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**VIA EMAIL, RESS and COURIER**

January 15, 2020

Ms. Christine E. Long  
Board Secretary  
Ontario Energy Board  
2300 Yonge Street, 27th Floor  
Toronto, ON M4P 1E4

Dear Ms. Long:

**Re: EB-2019-0194 Enbridge Gas Inc. ("Enbridge Gas")  
2020 Rates – Evidence on Enbridge Gas eBill Practices and Updated  
Evidence on Incremental Capital Module)**

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As per the Ontario Energy Board's ("the Board") Decision on Settlement Proposal and Interim Rate Order dated December 5, 2019 in the 2020 Rates proceeding, EB-2019-0194, please find enclosed Enbridge Gas's evidence on eBilling, filed at Exhibit B, Tab 3, Schedule 1.

Also enclosed is the 2020 Incremental Capital Module ("ICM") evidence updated as follows:

- In its Decision in the above noted proceeding, the Board approved a Price Cap Index ("PCI") of 1.31% (based on an inflation factor of 1.61% and the X factor of 0.30%) for 2020 rates. The 2020 ICM evidence filed at Exhibit B, Tab 2, Schedule 1, as well as associated appendices E to I have been updated accordingly to reflect a PCI of 1.31% and its corresponding impact on the ICM threshold, ICM funding request, ICM revenue requirement, ICM unit rates and ICM bill impact for both EGD and Union Rate Zones. The original 2020 ICM evidence was based on a PCI of 1.36%.
- The Windsor Line Replacement Project in the Union Rate Zones is now classified as a distribution asset consistent with the design of the pipeline as described in EB-2019-0172 (Windsor Line Replacement Project Leave to Construct) evidence. The ICM cost allocation for this project has been updated accordingly. The ICM cost allocation for the Windsor Line Replacement Project was originally filed as "Other Transmission".

Please contact the undersigned if you have any questions.

Yours truly,

(Original Signed)

Rakesh Torul  
Technical Manager,  
Regulatory Applications

cc: David Stevens, Aird and Berlis LLP  
EB-2019-0194 Intervenors

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ENBRIDGE GAS INC. 2020 RATE APPLICATION  
INCREMENTAL CAPITAL MODULE

1. This evidence supports Enbridge Gas's request for incremental capital module ("ICM") funding for capital investments that are not funded through existing rates. The Board approved the use of an ICM to fund incremental capital during Enbridge Gas's 2019-2023 deferred rebasing period as part of the MAADs Decision.<sup>1</sup> Enbridge Gas received approval for ICM funding by the Board in 2019 for the Kingsville Reinforcement Project and Stratford Reinforcement Project as part of the 2019 Rates Decision.<sup>2</sup> In this application, Enbridge Gas is seeking ICM funding for two projects in 2020 – the NPS 30 Don River Replacement Project in the EGD rate zone and the Windsor Line Replacement Project in the Union rate zones.
2. This evidence is organized as follows:
  1. Capital Planning Overview
  2. Eligibility for Incremental Capital
    - 2.1 Materiality
    - 2.2 Need
    - 2.3 Prudence
  3. Customer Consultation
  4. Calculation of Revenue Requirement
  5. Cost Allocation
  6. ICM Unit Rates
  7. ICM Bill Impacts

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<sup>1</sup> EB-2017-0306/EB-2017-0307, Decision and Order, August 30, 2018. The Decision and Order was later amended by the Board on September 17, 2018 with no material changes.

<sup>2</sup> EB-2019-0305, Decision and Order, September 12, 2019.

## **1. CAPITAL PLANNING OVERVIEW**

3. Enbridge Gas filed a Utility System Plan (“USP”)<sup>3</sup> which included an Asset Management Plan (“AMP”) for each of the EGD and Union rate zones<sup>4</sup> as part of its 2019 Rates Application (EB-2018-0305) in support of its ICM requests. In the 2019 Rates Decision, the Board found the USP and AMPs acceptable for the purposes of considering the ICM funding requests.<sup>5</sup>
4. As directed in the MAADs Decision, Enbridge Gas will file a consolidated USP to support any ICM requests for 2021 and beyond with its 2021 Rates Application.
5. In support of the 2020 ICM request, Enbridge Gas is filing an Asset Management Plan (“AMP”) Addendum<sup>6</sup>. The Addendum provides an update for budget year 2020 for the EGD and Union rate zones AMPs filed in the USP as part of 2019 Rates Application. The Addendum is not a stand alone document and should be reviewed in conjunction with the two previously filed AMPs. The principles outlined in each of the AMPs filed with the 2019 Rates Application have not changed and the identified asset life cycle strategies have no material changes. Emerging needs, investments, or changes since the AMPs were filed are addressed in the AMP Addendum. Examples in the EGD rate zone include the addition of a new Clarington to Cathcart Integrity Retrofits project, the exclusion of the NPS 20 Don River Relocation based on the assumption that it is 100% rebillable, and the deferral to confirm scope and timing of the Corunna (SCOR) Meter Area Upgrade project. Examples for the Union rate zone include the Waubuno Pool project where pre-spend capital was moved from 2020 to 2021, the addition of the 2021 Kirkwall Hamilton NPS 48 project, additional integrity

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<sup>3</sup> EB-2018-0305, Exhibit C1, Tab 1, Schedule 1.

<sup>4</sup> EB-2018-0305, Exhibit C1, Tab 2, Schedule 1 for the EGD rate zone and Exhibit C1, Tab 3, Schedule 1 for the Union rate zones.

<sup>5</sup> EB-2018-0305, Decision and Order, September 12, 2019, p. 19.

<sup>6</sup> Exhibit C, Tab 1, Schedule 1.

work, the shift of Kingsville project costs to 2020 and the deferral of the Sarnia Industrial Line Reinforcement project to 2021.

6. Each AMP identifies how Enbridge Gas plans, manages and develops the distribution, transmission, and storage systems for each of the EGD and Union rate zones, and determines the capital investment requirement while balancing risk, performance and cost. The identification of the need for a capital expenditure can either be to satisfy a growth requirement or to resolve degraded condition or performance of an existing asset. In either case, the process to create a new asset is the same. Through the budgeting process, the risks that each project is mitigating are re-evaluated and endorsed.
7. As there are finite resources to complete capital projects, projects are selected for the AMP on the basis of their relative priority. All projects are evaluated and prioritized/optimized to ensure that capital resources are employed to address the highest priority items across all asset categories.
8. Enbridge Gas methodology for project prioritization/optimization considers risk, customer input and preferences, resource availability and asset portfolio strategies. More details on the project prioritization/optimization can be found in each of the EGD and Union AMPs.
9. The historical and forecast capital investments<sup>7</sup> by category for the 2014 to 2023 period are shown in Table 1 for the EGD rate zone and Table 2 for the Union rate zones. These capital investments will allow Enbridge Gas to continue to meet customer needs and ensure safe and reliable delivery of natural gas to customers.

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<sup>7</sup> In-service capital for the year.

Table 1

Capital Expenditures by category (2014-2023) – EGD Rate Zone (\$ millions)

Line No.	Category	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Actual
		(a)	(b)	(c)	(d)	(e)
1	General Plant	69.0	91.9	82.6	48.1	47.3
2	System Access <sup>5</sup>	112.8	105.2	118.3	109.3	108.9
3	System Renewal	96.5	102.7	109.1	102.2	92.3
4	System Service	190.5	569.6	127.1	20.2	22.9
5	Total Overhead	141.3	145.9	156.4	148.1	140.2
6	<b>Total - EGD Rate Zone</b>	<b>610.1</b>	<b>1,015.3</b>	<b>593.5</b>	<b>427.8</b>	<b>411.6</b>

Line No.	Category	2019 Forecast	2020 Budget	2021 Budget	2022 Budget	2023 Budget
		(f)	(g)	(h)	(i)	(j)
1	General Plant	66.3	46.8	67.2	51.1	31.6
2	System Access <sup>8</sup>	133.2	131.4	127.8	127.4	127.5
3	System Renewal	125.1	168.8	188.9	355.2	171.8
4	System Service	24.9	13.4	11.3	23.4	14.1
5	Total Overhead	135.9	156.8	140.8	143.9	148.4
6	<b>Total - EGD Rate Zone</b>	<b>485.5</b>	<b>517.2</b>	<b>536.0</b>	<b>701.1</b>	<b>493.4</b>

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<sup>8</sup> System access capital does not include Community Expansion and Compressed Natural Gas.

