

**Enbridge Gas Inc. (Enbridge) Interrogatories
Application for Open Bill Access (OBA) Services
Enercare Inc. (Enercare)
EB-2018-0319
December 3, 2019**

**Enercare-Enbridge-1
Current OBA Complaint and Dispute Management Process
Ref: EB-2018-0319 Exhibit B – Tab 2 - Schedule 2**

Preamble: In paragraph 2, Enbridge states that it logs disputes as “CPA” or “non-CPA” in the Enbridge Gas Dispute Tracker.

Questions:

- (a) Please provide examples of the most common types of CPA and non-CPA disputes logged by Enbridge.
- (b) Please provide a revised version of Table 1 that presents the Total Disputes per Year by “CPA” and “non-CPA” types.

**Enercare-Enbridge-2
Current OBA Complaint and Dispute Management Process
Ref: EB-2018-0319 Exhibit B – Tab 2 - Schedule 2**

Preamble: In paragraph 3, Enbridge states that Enbridge customers may raise disputes online or over the phone.

Questions:

- (a) Does Enbridge track the number of complaints specifically about the OBA dispute process?
- (b) If yes, how many complaints did Enbridge receive in 2014, 2015, 2016, 2017 and 2018?

**Enercare-Enbridge-3
Current OBA Complaint and Dispute Management Process
Ref: EB-2018-0319 Exhibit B – Tab 2 - Schedule 2**

Preamble: Paragraphs 1 to 9 describe the circumstances in which a charge is taken off of a bill under Enbridge’s dispute resolution process. Table 1 presents the Total Disputes per Year and Total Number of Bills per Year.

Questions:

- (a) For each of 2014, 2015, 2016, 2017 and 2018, please provide the total number of charges that:
 - (i) were removed from the bill under the outcome described in paragraph 5(i);
 - (ii) were removed and blocked from the bill under the outcome described in paragraph 5(ii); and

- (iii) the customer agreed to pay under the outcome described in paragraph 5(iii).
- (b) For each of 2014, 2015, 2016, 2017 and 2018, please provide the total number of disputes where:
 - (i) the dispute process was reinstated after being recorded as resolved (as described in paragraph 6); and
 - (ii) the charges were credited back to the customer after the dispute process was reinstated (as described in paragraph 7).
- (c) If Enbridge does not have the information necessary to answer questions (a) and (b), please provide Enbridge's best estimate of the proportion of disputes that result in the removal of charges from the bill under Enbridge's dispute process.

Energcare-Enbridge-4
Current OBA Complaint and Dispute Management Process
Ref: EB-2018-0319 Exhibit B – Tab 2 - Schedule 2

Preamble: Paragraph 8 (and Attachment 3 referred to therein) provides an updated response to Vista interrogatory #4. Attachment 3 states, at page 6 of 22: "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."

Questions:

- (a) Does Enbridge track how many customers request such separate invoices?
- (b) If yes, how many customers make such requests?

Energcare-Enbridge-5
Exit & Termination Fees
Ref: EB-2018-0319 Exhibit B – Tab 2 – Schedule 3

Preamble: Table 4 presents Transactions & Total OBA Bills. Table 6 presents the Number of Disputes & Total OBA Disputes.

Question: Please confirm the accuracy of the table below based on information contained in Tables 4 and 6.

	2014	2015	2016	2017	2018
Number of Rental Buyout & Other Post Contract Items Transactions	60,189	54,634	62,170	195,598	80,762
Number of Disputes Related to Rental Buyout & Other Post Contract Items	2,000	1,684	1,953	2,070	1,937
Percentage	3.32%	3.08%	3.14%	1.06%	2.40%

Enercare-Enbridge-6
Exit & Termination Fees
Ref: EB-2018-0319 Exhibit B – Tab 2 – Schedule 3

Preamble: Table 1 contains 11 bill type codes related to rental buyout and other post-contract items.

Question: For each of 2014, 2015, 2016, 2017 and 2018, please provide the total number of rental buyout and other post-contract items that were ultimately removed from the bill under Enbridge's dispute process.