s)** in dispute. It is not necessary to select the discount(s), as the Biller will have the information required to determine which plan benefits from the discount.

### Final Invoices:

- The final bill out of a rate ready charge will not show in the OBA Factsheet until after the final invoice is produced.

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## HANDLING AN OBA DISPUTE

Prior to creating a dispute:

- Always remember to validate the customer's email address and contact phone number prior to creating the dispute as this information is not editable inside the OBA Factsheet

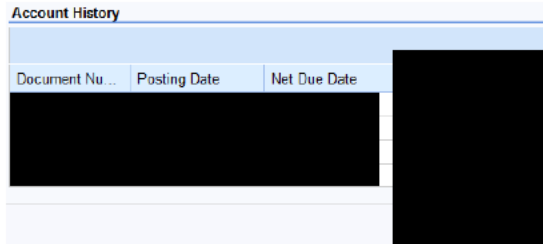
### Step 1: Educate the customer about Enbridge and the Biller

*"You have reached the Billing department at Enbridge Gas the regulated utility. The charge on your bill is from (Biller's name) and is not related to the services provided by Enbridge Gas. I am able to view the charges on your invoice but I have limited access."*

### Step 2: Review the Vendor Dispute Checklist:

Review the following items in this checklist prior to creating a Dispute Case.

<p>1. Check the bill to confirm there are no corresponding credits</p>	<ul style="list-style-type: none"> <li>• To quickly check for corresponding credit, go to the <b>Account Balance Item &gt; Account History</b> screen. Click on <b>Origin Text</b> and filter to only see <b>Request</b> which will only display Biller charges/credits. Manual</li> </ul>
--	--

to off-set the disputed charge in question.	<p>Postings will show OBA credits if case worked was overdue.</p>  <ul style="list-style-type: none"> <li>If there are credits on the bill advise the customer and refer them to their vendor for further explanation, if necessary.</li> </ul>
2. Ensure that you know which Biller the dispute is for	<ul style="list-style-type: none"> <li><b>For example:</b> Biller A rental water heater was replaced by Biller B. Which Biller is responsible for the dispute? Would this be Biller A because they are continuing to bill for the rental, or would this be Biller B because they advised they would credit the customer?</li> <li>This dispute process <b>does not apply</b> to commodity charges or out-of-franchise non-gas accounts.</li> </ul>
3. Question the customer for more information before raising the dispute.	<ul style="list-style-type: none"> <li>Perhaps the customer only wants the PAP withdrawal suspended for that month instead of actually disputing the charge</li> </ul>
4. Check to see if a dispute already exists for the same Biller, same product. Check for open and resolved dispute cases	<ul style="list-style-type: none"> <li>The OBA Factsheet will not allow a new dispute to be raised if a dispute already exists for the same Biller, same product.</li> <li>If the customer is still complaining about a resolved case, follow process to reinstate the dispute</li> </ul>
5. Is the dispute older than 2 years?	<ul style="list-style-type: none"> <li>The customer must contact the Biller for any refunds older than two (2) years.</li> </ul>

### Step 3: Determine if this is a CPA Dispute:

Determine if the dispute falls under the **Consumer Protection Act (CPA)**, and must therefore be responded to within 15 days. **The dispute falls under the CPA if the customer:**

- Claims they did not sign a contract (for the product or service being charged)
- Did not receive a copy of the contract
- Claims that a door-to-door sales representative misrepresented themselves, to persuade the customer to sign the contract
- Misrepresented the company they worked for, and claimed to work for either the government or for Enbridge
- Told the customer he was required by Enbridge or by law to replace a water heater
- Told the customer he would get "credits" on his Enbridge account
- Tricked the customer into showing his Enbridge account

**NOTE:** CPA Disputes follow the normal 2 year timeframe for disputed charges, however agents should probe if a customer mentions being billed for many months/years and having never signed a contract. Please ask clarifying questions as this may just be a regular vendor dispute rather than a CPA dispute.