Table 2

Capital Expenditures by category (2014-2023) – Union Rate Zones (\$ millions)

Line No.	Category	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Actual
		(a)	(b)	(c)	(d)	(e)
1	General Plant	56.5	51.4	44.8	42.8	48.0
2	System Access <sup>6</sup>	83.9	107.8	105.6	96.2	83.5
3	System Renewal	83.8	73.0	76.3	87.6	102.5
4	System Service	190.4	391.5	734.3	412.2	198.1
5	Total Overhead	68.2	71.5	77.2	78.6	81.0
6	<b>Total - Union Rate Zones</b>	<b>482.9</b>	<b>695.2</b>	<b>1,038.2</b>	<b>717.5</b>	<b>513.1</b>

Line No.	Category	2019 Forecast	2020 Budget	2021 Budget	2022 Budget	2023 Budget
		(f)	(g)	(h)	(i)	(j)
1	General Plant	49.0	52.0	65.8	61.4	63.5
2	System Access <sup>9</sup>	114.0	86.9	93.7	91.0	97.3
3	System Renewal	119.7	206.9	237.2	135.0	210.6
4	System Service	181.2	106.1	269.6	126.1	178.5
5	Total Overhead	76.0	76.4	80.0	80.0	80.0
6	<b>Total - Union Rate Zones</b>	<b>539.9</b>	<b>528.3</b>	<b>746.3</b>	<b>493.5</b>	<b>629.9</b>

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<sup>6</sup> System access capital does not include Community Expansion and Compressed Natural Gas.



### General Plant

10. General plant investments are modifications, replacements or additions to Enbridge Gas's assets that are not part of its commodity-carrying system including land and buildings, tools and equipment, fleet vehicles and electronic devices and software used to support day to day business and operations activities.
11. The historical and forecast general plant capital expenditures are presented in Appendix A in this exhibit, Table A for EGD rate zone and Table B for Union rate zones.

### System Access

12. System access investments are additions and modifications (including asset relocation) to Enbridge Gas distribution system that the utility is obligated to perform in order to provide a customer or group of customers with access to natural gas services via the distribution and transmission systems.
13. EGD rate zone system access capital expenditures are mainly driven by Customer Growth, Natural Gas for Vehicles (NGV) and third party driven rebillable relocation projects. Similarly, Union rate zones system access capital expenditures are driven by Customer Growth, and Municipal Replacement.
14. The historical and forecast system access capital expenditures are presented in Appendix A in this exhibit, Table C for EGD rate zone and Table D for Union rate zones.

### System Renewal

15. System renewal investments involve replacing and/or refurbishing system assets to extend the original service life of the assets and thereby maintain the ability of Enbridge Gas's system to provide customers with natural gas services.
16. EGD rate zone system renewal capital expenditures are mainly driven by Main Replacements, Meter Exchanges/Replacements, Compressor Equipment, Regulator Refits and Service Relays. Union rate zones system renewal capital expenditures are mainly driven by Stations Replacements, Vintage Pipeline Replacement, the Integrity Management Program, Compression Equipment, and the Meter Exchange Program.
17. The historical and forecast system renewal capital expenditures are presented in Appendix A in this exhibit, Table E for EGD rate zone and Table F for Union rate zones.

### System Service

18. System service investments are modifications to Enbridge Gas's distribution system to ensure the system continues to meet distributor operational objectives.
19. EGD rate zone system service capital expenditures are mainly driven by reinforcement projects and integrity initiatives. Union rate zones system service capital expenditures are mainly driven by transmission and distribution system growth, reinforcements, and class location initiatives.
20. The historical and forecast system service capital expenditures are presented in Appendix A in this exhibit, Table G for EGD rate zone and Table H for Union rate zones.

## **2. ELIGIBILITY FOR ICM CAPITAL**

21. In the MAADs Decision, the Board confirmed the availability of ICM funding for Enbridge Gas.<sup>10</sup> As set out in section 4.1.5 of the “Report of the Board – New Policy Options for the Funding of Capital Investments: The Advanced Capital Module, EB-2014-0219”, to be eligible for recovery, capital projects must meet the following criteria: materiality, need and prudence. Each of these criteria is described below in relation to Enbridge Gas’s ICM funding request for 2020.

### **2.1 MATERIALITY**

#### **Materiality Threshold Test**

22. As defined by the Board, “a capital budget will be deemed to be material, and as such reflect eligible projects, if it exceeds the Board-defined materiality threshold. Any incremental capital amounts approved for recovery must fit within the total eligible incremental capital amount (as defined in this ACM Report) and must clearly have a significant influence on the operation of the distributor; otherwise they should be dealt with at rebasing.”<sup>11</sup>

23. The Board determined the formula to be used to calculate the materiality threshold as follows:

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<sup>10</sup> EB-2017-0306/EB-2017-0307, Decision and Order, August 30, 2018, pp.30-34.

<sup>11</sup> EB-2014-0219 Report of the OEB – New Policy Options for the Funding of Capital Investments: The Advanced Capital Module, September 18, 2014, p.17.

$$\text{Threshold Value} = 1 + [(RB/d) * (g + PCI * (1 + g))] * ((1 + g) * (1 + PCI))^{n-1} + 10\%$$

Where:

RB = Rate base included in base rates (\$)  
d = Depreciation expense included in base rates (\$)  
g = Growth factor (%)  
PCI = Price cap index (%)  
n = Number of years since rebasing

24. The Board's ICM materiality threshold calculation results in a 2020 threshold value of /U  
\$487.1 million for the EGD rate zone and \$444.1 million for the combined Union rate  
zones. The materiality threshold establishes the minimum capital expenditures a  
utility must fund through base rates. The maximum eligible incremental capital  
investment for ICM funding is the amount of forecast capital expenditures in the year  
in excess of the threshold value. The calculation of the ICM materiality threshold  
value for EGD and Union rate zones is provided in Table 3 below.

Table 3  
ICM Threshold Capital Expenditure Calculation by Rate Zone

Line No.	Particulars (\$ millions)	EGD (a)	Union (b)	
1	Year	2020	2020	
2	Base Year	2018	2013	
3	Number of Years since rebasing (n)	2	7	
4	Price Cap Index (PCI) (%)	1.31%	1.31%	/U
5	Growth Factor (g) (%)	1.04%	1.54%	
6	Dead Band (%)	10%	10%	
7	Rate Base (RB)	6,246	5,331 <sup>12</sup>	
8	Depreciation (d)	305	239 <sup>13</sup>	
9	Threshold Value (%)	159%	186%	/U
10	Threshold Value	487.1	444.1	/U

25. A description of the Price Cap Index, growth factor, and rate base and depreciation amounts used in the threshold calculation are provided below.

#### Price Cap Index

26. The Board's threshold value calculation uses PCI to recognize the increase in revenue generated through annual rate increases in a price cap plan that could be used toward capital investment.

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<sup>12</sup> As per the MAADs Decision, the rate base and depreciation associated with projects that were found eligible for capital pass-through treatment during Union's 2014-2018 IRM term are added to the 2013 Board approved rate base and depreciation.

<sup>13</sup> *Ibid.*

27. Per the 2019 Rates Decision<sup>14</sup>, Enbridge Gas has used the current year PCI of /U 1.31%<sup>15</sup> in the ICM Threshold Capital calculation for both the EGD and Union rate zones.

