

ONTARIO ENERGY BOARD

Enbridge Gas Inc. (EG)

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

INTERROGATORIES

of

VISTA Credit (VISTA)

1. **Reference:** ExB/T2/S2/p.2, paragraph 6.

Question:

Please advise whether EG takes any steps to verify that the customer has agreed to resolution of the Biller dispute.

2. **Reference:** ExB/T2/S2/p.2, paragraph 6.

Questions:

- (a) Would EG be able to institute a process which requires;
- (i) The customer to contact EG to verify resolution of a dispute?
 - (ii) The Biller to provide EG with an acknowledgement signed by the customer to verify resolution of a dispute?

In each case, please identify any concerns or impediments to implementing such a process.

- (b) Would EG's systems be capable of providing, or could they be modified to provide, on-line functionality for an OBA customer to provide instructions regarding addition/deletion/reinstitution of OBA charges on their EG bill? If modification would be required, please comment on cost and time required for such modifications.

3. **Reference:** ExB/T2/S2/Att2/p.1. The OBA User Manual indicates that in the event of a customer dispute new transactions sent by the Biller for the customer with the same Bill Type Code will be blocked.

Question:

Please confirm that transactions may still be submitted by the Biller for the customer using a different bill type code, even if not previously used.

4. **Reference:** ExB/T2/S2/Att2/p.2; Exhibit I.Vista.4, Attachment 1, pp.6 and 11.

Questions:

- (a) The referenced evidence appears to indicate that recurring charges, like water heater rental charges or monthly HVAC appliance protection plan charges, are not removed from the bill in the event of a dispute between a customer and the Biller levying such charges. Please confirm whether this is the case.
- (b) The referenced evidence appears to indicate that in the event of a dispute involving a recurring charge, customers are advised that they need not pay such recurring charges during the currency of a dispute;
 - (i) if they call in and speak to an EG customer service representative; and
 - (ii) in an on bill message.

Please confirm that this is the case and whether there are any other mechanisms used for so advising the customer.

5. **Reference:** ExB/T2/S1/p.1, para. 3, item i).

One of the unsettled items in this case includes what control OBA customers should have over the addition of charges on their EG bill.

Questions:

- (a) Please confirm that Billers need not produce any documentary acknowledgment from a customer in order to add charges to that customer's bill.
- (b) Could EG institute a process which requires a Biller to provide a signed acknowledgement from a customer in order to add charges to that customer's bill? Please identify any concerns or impediments to implementing such a process.

6. **Reference:** ExB/T2/S2/p.3, Table 1.

Questions:

- (a) Please disaggregate the data provided in the first row of the referenced table (Total Disputes) to indicate;
 - (i) How many of the disputes are single disputes per customer for a single product or charge.
 - (ii) How many of the disputes represent two disputes per customer for a single product or charge.
 - (iii) How many of the disputes represent three or more disputes per customer for a single product or charge.

If EG is unable to provide data to the level of a single product or charge, please provide the data to the level of a single customer (i.e. how many are; (i) a single dispute from a single customer; (ii) two disputes from a single customer; (iii) three or more disputes from a single customer).

TOR_LAW\ 10139666\1