### Step 4: Advise the customer about the dispute process:

Use the suggested scripting below (as applicable) to educate the customer about the dispute process:

**Note:** When advising the customer of emails, advise they will receive an email for each item disputed.

*For charges older than 2 years: “Please note that Enbridge can only process disputes up to a maximum of 2 years from the initial date of the dispute. You will need to contact your biller for any disputes older than 2 years.”*

*[If recurring charge is being disputed, also:] “You should be aware that since this is a recurring charge, you will continue to see new charges on your bill until the dispute is resolved by your Biller, or removed by Enbridge.”*

**Email Address on File:** *“I am forwarding your account for further review to ensure the issue will be resolved. This process could take up to 15/45 days (CPA or Non-CPA). I will send your dispute details including an outline of the dispute process to you via email. Please keep this information handy for when your Biller contacts you. Keep an eye on your junk email folder in case it ends up there. The email you receive will show an amount disputed. Please keep in mind if a credit is due to you, it may be different depending on the resolution you discuss with the Biller. In the meantime, please pay \$xx.xx by <date> and I will put a hold on this charge(s) for you.”*

**No Email Address:** *“I am forwarding your account for further review to ensure the issue will be resolved. This process could take up to 15/45 days (CPA or Non-CPA). I’m going to provide you with your reference number so that you’ll have it handy when your Biller contacts you.”*

*Am I able to send the dispute details to you via email?*

- **YES** – *“Great! To which email address can I send the dispute details? Keep an eye on your junk email folder in case it ends up there. In the meantime, please pay the following amount of \$xx.xx by <date> I will put a hold on this charge(s) for you.”*
- **NO** – *“Your reference number is xxxxx <provide case number>. Please keep it handy for when your Biller contacts you using a 1-800 number. In the meantime, please pay the following amount of \$xx.xx by <date> and I will put a hold on this charge(s) for you.”*

### **Step 5: Creating the Dispute:**

**Important:** Prior to creating a dispute, always remember to validate the customer’s email address and contact phone number as this information is not editable inside the OBA Factsheet

1. Select **OBA Factsheet** from the Navigation Panel in the CIC
2. Select the OBA item(s) to be disputed
3. Click **Next**



[illegible]

4. If the dispute is a non-CPA dispute, then change the radio button to **No**
5. If applicable, change the Dispute Start Date using the dropdown arrow
6. Enter the reason for the dispute
7. Update the preferred contact method
8. Update the best time to contact if the customer would like to be contacted by phone
9. If the Agent is unable to provide the customer with applicable scripting (i.e: call disconnects in error) change the Scripting button to **No**  
**Note:** There should not be any reason to change the Lock buttons
10. Click **Confirm Dispute Creation**

**OBA Workflow**

Finish

1 2 3

Select Products Create Case Confirmation

Previous Next

**Create Case**

Billor Name: [REDACTED]

CPA Dispute: ☐ Yes ☒ No 4

**Disputed Products Selected**

☒ Change Amount

Product	Dollar Amount	Start Date	End Date	Product Unique Identifier	Dispute Start Date	Dispute End Date	Disputed Amount
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Total Disp Amount Rentals: [REDACTED]

Total Disp Amount Loans: [REDACTED]

Total Disp Amount Stnd Req: [REDACTED]

Total Disp Amount: [REDACTED]

Date of Dispute: 2019/05/02 Due Date: [REDACTED]

Reason for Dispute: 6

**Customer Information**

Customer Name: [REDACTED] 7

Pref. Contact Method: [REDACTED]

Best Time to Contact: [REDACTED] 8

Contact 1: [REDACTED] Contact 2: [REDACTED]

Email: [REDACTED]

**Others**

Incoming payment Lock: ☒ Yes ☐ No

Incoming Payment Lock Duration: 75 Days

Dunning Lock: ☒ Yes ☐ No

Dunning Lock Duration: 75 Days

Scripting Provided to Customer: ☒ Yes ☐ No

Outgoing Payment Lock Duration: ☐ Yes ☒ No

Outgoing Payment Lock Duration: 75 Days

9

☒ Confirm Dispute Creation 10

11. Click Yes to confirm the creation of the dispute

Dispute Creation -- Webpage Dialog

Are you sure you want to create New Dispute ?

Yes No

On the confirmation page you will receive:

- Confirmation messages
- The customer's balance after disputes
- Summary of the Disputes section

**Note:** If multiple items were selected, then multiple cases will be displayed. CIS will automatically create the correct case types based on the products selected.