#### Growth Factor

28. The 2020 growth factor for the EGD rate zone has been calculated by comparing the percentage difference in annual revenues between 2017 actual revenue and 2018 as the approved base year revenues. The revenue amounts are calculated at the 2018 base year rates.

29. The 2020 growth factor for the Union rate zones has been calculated by comparing the percentage difference in annual revenues between 2018 (the most recent complete year) and 2013 as the approved base year revenues. The revenue amounts are calculated at the 2013 base year rates.

30. To determine the revenue from general service rate classes, Enbridge Gas used the actual customer count and held the normalized average consumption/average use ("NAC/AU") per customer constant with the NAC/AU in base rates. This approach is consistent with the calculation of general service revenue in the 2019 growth factor calculation.

31. Enbridge Gas calculated the 2018 revenue from contract rate class using weather-actual data, as contract-rate customers are generally less weather sensitive and have

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<sup>14</sup> EB-2018-0305, Decision and Order, September 12, 2019.

<sup>15</sup> EB-2019-0194 Decision and Interim Rate Order, December 5, 2019; Schedule A Enbridge Gas Inc. Settlement Proposal Dated November 28, 2019 Exhibit N1, Tab 1, Schedule 1, pp 8.

a higher proportion of fixed cost recovery as compared to general service customers.  
Table 4 below shows the calculation of the 2020 growth factor.

Table 4  
2020 Growth Factor by Rate Zone

Line No.	Particulars	(\$ millions)
		(a)
	<u>EGD</u>	
1	2018 Board-approved Distribution Revenues	1,225.1
2	2017 Distribution Revenues	1,212.5
		<hr/>
3	2020 Growth Factor	1.04%
	<u>Union</u>	
4	2018 Distribution Revenues <sup>16</sup>	995.2
5	2013 Board-approved Distribution Revenues <sup>17</sup>	924.0
		<hr/>
6	2020 Growth Factor (Annualized)	1.54%

32. A detailed calculation of the revenues underpinning the growth factor for each rate zone is filed as Appendix B in this exhibit.

#### Rate Base and Depreciation

33. The threshold calculation uses the rate base and depreciation expense last approved by the Board. Accordingly, the threshold value for the EGD rate zone is based on EGD's 2018 Board-approved rate base and depreciation.

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<sup>16</sup> Includes regulated distribution and transmission revenues.

<sup>17</sup> *Ibid.*

34. Pursuant to the MAADs Decision, the threshold value for the Union rate zones is based on Union's 2013 Board-approved rate base and depreciation plus the 2019 forecast amount of rate base and depreciation associated with projects that were eligible for capital pass-through treatment and included in Union's base rates during Union's 2014-2018 IRM term.<sup>18</sup> The details of the rate base and depreciation amounts by rate zone are provided in Table 5 below.

Table 5  
ICM Threshold Rate Base and Depreciation Expense by Rate Zone

Line No.	Particulars (\$ millions)	Rate Base (a)	Depreciation (b)
	<u>EGD</u>		
1	2013 Board-Approved	6,246	305
	<u>Union</u>		
2	2013 Board-Approved	3,734	196
3	2019 Capital Pass-Through Amounts <sup>19</sup>	1,597	43
4	Total	5,331	239

Eligible Capital Amount

35. Table 6 below compares the 2020 in-service capital forecast to the ICM materiality threshold by rate zone to calculate the maximum eligible incremental capital.

<sup>18</sup> EB-2017-0306/EB-2017-0307, Decision and Order, September 17, 2018, p. 33.

<sup>19</sup> EB-2018-0305, Exhibit F1, Tab 2, Rate Order, Working Papers, Schedule 16, pp. 4-5.



Table 6  
Maximum Eligible Incremental Capital by Rate Zone

Line No.	Particulars (\$ millions)	EGD (a)	Union (b)	
1	2020 In-Service Capital Forecast	517.2	528.3	
2	Less: Materiality Threshold Value	487.1	444.1	/U
3	Maximum Eligible Incremental Capital	30.1	84.2	/U

36. The maximum eligible incremental capital for the EGD rate zone and Union rate zones is \$30.1 million and \$84.2 million, respectively. Enbridge Gas is seeking incremental ICM funding for specific discrete projects that fit within the maximum eligible incremental capital amount planned for each of the EGD and Union rate zones. /U

37. Table 7 below identifies the eligible capital projects and total in-service capital amounts for the ICM funding requests. Only projects that are discrete and material have been included.

Table 7  
2020 Incremental Capital Funding Request by Rate Zone

Line No.	Particulars (\$ millions)	Total Project In-service Amount	Total Project ICM Funding Request	Difference	
		(a)	(b)	(c) = (b-a)	
<i>2020 In-service Capital Forecast</i>					
<u>EGD Rate Zone</u>					
1	Don River Replacement Project (1)	35.4	30.1	(5.3)	/U
<u>Union South Rate Zone</u>					
2	Windsor Line Replacement Project (1)	91.9	84.2	(7.7)	/U
3	Total Incremental Capital Funding Request	127.3	114.3	(13.0)	/U

Notes:

- (1) The total project in-service capital amount was reduced so that the total project ICM funding request did not exceed the maximum eligible incremental capital from Table 6.

## **2.2 NEED**

### Means Test

38. A distributor must also pass the Means Test in order to be eligible for ICM funding. As defined by the Board, if a distributor's regulated return in its most recent calculation

exceeds 300 basis points (bps) above the deemed return on equity embedded in the distributor's rates, the funding for any incremental capital project will not be allowed.<sup>20</sup>

39. Enbridge Gas filed its 2018 Earnings Sharing and Deferral and Variance Account Clearance Application on July 17, 2019, which included 2018 actual utility results for both the EGD and Union rate zones, and neither return exceeded 300 bps above the respective Board-approved ROE.<sup>21</sup> The 2018 actual ROE for the EGD rate zone was calculated to be 10.82%, which was 182 bps above the 2018 Board-approved ROE of 9.00%, while the actual ROE for the Union rate zones was calculated to be 9.64%, which was 71 bps above the 2013 Board approved ROE of 8.93%. The EGD and Union rate zones 2018 ROE calculations are provided at Appendices C and D in this exhibit.<sup>22</sup>

/U

#### Discrete and Material Projects

40. ICM funding requests must be based on discrete, material projects. As defined in the Board ACM report, "amounts must be based on discrete projects, and should be directly related to the claimed driver. The amount must be clearly outside of the base upon which the rates were derived".<sup>23</sup> Also, as per the MAADs Decision, any individual project for which ICM funding is sought must have an in-service capital addition of at least \$10 million.<sup>24</sup>

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<sup>20</sup> EB-2014-0219 Report of the OEB – New Policy Options for the Funding of Capital Investments: The Advanced Capital Module, September 18, 2014, p.15.

<sup>21</sup> EB-2019-0105, Exhibit B, Tab 2, Appendix A, Schedule 1 and Exhibit C, Tab 2, Appendix B, Schedule 1, filed: 2019-07-17.

<sup>22</sup> The Settlement Proposal in the 2018 Deferral and Variance Account Clearances Application continues to show actual 2018 ROE for the EGD and Union rate zones to be less than 300 basis points above Board-approved ROE - see Appendices C and D to the settlement proposal in EB-2019-0105 filed at Exhibit N1, Tab 1, Schedule 1.

<sup>23</sup> EB-2014-0219 Report of the OEB – New Policy Options for the Funding of Capital Investments: The Advanced Capital Module, September 18, 2014, p.17.

<sup>24</sup> EB-2017-0306/EB-2017-0307, Decision and Order, August 30, 2018, pp.32-33.

