

From: [Shannon](#) [REDACTED]
To: [Donna Kinapen](#)
Subject: Re: Link to Procedural Order
Date: Monday, August 5, 2019 12:55:52 PM

August 5, 2019

Attn: Donna L. Kinapen
Manager, Consumer Policy & Compliance
Ontario Energy Board

RE: Procedural Order #1 Natural Gas service at [REDACTED]

Dear Donna,

Thank you to you and the Ontario Energy Board for taking our issue seriously and expediting a solution.

We have our life savings wrapped up in the addition to our home and our worries about the winter coming and new water lines freezing, let alone not having any heat have been alleviated after reviewing the two companies' proposals.

With the understanding that the 'administrative issues' mentioned in the letter from Epcor's representative, Patrick Welsh, can be solved by their August 15, 2019 date, my husband [REDACTED] and I would prefer that the line be brought to our property by Epcor. Not only will the significant cost savings be appreciated, it will also lessen the impact on our neighbours to the south by not having to run the line hundreds of feet along (and into) into the edge of their corn field.

Once the Ontario Energy Board direction has been received by Epcor, we will reach out to Mr. Reg Thompson with Enbridge Gas to have our payment returned to us.

Please let us know the next steps in the process.

With sincere appreciation,

Shannon [REDACTED]
[REDACTED]
[REDACTED]

On Fri, 2 Aug 2019 at 15:02, Donna Kinapen <Donna.Kinapen@oeb.ca> wrote:

Good afternoon Shannon. As discussed, here are the two proposals submitted by Epcor and Enbridge with respect to Procedural Order #11 regarding service to your property. Please take an opportunity to review and consider and we can touch base early next week if you have any questions. Alternately, you have the option to submit a letter of comment on the file (EB-2017-0108) if you would like your views on the record.

Have a good long weekend.

Sincerely, Donna.

Donna L. Kinapen

Manager, Consumer Policy & Compliance

Ontario Energy Board

Phone 416-544-5181

Fax 416-440-7656

Email donna.kinapen@oeb.ca

From: Donna Kinapen
Sent: Wednesday, July 24, 2019 4:07 PM
To: 'shannon.' [REDACTED]
Subject: Link to Procedural Order

Good afternoon Shannon.

Further to our discussion, here is the [link](#) to all of the documents related to the issue before the OEB with respect to overlapping service areas for Epcor and Enbridge (formerly Union). The first document is the procedural order issued yesterday, you will also see your redacted letter of comment further down the list. When Epcor and Enbridge file their proposals they will also be included here.

If you have any questions please do not hesitate to reach out to me. I will keep you updated as soon as I have any additional information, we are working to find a solution as quickly as possible.

Sincerely, Donna.

Donna L. Kinapen

Manager, Consumer Policy & Compliance

Ontario Energy Board

Phone 416-544-5181

Fax 416-440-7656

Email donna.kinapen@oeb.ca

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Shannon