OBA Workflow

Back

Finish

Case Number [REDACTED] is successfully created

Interaction Record [REDACTED] created for Business Partner [REDACTED]

Email sent successfully for Case# [REDACTED]

5 Messages

1

2

3

Select Products

Create Case

Confirmation

Previous

Next

Confirmation

Outstanding Balance after Disputes: 1,400.07

Disputes

☒ Send Email

Dispute State	Category	Case Number	Billor	Date opened	Original Due Date	Reversal Reason	CPA
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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## LOCK RULES

- Locks will be applied automatically as applicable (refer to the chart below)
- If there is an existing lock and a dispute is issued, the existing locks will be extended to the required dates
- If a new dispute is created while there is an existing one on file, the lock will be **adjusted** based on below logic:
  - For **contract account level** locks (ie: incoming, outgoing payment, and dunning locks): there is check on the basis of lock duration. Based on CPA/Non-CPA, if the old lock is expiring prior to 15days/45 days, a new lock will be placed automatically when new dispute is created
  - For **item level** locks (ie: posting/clearing and dunning locks): the new lock will always be placed automatically at item level

Lock type:	Lock applied at (level):	Duration:	Reason:
Dunning Lock	<ul style="list-style-type: none"> <li>Item level (for a lump sum one-time charge dispute)</li> <li>Account level (for recurring monthly charge disputes)</li> <li>Account level if the item is cleared</li> </ul>	<ul style="list-style-type: none"> <li>45 days (CPA dispute)</li> <li>75 days (non-CPA dispute)</li> </ul>	This will prevent Late Payment Penalties (LPP) from billing
Posting/Clearing Lock	<ul style="list-style-type: none"> <li>Item level</li> <li>If the item is</li> </ul>	<ul style="list-style-type: none"> <li>45 days (CPA dispute)</li> </ul>	This will prevent any payment made by the customer from clearing the disputed item

	cleared, then no lock will be applied	<ul style="list-style-type: none"> <li>75 days (non-CPA dispute)</li> </ul>	
<b>Incoming Payment Lock (for PAP customers)</b> <b>**Only if the customer does not want the full value of the invoice withdrawn via PAP.</b>	<ul style="list-style-type: none"> <li>Account level</li> </ul>	<ul style="list-style-type: none"> <li>45 days (CPA dispute)</li> <li>75 days (non-CPA dispute)</li> </ul>	<b>** This will prevent the invoice from being withdrawn via PAP.</b>  <b>NOTE:</b> Customer will need to pay by alternate method (for example: bank, cheque, web banking).
<b>Outgoing Payment Lock (for final accounts)</b>	<ul style="list-style-type: none"> <li>Account level</li> </ul>	<ul style="list-style-type: none"> <li>1 day later than the Posting/Clearing lock (above)</li> </ul>	This will prevent the workflow from refunding any credit sent by the Biller before it clears the item(s) in dispute

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## EMAILS

- There will be two emails generated from the OBA Factsheet, when a case is generated and when a case is completed by the Biller
- A separate case will be issued for each open bill item even if it is created in the same dispute
- A separate email will be sent for each product disputed (if the customer selects a protection plan and a discount, this will send two emails)
- Emails can be resent from the OBA Factsheet, by selecting the applicable dispute and selecting **Send Email**

Send Email

Disputes								
<input checked="" type="checkbox"/> Send Email								
Dispute State	Category	Case Number	Billor	Date opened	Original Due Date	Reversal Reason	CPA	

- Emails can be viewed or resent using the Correspondence History screen
    - Click the link in the Key column to view the email
    - Click **Reissue** to resend the email
- Note:** Disputes that are in the Canceled state on the OBA Factsheet will show as Completed in the Correspondence List

Correspondence List

Key	Corr. ID	Created On	Time	T...	Issue Date	Issue...	Actions
00KY00							

This dispute will be in the Canceled status on the OBA Factsheet

Update: Dispute on your Enbridge bill

@enbridgegas.com

@enbridgegas




@enbridgegas


ENBRIDGE

Let's Make Energy

Dear H,

**Dispute Created Example:**

 @enbridgegas.com @enbridgegas @enbridgegas



Dear [REDACTED]

[REDACTED]

[REDACTED] is not owned by or affiliated with Enbridge, we encourage you to work with them directly.

[REDACTED]

activity or late payment charges are applied to that portion of your bill. If this is a monthly charge, you may see it on a future bill until the dispute has been resolved. You can disregard those charges and continue to pay the other charges on your bill.

We'll provide updates on the status of your dispute on your monthly bill under the Charges From Other Companies section.