41. There are two Replacement Projects that Enbridge Gas is seeking ICM funding for, the NPS 30 Don River Replacement Project in the EGD rate zone and Windsor Line Replacement Project in the Union rate zones.

42. Each eligible capital project as identified for the EGD rate zone and Union rate zones is a discrete project that exceeds the materiality level of \$10 million. These projects have been evaluated as part of the capital planning process, described in the AMPs as discussed at Section 1. Each project is distinct, with significant influence on Enbridge Gas's operations as described in Table 8.

#### NPS 30 Don River Replacement Project

43. This project is needed to replace approximately 0.25 km of NPS 30 XHP on the Don River Bridge crossing with a new NPS 30 XHP under the Don River through the use of trenchless technology (microtunnel), and abandonment of the existing pipeline. The Don River Replacement project was subject to a Leave to Construct Application in EB-2018-0108. In its Decision and Order dated November 29, 2018, the OEB found that this project is needed to ensure the safe operation and reliability of the Don Valley Pipeline, as failure to address the risk associated with potential damage to the 89-year old bridge and existing pipeline could have a significant adverse impact on the gas supply to a large number of residential, commercial and industrial customers. The Business Case for this project is filed in Table 8 below.

44. The Don River Replacement Project was included in the AMP for the EGD rate zone filed with the 2019 Rates Application and Enbridge Gas sought ICM Funding for this project with 2019 Rates. The expected in-service date at the time of filing the 2019 Rates Application was October 2019.

45. Due to circumstances beyond the control of Enbridge Gas, the Don River

Replacement Project is now scheduled to be put into service in May 2020. The delay in the in-service date is due to unanticipated delays in obtaining necessary permits. Comprehensive coordination took place with the Toronto Region Conservation Authority (TRCA), the City of Toronto and MetroLinx. The consultation aimed to ensure the pipeline location was installed with consideration of the future flood protection landform in design by the TRCA at the time. Uncertainty in the potential pipeline conflict with the future flood protection landform led to comprehensive discussions and longer than average service level agreements in order to avoid issues with construction, potential relocation within a short period of time after installation and/or conflicts that would inhibit future maintenance activities. Once permits were received, the original construction schedule could no longer be met to tie-in the new pipeline as planned in September 2019. The original schedule planned the tie-in to accommodate requirements under an existing firm service contract with a customer's planned maintenance shut-down. As a result, the construction schedule was re-evaluated to adjust for the delayed permits with consideration of the customer's next planned maintenance shut-down and operational reliability over the upcoming heating season. Due to these two factors, Enbridge Gas will complete the tie-ins during the customer's next planned maintenance shut-down which is scheduled in April 2020. The delay was communicated to the OEB through a Request to Vary. As described in the Request to Vary, alternatives were considered but rejected due to operational risks and network constraints that would be present during the winter heating season.

46. Consistent with Enbridge Gas AMP principles, as noted in EB-2018-0305, Exhibit C1, Tab 2, Schedule 1, Page 87 of 1459, "EGD acknowledges that the identification of risks and the execution of projects is dynamic. As a result, the portfolio is reviewed twice following optimization, to account for execution status, outstanding risks and

opportunities, and emerging risks and opportunities. During the year, the project scope may change or new projects may arise, resulting in cost pressures to the current portfolio. As these pressures are identified, trade-off decisions are made based on risk and available capital, a direct demonstration of EGD's Plan-Do-Check-Act model." The delay to the implementation of the Don River Replacement project and other changes to the 2020 portfolio resulted in reprioritization of capital as outlined in the Addendum in Table 2.1-1. As such, the in-service capital for 2020 was revised, allowing EGI to accommodate a portion of the Don River replacement project within the ICM threshold, leaving \$30.1 million of in-service capital requiring /U ICM funding.

#### Windsor Line Replacement Project

47. Enbridge Gas filed a leave to construct application with the OEB for the Windsor Pipeline Replacement Project on August 9, 2019 under docket number EB-2019-0172. This project is needed to replace approximately 64 kms of the existing Windsor NPS 10 pipeline (and some short sections of NPS 8) located in the Municipality of Chatham-Kent and County of Essex with NPS 6 pipeline operating at pressure of 3450 kPa. The proposed NPS 6 pipeline is necessary to replace the existing pipeline due to integrity concerns. Results from surveys and inspections conducted as part of the Enbridge Gas Integrity Management Program identified multiple integrity and depth of cover issues which could pose safety and security of supply concern if not addressed. The replacement of this section of the Windsor Line as proposed is the most effective way of managing its ongoing safety and reliability. The Business Case for this project is filed in Table 8 below.

## **2.3 Prudence**

48. The capital expenditures of the projects for which Enbridge Gas is seeking ICM funding approval for the EGD rate zone and Union rate zones are prudent and represent the most cost effective option for ratepayers.

49. The business case summaries in Table 8 below provide a description of each of the projects' need and prudence, with an overview of options considered.

**Table 8**

Business Case Summaries for ICM Projects by Rate Zone

### **EGD Rate Zone**

NPS 30 Don River Replacement	
Budget: \$35.4 million	<u>Category of Investment:</u> System Renewal
Projected In-Service Date: May, 2020	<u>Project Description and Drivers:</u> <ul style="list-style-type: none"> <li>Replacement of approximately 0.25 km of NPS 30 XHP on the Don River Bridge crossing with a new NPS 30 XHP under the Don River through the use of trenchless technology (microtunnel), and abandonment of the existing pipeline. Removal of the bridge and the abandoned pipeline to follow.</li> </ul>
In-Service Capital Spend: \$35.4 million 2020 in-service	
	<ul style="list-style-type: none"> <li>Studies have identified structural issues with the Bridge that can become further impaired during flood events which could cause the Bridge to fail resulting in catastrophic failure of the pipeline.</li> <li>The pipeline is a critical feed to the densely populated urban Toronto area. Damage to this crossing at peak design temperature would result in the loss of ~ 92,500 customers, and may take days or weeks to restore service, once the pipeline issue has been</li> </ul>

addressed.

Other Options Considered:

- *Bridge Remediation:*

This option would not require the NPS 30 pipeline to be replaced. Rather, the Bridge itself would be remediated to ensure structural stability against future flood events. Preliminary discussions identified the need for the use of some kind of sheet pile structures as a permanent remediation for the erosion around the bridge abutments. Based on the sensitivity of the adjacent 1911 (107 year old) twin bell and spigot 30" cast iron sanitary sewer mains (on wood piles), this option was deemed not viable. Due to the associated risk with working in the vicinity of these twin sanitary sewers, the option to remediate the bridge was not considered to be an acceptable alternative and therefore an estimated cost and timeline were not completed.

- *Bridge Rebuild & Pipe Replacement:*

Through the consultation process, TRCA provided Enbridge with options to consider for the replacement of the NPS 30 Don River Bridge crossing. One of these options included the possibility of using another above ground crossing. Enbridge explains how City of Toronto Bridges and Structures does not allow pipelines to be installed on bridges. The installation of structural supports to install the pipeline adjacent to existing bridges and create a new bridge to cross over the river would require very large supports. These supports would require footings in the river or on the river bank and there are already a number of structures in this area that would conflict with this approach. In addition, from an Enbridge



	<p>construction and maintenance perspective, the installation of a pipeline on a bridge is deemed to be a last resort. As a result of all the above, this was not considered a viable alternative and therefore, an estimated cost and timeline was not completed.</p> <ul style="list-style-type: none"><li>• <i>Direct Pipe Construction Method:</i> Under this alternative, the bridge would not be utilized and it would eventually be removed. The difference with this alternative relative to the proposed Project is the utilization of a different construction method for replacing the NPS 30 pipeline below ground under the river. During consultation the Direct Pipe method of construction and route considered for that methodology did not satisfy stakeholder concerns and conditions related to possible impacts to the TRCA's existing West Flood Protection Landform (FPL) and/or their proposed East FPL. As such a cost estimate, timelines and environmental impacts were not completed for this option as it was not a viable option.</li></ul> <p>The Don River Replacement project was subject to a leave to construct application in EB-2018-0108. In its Decision and Order dated November 29, 2018, the OEB found that this project is needed to ensure the safe operation and reliability of the Don Valley Pipeline, as failure to address the risk associated with potential damage to the 89-year old bridge and existing pipeline could have a significant adverse impact on the gas supply to a large number of residential, commercial and industrial customers. The OEB also found that EGD adequately addressed environmental issues, land matters, design and safety</p>
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	<p>requirements and adequately discharged the duty to consult with impacted Indigenous communities.<sup>25</sup></p> <p>The budget of \$35.4 million is updated from the EB-2018-0108 filing budget of \$25.6 million. It covers all costs related to material, construction and labour, land costs, contingencies, overheads, and interest during construction.</p>
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## Union Rate Zones

Windsor Line Replacement Project	
Budget: \$106.8 million	<p><u>Category of Investment:</u> System Service</p> <p><u>Project Description and Drivers:</u></p> <ul style="list-style-type: none"> <li>Approximately 64 kms of NPS 6 pipeline operating at pressure of 3450 kPa to replace a section of the existing Windsor NPS 10 pipeline (and some short sections of NPS 8) located in the Municipality of Chatham-Kent and County of Essex.</li> <li>Results from surveys and inspections conducted as part of the Enbridge Gas Integrity Management Program identified multiple integrity and depth of cover issues which could pose a safety and security of supply concern if not addressed.</li> <li>All stations and service connections along the replacement will need to be upgraded to be in design conformance with the new higher operating pressure. Proposed facility upgrades include 399</li> </ul>
Projected In-Service Date: Nov, 2020	
In-Service Capital Spend: \$91.9 million 2020 in-service; \$14.9 million 2021 in-	

<sup>25</sup> EB-2018-0108, Decision and Order, November 29, 2018, pp.1-9.

service	<p>services, 14 station upgrades, 5 new stations and the abandonment of 4 existing stations.</p> <ul style="list-style-type: none"> <li>• The budget covers all costs related to material, construction and labour, environmental protection measures, land acquisitions, contingencies, overheads, and interest during construction.</li> </ul> <p><u>Options Considered:</u></p> <ul style="list-style-type: none"> <li>• Enbridge Gas considered many alternatives including: replacing the existing pipeline size-for-size, replacing the existing pipeline with a pipeline operating at a different MOP, installing a different diameter pipeline, replacing a longer section of the Windsor Line, replacing a shorter section of the Windsor Line, joining previously independent distribution systems, obtaining supply from nearby non-Enbridge Gas pipelines and attempting to reduce demand in impacted areas.</li> <li>• Enbridge Gas reviewed several different pipeline operating pressures when considering alternatives for the Windsor Line. <ul style="list-style-type: none"> <li>○ Replacing the pipeline at an operating pressure of 1380 kPa only provides enough capacity to satisfy current demands with little remaining capacity to support forecasted growth. Replacing with a pipeline of 1380 kPa would be an inefficient use of available pressures at the Comber Transmission Station and would drive a larger diameter pipe project when compared to installing a new pipeline operating at a higher MOP.</li> <li>○ Replacing the pipeline at an operating pressure of 1900 kPa would require a pressure cut between the new higher MOP Replacement Pipeline and the Remaining Pipeline. This option does not support forecasted growth and results in a</li> </ul> </li> </ul>
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	<p>significant increase in costs due to the pressure cut.</p> <ul style="list-style-type: none"><li>○ Replacing the pipeline with an NPS 12 operating at 6040 kPa fed directly from the Panhandle Transmission Line would provide increased capacity for growth in the Windsor and Kingsville/Leamington markets. However pressures at the Comber Transmission Station will not be high enough to utilize the full potential of the MOP without the installation of additional looping upstream. The increased MOP would require additional distribution assets to be installed in order to continue serving current customers supplied directly from the Windsor Line. This option is also significantly more costly and may result in excess capacity.</li><li>○ Replacing the pipeline with an NPS 6 operating at 420 KPa would severely decrease the capacity available not only on the Windsor Line but also along numerous downstream distribution systems.</li></ul> <ul style="list-style-type: none"><li>● Enbridge Gas also reviewed the options of installing a smaller or larger pipeline operating at 3450 kPa.<ul style="list-style-type: none"><li>○ Installing a NPS 4 pipeline would significantly decrease capacity and would be unable to serve forecasted growth.</li><li>○ Installing an NPS 8 pipeline operating at 3450 kpa would increase the available capacity, however the growth forecast does not predict that the excess capacity from installing a NPS 8 pipeline will be utilized effectively for the foreseeable future.</li></ul></li><li>● Enbridge investigated replacing the entire pipeline including the section that does not have a major leak history and has no active leaks (Remaining Pipeline). Along this section, all valves are</li></ul>
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	<p>operable and there is adequate depth of coverage, and it is therefore not subject to the same integrity concerns. Including the Remaining Pipeline in the project scope would result in significant cost increases as this section of the Windsor Line is located in a much more congested area. The City of Windsor is planning phased road reconstruction along the Remaining Pipeline which is expected to take place over the coming years. Enbridge plans to complete the replacement of portions of the Remaining Pipeline in phases alongside the municipal roadwork.</p> <ul style="list-style-type: none"><li>• Enbridge investigated a reduction in scope and only replacing the highest risk section of the Windsor Line, with a remaining 16 km section of the Windsor Line to continue to operate at 1380 kPa MOP. This would require a new distribution station to supply the remaining pipeline east of Wheatley Road and Goodreau Line. This section of pipeline will continue to be a significant integrity concern with more leaks developing at an increasing frequency and severity, if not replaced.</li><li>• The distribution systems nearby are not large enough to serve all the existing and forecasted demand without requiring significant reinforcements and additional facilities</li><li>• There are currently no nearby non-Enbridge pipelines or local producers with facilities or capacity large enough to accommodate the existing and future demands</li><li>• The proposed pipeline is driven by integrity concerns and not growth demands, therefore the replacement of the Windsor Line cannot be deferred or eliminated by implementing Demand Side Management.</li><li>• The Proposed Option is the most cost efficient and provides the</li></ul>
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	<p>required capacity to meet current and future demand forecasts. It also provides the opportunity to increase system capacity in the future by replacing the Remaining Pipeline.</p> <p>Enbridge Gas filed a leave to construct application with the OEB for the Windsor Pipeline Replacement Project on August 9, 2019 under docket number EB-2019-0172.</p>
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### **3. CUSTOMER CONSULTATION**

50. Enbridge Gas's customers believe investments should be made in maintaining existing reliability and in safety. Customers want a plan that will keep the system healthy and reliable in the long run, while also ensuring a demonstration of prudence in spending decisions. This feedback is considered in how Enbridge Gas plans, manages and develops assets within each of the rate zones. The projects for which Enbridge Gas is seeking ICM funding address integrity issues, provide for more robust supplies to the system and allow additional customer load to access the system.

### **4. CALCULATION OF REVENUE REQUIREMENT**

51. Table 9 provides the incremental revenue requirement Enbridge Gas is seeking as /U  
ICM funding for 2020 ICM projects. The total capital cost of the 2020 ICM funding request is \$114.3 million with an associated total revenue requirement of \$30.8 million from 2020 to 2023 and an average annual revenue requirement of \$7.7 million. The incremental revenue requirement includes costs associated with the

capital investment (return on rate base, depreciation expense and associated income taxes) only.