If [REDACTED] does not contact you to resolve this issue within 45 days, Enbridge will remove [REDACTED] charge from your bill and make adjustments in the amount of \$ 11.29 + tax. If [REDACTED] considers these charges valid they may pursue these charges. This will have no impact to your Enbridge account.

If you have other questions about the [REDACTED]

[REDACTED]

Sincerely,

Customer Care

*Please do not respond to this email. This mailbox is not monitored and unable to receive replies.*

**Dispute Created for Discount:**



@enbridgegas.com



@enbridgegas



@enbridgegas



Dear [REDACTED]

A dispute for [REDACTED] has been created and they have been notified.

[REDACTED] is not owned by or affiliated with Enbridge, we encourage you to work with them directly.

We have placed a hold [REDACTED] to ensure no collection activity or late payment charges are applied to that portion of your bill. If this is a monthly charge, you may see it on a future bill until the dispute has been resolved. You can disregard those charges and continue to pay the other charges on your bill.

We'll provide updates on the status of your dispute on your monthly bill under the Charges From Other Companies section.

If [REDACTED] does not contact you to resolve this issue within 45 days, Enbridge will remove [REDACTED] charge from your bill and make adjustments in the amount of \$ 2.26- + tax. If [REDACTED] considers these charges valid they may pursue these charges. This will have no impact to your Enbridge account.




If you have other questions about the [REDACTED]


Sincerely,

Customer Care

*Please do not respond to this email. This mailbox is not monitored and unable to receive replies.*

**Dispute Resolved:**

 @enbridgegas.com @enbridgegas @enbridgegas

  
Life Takes Energy®

Dear [REDACTED]

We are confirming that [REDACTED] will be making an adjustment to your Enbridge bill. This adjustment may take up to 60 days to be applied.

We have placed a hold on the account for the charge so that no collection activity or late payment charges are applied to that portion of the bill. If this is a monthly charge, you may see it on a future bill. You can disregard the [REDACTED] line item and continue to pay the other charges on your bill.

If you have other questions about this adjustment, please contact [REDACTED]  
[REDACTED]

Sincerely,

Customer Care

*Please do not respond to this email. This mailbox is not monitored and unable to receive replies.*

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#### ACCESS A CASE FOR AN ACTIVE DISPUTE

**Note:** Once a case is completed, it cannot be accessed from this screen

1. Select **OBA Factsheet** from the Navigation Panel
2. Double click on the corresponding link under Active Case numbers

**OBA Workflow** Back

Finish

1 Select Products    2 Create Case    3 Confirmation

Previous Next

**Select Products**

**Rentals & Loans**

Billor Name	Product	Dollar Amount	Start Date	End Date	Active Dispute	Dispute Date	Active Case Numb...	Product Unique Id...
[Redacted]								

**Standing Requests**

Billor Name	Product	Dollar Amount	Start Date	End Date	Active Dispute	Dispute Date	Active Case numb...	Product Unique Id...
[Redacted]								

Back 1 2 Forward

**Disputes**

☒ Send Email

Dispute State	Category	Case Number	Billor	Date opened	Original Due Date	Reversal Reason	CPA
[Redacted]							

The case will open through transaction launcher in Display mode. In order to update the case:

3. Click Switch between Display/Change and the fields will become editable.

**EMMA Case**

**Change Clarification Case 110305419** 3

Menu Save Back Exit Cancel System Switch between Display/Change Other Case Log Object Use in Other Cases

Case [Redacted] [Redacted]

Business Process [Redacted] Account Related Clarificatio... Status [Redacted]

Bus. Proc. Area [Redacted] Manual Clarification Cases Original Date [Redacted]

Case Category [Redacted] Description Due Date [Redacted]

Processor [Redacted] Forward Due To [Redacted] Priority [Redacted]

Prev. Processor [Redacted] Forwarding Reason [Redacted]

Objects Procs Notes Messages Addl Data

P	BObj	Short Description	Key	Description
		Contract Account	[Redacted]	[Redacted]
		Business Partner	[Redacted]	[Redacted]
		Bill Type Code	[Redacted]	[Redacted]
		Standing Request	[Redacted]	[Redacted]



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## MIDSTREAM CANCELLATIONS

In some situations an OBA bill out may not be included in the OBA factsheet. When this happens the charge can be manually added to the disputed amount by using the Change Amount button.