Table 9  
Total Incremental Revenue Requirement by Rate Zone

Line No.	Particulars (\$000's)	2020	2021	2022	2023	Total	Average Annual	
		(a)	(b)	(c)	(d)	(e)	(f) = (e)/4	
	<u>EGD Rate Zone</u>							
1	Don River Replacement	465	2,597	2,576	2,553	8,191	2,048	/U
	<u>Union South Rate Zone</u>							
2	Windsor Line Replacement	(3,616)	8,855	8,738	8,614	22,591	5,648	/U
	<u>Total Incremental Revenue Requirement</u>							
3		(3,151)	11,452	11,314	11,167	30,782	7,696	/U

52. The detailed incremental revenue requirement for each of the 2020 ICM projects for the deferred rebasing period is filed as Appendix E in this exhibit.

53. The return on rate base is calculated using the cost of capital parameters approved by the Board in EGD's 2018 Rate Adjustment Application (EB 2017-0086) for the EGD rate zone and in Union's 2013 Cost of Service application (EB 2011-0210) for the Union rate zones.

54. Depreciation expense is calculated using Board-approved depreciation rates beginning the month following the in-service date of the project in accordance with the accounting policies of Enbridge Gas in 2020.
55. Incremental income taxes as a result of the projects are calculated using the current tax rates. Income taxes include taxes on the equity and preference share return on rate base as well as the utility timing differences associated with the difference between utility income and taxable income, and reflect 100% of the impacts of the accelerated Capital Cost Allowance.<sup>26</sup> Income taxes are grossed up to account for the impact the additional revenue will have on income tax expense.
56. The in-service capital forecast of the Windsor Line Replacement project in 2021 will be included in the in-service capital for purposes of determining the maximum eligible incremental capital in 2021.

## **5. COST ALLOCATION**

57. Enbridge Gas is proposing to allocate the ICM Project revenue requirement to rate classes based on the most recently approved cost allocation methodology updated for the current year forecast.
58. Enbridge Gas proposes to allocate the annual average net revenue requirement with respect to the Don River Replacement project among different rate classes in EGD rate zone according to the most recent Board approved cost allocation methodology (EB-2017-0086) for the extra high pressure mains greater than 4 inch diameter. The

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<sup>26</sup> On June 21, 2019, Bill C-97, the Budget Implementation Act, 2019, No.1, was given Royal Assent. Bill C-97 includes an "Accelerated Investment Incentive" program which provides for a first-year increase in Capital Cost Allowance ("CCA") deductions on eligible capital assets acquired after November 20, 2018 ("Accelerated CCA").



allocator can be found at EB-2017-0086, Exhibit G2, Tab 6, Schedule 3, Page 2, Item 2.1 (Delivery Demand TP > 4 inch allocator).

59. Enbridge Gas proposes to allocate the annual average net revenue requirement /U with respect to the Windsor Line Replacement Project to Union South rate classes in proportion to the forecast Union South in-franchise design day demands of firm and interruptible customers served by the distribution system excluding customers served directly off transmission lines. This proposed cost allocation methodology is consistent with the allocation of Union South Distribution Demand costs most recently approved by the Board in EB-2011-0210 (Union's 2013 approved cost allocation study). The assets installed with the Windsor Line Replacement Project will be categorized as distribution consistent with the design of the pipeline as described in the EB-2019-0172 (Windsor Line Replacement Project) evidence. The allocation of Distribution Demand costs recognizes distribution lines are designed to meet Union South in-franchise distribution demands on design day.
60. The cost allocation factors and the allocation of project revenue requirement to the rate classes related to the Don River Replacement and the Windsor Line Replacement projects are filed as Appendix F in this exhibit.

## **6. ICM UNIT RATES**

61. Enbridge Gas is seeking approval of ICM unit rates beginning in 2020 for the duration of the deferred rebasing period to recover the total revenue requirement of the Don River Replacement and the Windsor Line Replacement project from 2020 to 2023 as part of this proceeding. To calculate the ICM unit rates, Enbridge Gas used the allocated average annual revenue requirement and the forecast 2020 billing units for each respective rate class. Consistent with the treatment of 2019 approved ICM project unit rates, Enbridge Gas proposes to embed the ICM unit rates in the delivery

and transportation charges on the applicable rate schedule and customer bill. The derivation of the ICM unit rates for 2020 ICM Projects is filed as Appendix G in this exhibit.

62. The ICM unit rates presented in Appendix G were prepared assuming an implementation date in rates of January 1, 2020. Following the Board's Decision in this proceeding, Enbridge Gas will file a draft rate order including updated ICM unit rates to reflect recovery of the total revenue requirement of the projects for the deferred rebasing period beginning with the implementation date if different than January 1, 2020.

## **7. ICM BILL IMPACTS**

63. The bill impact associated with the 2020 ICM funding request for a typical Rate 1 residential customer consuming 2,400 m<sup>3</sup> annually in the EGD rate zone is an increase of \$0.46. /U

64. The bill impact associated with the 2020 ICM funding request for a typical Rate M1 residential customer consuming 2,200 m<sup>3</sup> annually in the Union South rate zone is an increase of \$2.12. /U

65. There is no bill impact associated with the 2020 ICM funding request for a typical Rate 01 residential customer in the Union North rate zone as there is no ICM project applicable to this rate zones.

66. The ICM bill impacts by rate class are filed as Appendix H for the EGD rate zone and Appendix I for the Union rate zones in this exhibit. /U

Table A

General Plant Capital Expenditures by category (2014-2023) – EGD Rate Zone (\$ Millions)

Line No.	Category	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Budget	2021 Budget	2022 Budget	2023 Budget
1	Equipment & Materials	0.4	1.3	-	2.4	2.1	0.6	0.5	0.5	0.5	0.5
2	Furniture/Structures & Improvements	9.4	30.3	22.1	9.4	8.7	15.3	23.1	38.9	19.6	2.5
3	IT Implementation	20.0	20.8	18.6	27.7	32.7	43.0	15.1	21.5	24.9	22.3
4	Land - Storage	1.3	-	-	-	-	-	-	-	-	-
5	Leasehold Improvements	0.8	-	-	-	-	-	-	-	-	-
6	Structures and Improvement - Storage	0.3	0.5	3.9	-	0.2	0.1	-	-	-	-
7	Tools	11.6	3.3	0.7	-	1.3	0.8	0.8	0.8	1.0	1.0
8	Vehicles	5.8	8.1	1.7	6.6	2.3	6.5	7.3	5.5	5.1	5.3
9	WAMS	19.3	27.5	35.7	2.0	-	-	-	-	-	-
10	<b>General Plant - EGD Rate Zone</b>	<b>69.0</b>	<b>91.9</b>	<b>82.6</b>	<b>48.1</b>	<b>47.3</b>	<b>66.3</b>	<b>46.8</b>	<b>67.2</b>	<b>51.1</b>	<b>31.6</b>

Table B

General Plant Capital Expenditures by category (2014-2023) – Union Rate Zones (\$ Millions)

Line No.	Category	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Budget	2021 Budget	2022 Budget	2023 Budget
1	Tools	3.5	2.7	2.4	2.7	2.0	2.0	1.9	1.6	1.6	1.7
2	LNG Capital Maintenance	-	-	0.1	0.2	-	-	-	-	-	-
3	Measurement Electronics Upgrades	-	-	-	0.1	0.8	0.1	0.1	0.1	0.1	0.1
4	Compressor and Dehy Capital Maintenance	0.1	-	-	-	1.4	-	-	-	-	-
5	Fleet	9.1	4.2	3.1	6.2	7.7	12.4	7.0	12.0	8.0	8.0
6	Land Rights	0.4	0.3	0.2	0.3	-	-	0.1			
7	Service Facilities	14.5	14.9	8.7	9.1	12.3	13.3	11.6	15.0	15.0	15.0
8	Other - Indirect Materials	0.5	(0.8)	0.2	0.3	-	0.2	0.4	-	-	-
9	Service Facilities - Dawn	-	4.1	6.1	1.5	-	-	-	-	-	-
10	IT Implementation	28.5	26.0	23.9	22.4	23.8	21.0	30.9	37.1	36.7	38.7
11	<b>General Plant - Union Rate Zones</b>	<b>56.5</b>	<b>51.4</b>	<b>44.8</b>	<b>42.8</b>	<b>48.0</b>	<b>49.0</b>	<b>52.0</b>	<b>65.8</b>	<b>61.4</b>	<b>63.5</b>

Table C

System Access Capital Expenditures by category (2014-2023) – EGD Rate Zone (\$ Millions)

Line No.	Category	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Budget	2021 Budget	2022 Budget	2023 Budget
1	Commercial	19.5	20.3	26.0	19.5	19.8	19.9	20.7	21.1	20.9	20.9
2	Industrial	0.2	(0.1)	3.7	3.9	(1.9)	3.9	3.9	4.0	3.9	3.9
3	Meters - Capital Purchase Program (Growth)	5.7	7.5	3.4	6.7	5.1	6.5	4.4	6.4	7.1	7.5
4	NGV	0.7	1.5	6.4	2.1	7.2	0.5	3.0	1.0	1.0	0.9
5	Rebillable Relocations	2.7	1.2	9.8	3.5	(2.7)	2.2	3.0	7.7	7.7	7.7
6	Residential	85.6	71.6	66.2	70.8	81.4	100.2	96.4	87.6	86.8	86.6
7	Sales Stations - New	(1.5)	3.2	2.8	2.8	-	-	-	-	-	-
8	<b>System Access - EGD Rate Zone</b>	<b>112.8</b>	<b>105.2</b>	<b>118.3</b>	<b>109.3</b>	<b>108.9</b>	<b>133.2</b>	<b>131.4</b>	<b>127.8</b>	<b>127.4</b>	<b>127.5</b>

Table D

System Access Capital Expenditures by category (2014-2023) – Union Rate Zones (\$ Millions)

Line No.	Category	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Budget	2021 Budget	2022 Budget	2023 Budget
1	CNG	-	-	-	-	-	-	-	-	-	-
2	General Customer Growth	64.3	75.7	85.4	70.0	66.7	89.9	63.8	69.7	67.0	73.3
3	Municipal Replacement	19.6	32.1	20.2	26.2	16.8	24.1	23.1	24.0	24.0	24.0
4	<b>System Access - Union Rate Zones</b>	<b>83.9</b>	<b>107.8</b>	<b>105.6</b>	<b>96.2</b>	<b>83.5</b>	<b>114.0</b>	<b>86.9</b>	<b>93.7</b>	<b>91.0</b>	<b>97.3</b>

Table E

System Renewal Capital Expenditures by category (2014-2023) – EGD Rate Zone (\$ Millions)

Line No.	Category	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Budget	2021 Budget	2022 Budget	2023 Budget
1	Compressor Equipment - Storage	4.5	4.7	5.6	9.7	6.9	3.5	11.7	57.4	11.2	12.0
2	Corrosion Prevention	0.5	1.3	0.5	1.3	1.9	1.2	1.2	1.3	1.3	1.3
3	Field Lines - Storage	0.1	0.7	1.5	0.5	0.3	3.6	1.7	0.6	1.0	3.5
4	Gate & Feeder Stations	7.4	10.8	7.6	5.2	6.2	13.9	11.8	7.3	13.1	10.2
5	Inside Regulator Program	0.1	6.4	6.6	3.1	0.8	0.5	0.5	0.5	0.5	0.5
6	Integrity Digs	9.1	3.9	2.2	1.9	(0.6)	1.0	4.1	-	-	-
7	Integrity Retrofit	0.4	0.1	5.1	0.9	1.1	1.1	8.6	-	-	-
8	Main Replacement	26.5	12.8	18.9	16.1	19.9	23.5	58.7	29.7	244.2	53.4
9	Measurement and Regulating Equipment - Storage	0.5	-	-	-	-	-	-	-	0.7	0.2
10	Meters - Capital Purchase Program (Maintenance)	13.3	17.4	7.9	15.7	11.8	15.2	10.2	15.0	16.6	17.5
11	Non-Rebillable Relocations	-	-	-	-	1.3	3.3	2.0	2.0	2.0	2.0
12	Regulator Refit	15.2	17.9	17.5	12.3	14.0	14.0	16.9	17.9	18.3	18.6
13	Remediation - Customer Assets	-	-	-	1.0	1.0	3.1	2.9	1.0	0.7	0.7
14	Service Relay	10.9	12.8	20.7	21.6	19.7	23.9	24.8	28.0	31.5	34.0
15	Station Rebuilds	4.8	8.1	11.9	9.9	6.5	9.7	9.5	24.9	12.0	12.7
16	Wells and Well Equipment - Storage	3.3	5.8	3.1	3.0	1.5	7.6	4.2	3.3	2.1	5.2
17	<b>System Renewal - EGD Rate Zone</b>	<b>96.5</b>	<b>102.7</b>	<b>109.1</b>	<b>102.2</b>	<b>92.3</b>	<b>125.1</b>	<b>168.8</b>	<b>188.9</b>	<b>355.2</b>	<b>171.8</b>

Table F

System Renewal Capital Expenditures by category (2014-2023) – Union Rate Zones (\$ Millions)

Line No.	Category	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Budget	2021 Budget	2022 Budget	2023 Budget
1	Bare and Unprotected steel	-	-	-	-	-	4.6	13.6	10.7	12.9	9.1
2	Cathodic Protection	5.3	5.5	6.2	7.2	5.9	7.5	8.0	10.0	10.0	6.7
3	Compression Equipment	2.9	3.2	0.9	0.9	0.1	1.2	0.9	1.2	20.0	104.2
4	Compressor Overhauls	2.2	0.4	4.7	0.6	-	-	-	-	0.4	8.9
5	Excess Flow Valves	-	-	-	0.2	-	-	-	-	-	-
6	General Mains Integrity Management Program	3.5	2.3	3.9	4.9	25.5	8.6	2.4	3.4	3.4	3.4
7		12.4	12.3	11.7	20.0	22.7	34.7	34.4	13.8	12.9	12.4
8	Leakage	0.1	-	-	-	-	1.5	2.7	4.3	4.3	4.3
9	LNG Capital Maintenance Measurement Electronics	2.1	0.2	1.0	1.9	0.1	-	0.2	-	6.2	-
10	Upgrades Measurement	1.4	1.5	1.6	2.0	0.3	1.4	4.3	3.3	2.7	2.2
11	Upgrade Meter Exchange Program	6.2	0.3	-	-	-	-	-	-	-	-
12	Replacement of Vaulted Stations Service	25.8	29.2	30.8	29.4	32.7	39.7	33.5	30.5	30.8	31.8
13	Replacement	0.1	-	-	-	-	-	1.4	3.5	1.6	1.5
14		2.8	4.0	4.7	4.6	5.0	5.9	5.2	4.5	4.6	4.7
15	Station Painting	0.3	0.4	-	0.2	1.8	2.2	2.7	2.7	2.7	2.7
16	Stations Capital Maintenance	11.1	7.5	4.5	10.9	8.4	9.6	10.0	16.6	12.6	13.1
17	Storage Integrity	0.5	1.1	1.1	0.8	-	-	0.9	-	-	-
18	Vintage Pipeline Replacement	-	-	-	-	-	-	80.2	124.0	3.0	-
19	General Pipeline Maintenance	7.1	5.1	5.2	3.8	-	2.8	6.5	8.7	6.9	5.6
20	General Pipeline Maintenance – Dawn	-	-	-	0.1	-	-	-	-	-	-
21	<b>System Renewal - Union Rate Zones</b>	<b>83.8</b>	<b>73.0</b>	<b>76.3</b>	<b>87.6</b>	<b>102.5</b>	<b>119.7</b>	<b>206.9</b>	<b>237.2</b>	<b>135.0</b>	<b>210.6</b>