1. From the Account Balance Items screen, confirm the amount of the bill out (including tax) to be added to the disputed amount
2. On the OBA Factsheet, select the product being disputed
3. Click **Next**
4. Select the product being disputed
5. Click **Change Amount**

Create Case

Billar Name:

CPA Dispute:

☒ Yes ☐ No

Disputed Products Selected

Change Amount

5

Product	Dollar Amount	Start Date	End Date	Product Unique Ident...	Dispute Start Date	Dispute End Date	Disputed Amount

Total Disp Amount Rentals:

Total Disp Amount Loans:

Total Disp Amount Stnd Req:

Total Disp Amount:

Date of Dispute:

Due Date:

6. Click inside the Disputed Amount field and it will become editable
7. Add the original disputed amount + bill out amount (including tax) and enter it in the Disputed Amount field
8. Click **Save Amount**

Create Case

Billar Name:

CPA Dispute:

☒ Yes ☐ No

Disputed Products Selected

Save Amount

8

Product	Dollar Amount	Start Date	End Date	Product Unique Ident...	Dispute Start Date	Dispute End Date	Disputed Amount
							7

Total Disp Amount Rentals:

Total Disp Amount Loans:

Total Disp Amount Stnd Req:

Total Disp Amount:

Date of Dispute:

Due Date:

The Total Disp Amount fields will be updated.

Create Case								
Biller Name: <span style="background-color: black; color: black;">[REDACTED]</span> CPA Dispute: <input checked="" type="radio"/> Yes <input type="radio"/> No								
Disputed Products Selected								
<input type="checkbox"/> Change Amount								
Product	Dollar Amount	Start Date	End Date	Product Unique Ident...	Dispute Start Date	Dispute End Date	Disputed Amount	
[REDACTED]								
Total Disp Amount Rentals:		<input type="text"/>		<b>The Total Disp Amount fields will be updated</b>				
Total Disp Amount Loans:		<input type="text"/>						
Total Disp Amount Stnd Req:		<input type="text"/>						
Total Disp Amount:		<input type="text"/>						
Date of Dispute:		<input type="text"/>		Due Date:		<input type="text"/>		
Reason for Dispute: <input type="text"/>								

9. Proceed with completing the rest of the dispute.

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### BILL MESSAGES

- Customers' invoices will display a message if an active Biller dispute exists on the Contract Account at the time of bill print
- The dispute message will be displayed on the invoice if, at the time of the bill print, the dispute status is New or In Process or Completed or Cancelled
- The message will be displayed on the 'Charges from Other Companies' page.
- If the customer has multiple disputes against different Billers, each one will be displayed beneath their respective Biller
- The message will be displayed for Mass Market, Large Business Accounts, and Collective account invoices
  - Biller disputes on a Collective Child account will be displayed on the Collective Parent, but will not indicate which Child account has the dispute
- The message will be displayed in the customer's language on file (English or French)
- The dispute message will not be displayed on the invoice if, at the time of the bill print there are no current (new) charges for the specific Biller with the active dispute case
- The dispute message will not be displayed on the invoice if, at the time of the bill print, the dispute status is Cancelled due to a duplicate issue.

Dispute Case Messages			
Dispute Case Status	Cancelled Code	Message On Bill	Functionality
New		You have an active dispute on your account. Your dispute reference number is: xxxxxxxxxx	The New status triggers this message and will appear until the status changes.
In Progress		You have an active dispute on your account. Your dispute reference number is: xxxxxxxxxx	The In Progress status triggers this message and will appear until the status changes.
Completed		Enbridge has resolved the following "biller" dispute(s) xxxxxxxxxx. If "biller" determines that these charges are valid, they may pursue them outside of the Enbridge Billing Process.	The Completed status triggers this message.

Cancelled	DUPL		The Cancelled DUPL status will not trigger a message
Cancelled	MGMT		The Cancelled MGMT status will not trigger a message
Cancelled	NLVD	Enbridge has resolved the following "biller" dispute(s) xxxxxxxxxx. If "biller" determines that these charges are valid, they may pursue them outside of the Enbridge Billing Process.	The Cancelled NLVD status will trigger this message.
Cancelled	OBRB	"biller" has resolved the following dispute(s): xxxxxxxxxx For more information please contact "biller".	The Cancelled OBRB status will trigger this message.

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#### RELATED TOPICS

[Open Bill Access – Vendor Disputes – Lifecycle of a Dispute](#)

[Open Bill Access – Vendor Disputes – Follow-Up Process](#)

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