Table G

System Service Capital Expenditures by category (2014-2023) – EGD Rate Zone (\$ Millions)

Line No.	Category	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Budget	2021 Budget	2022 Budget	2023 Budget
1	Carbon Capture	-	-	-	-	-	-	-	-	-	-
2	Integrity Initiatives	3.2	8.8	1.8	4.7	6.7	4.2	3.3	3.4	3.7	2.4
3	MOP	0.9	1.0	0.8	1.4	1.4	-	-	-	-	-
4	Records Integrity	3.1	1.9	1.8	4.6	4.9	0.1	0.1	0.1	0.1	0.1
5	System Reinforcement	10.8	6.8	7.9	4.7	9.9	20.6	10.0	7.8	19.6	11.6
6	GTA	172.4	551.1	114.8	4.8	-	-	-	-	-	-
7	<b>System Service - EGD Rate Zone</b>	<b>190.5</b>	<b>569.6</b>	<b>127.1</b>	<b>20.2</b>	<b>22.9</b>	<b>24.9</b>	<b>13.4</b>	<b>11.3</b>	<b>23.4</b>	<b>14.1</b>

Table H

System Service Capital Expenditures by category (2014-2023) – Union Rate Zones (\$ Millions)

Line No.	Category	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Budget	2021 Budget	2022 Budget	2023 Budget
1	Excess Flow Valves	4.3	3.8	1.3	0.7	-	-	-	-	-	-
2	General Mains	0.1	0.1	0.1	-	-	-	-	-	-	-
3	LNG Capital Maintenance	0.1	-	-	0.1	-	-	-	-	-	-
4	Measurement Electronics Upgrades	-	-	-	-	-	-	0.1	-	-	-
5	Measurement Upgrade	0.1	-	0.1	-	-	-	-	-	-	-
6	Storage Integrity	-	0.6	1.7	2.5	-	0.3	0.4	0.3	0.3	0.3
7	Class Location	16.5	14.4	26.7	27.2	19.7	20.4	20.8	20.0	15.0	15.0
8	Compressor and Dehy Capital Maintenance	0.1	-	-	-	-	-	0.8	0.4	-	-
9	Depth of Cover <30% SMYS	-	0.1	-	-	-	-	0.7	0.1	0.5	-
10	Depth of Cover >30% SMYS	-	-	-	-	-	-	-	-	-	-
11	Distribution Reinforcement	5.6	5.9	16.1	9.3	94.5	23.8	5.9	7.2	36.6	21.4
12	Emissions Action Plan	-	0.6	2.3	4.1	-	0.2	-	0.2	0.1	0.1
13	In Franchise Growth	0.5	(0.1)	-	-	-	-	-	-	-	-
14	MOP Verification	-	-	-	-	-	-	-	-	-	5.0
15	Odourant Upgrades	1.1	0.8	0.8	0.7	0.6	1.0	1.4	1.0	1.0	1.0
16	Station Reinforcement	3.1	1.0	0.7	-	0.1	0.5	-	3.8	1.4	54.8
17	Storage Improvements	-	-	0.6	1.1	2.0	0.8	2.5	1.2	1.2	1.3
18	System Growth	157.5	364.0	683.5	366.4	43.1	107.1	13.5	206.9	69.9	69.2
19	Transmission Reinforcement	0.8	0.1	0.4	-	38.1	27.1	59.3	28.4	-	10.3
20	General Safety	0.4	0.1	-	-	-	-	0.7	0.1	0.1	0.1
21	Integrated Resource Planning	-	-	-	0.1	-	-	-	-	-	-
22	<b>System Service - Union Rate Zones</b>	<b>190.4</b>	<b>391.5</b>	<b>734.3</b>	<b>412.2</b>	<b>198.1</b>	<b>181.2</b>	<b>106.1</b>	<b>269.6</b>	<b>126.1</b>	<b>178.5</b>



EGD RATE ZONE  
Calculation of 2017 and 2018 Revenue at 2018 Approved Rates

Line No.	Particulars	Billing Units (a)	Rates (cents / m <sup>3</sup> ) (b)	2017		2018	
				Actual Usage (c)	Revenue (\$000's) (d)	Approved Usage (e)	Revenue (\$000's) (f)
	<u>Rate 1 General Service</u>						
1	Customer Charge	bills	\$ 20.00	23,880,384	477,608	24,180,918	483,618
2	Delivery Charge		6.7333	4,692,453	315,955	4,751,509	319,931
3	Load Balancing	10 <sup>3</sup> m <sup>3</sup>	0.3411	4,739,187	16,165	4,750,232	16,203
4	Transportation	10 <sup>3</sup> m <sup>3</sup>	0.0235	4,642,794	1,091	4,634,556	1,089
5	Transportation Dawn	10 <sup>3</sup> m <sup>3</sup>	0.0078	6,350	0	82,881	6
6	Gas Supply Commodity - System	10 <sup>3</sup> m <sup>3</sup>	0.0780	4,526,670	3,531	4,583,611	3,575
7	Total Rate 1				<u>814,350</u>		<u>824,423</u>
	<u>Rate 6 General Service</u>						
8	Monthly Charge	bills	\$ 70.00	1,994,688	139,628	2,010,770	140,754
9	Delivery Charge		3.7157	4,763,339	176,989	4,801,738	178,416
10	Load Balancing	10 <sup>3</sup> m <sup>3</sup>	0.3202	4,700,649	15,051	4,829,758	15,465
11	Transportation	10 <sup>3</sup> m <sup>3</sup>	0.0235	3,728,115	876	3,620,680	851
12	Transportation Dawn	10 <sup>3</sup> m <sup>3</sup>	0.0078	120,041	9	895,132	70
13	Gas Supply Commodity - System	10 <sup>3</sup> m <sup>3</sup>	0.0993	2,758,937	2,740	3,121,315	3,099
14	Total Rate 6				<u>335,294</u>		<u>338,655</u>
	<u>Rate 9 Contract Service</u>						
15	Monthly Charge	bills	\$ 235.95	-	-	-	-
	Delivery Charge						
16	First 20,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup>	11.2489	-	-	-	-
17	Over 20,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup>	10.5292	-	-	-	-
18	Load Balancing	10 <sup>3</sup> m <sup>3</sup>	0.0196	-	-	-	-
19	Transportation	10 <sup>3</sup> m <sup>3</sup>	0.0235	-	-	-	-
20	Transportation Dawn	10 <sup>3</sup> m <sup>3</sup>	0.0078				
21	Gas Supply Commodity - System	10 <sup>3</sup> m <sup>3</sup>	0.0431	-	-	-	-
22	Total Rate 9				<u>-</u>		<u>-</u>

EGD RATE ZONE  
Calculation of 2017 and 2018 Revenue at 2018 Approved Rates

Line No.	Particulars	Billing Units	Rates (cents / m <sup>3</sup> )	2017		2018	
				Actual Usage	Revenue (\$000's)	Approved Usage	Revenue (\$000's)
				(c)	(d)	(e)	(f)
	<u>Rate 100 Contract Service</u>						
1	Monthly Charge	bills	\$ 122.01	36	4	-	-
2	Contract Demand	10 <sup>3</sup> m <sup>3</sup>	36.00	403	145	-	-
3	Load Balancing	10 <sup>3</sup> m <sup>3</sup>	0.3202	1,184	4	-	-
4	Transportation	10 <sup>3</sup> m <sup>3</sup>	0.0236	1,135	0	-	-
5	Transportation Dawn	10 <sup>3</sup> m <sup>3</sup>	0.0078	-	-	-	-
6	Gas Supply Commodity - System	10 <sup>3</sup> m <sup>3</sup>	0.0993	925	1	-	-
7	Total Rate 100				<u>155</u>		<u>-</u>
	<u>Rate 110 Contract Service</u>						
8	Monthly Charge	bills	\$ 587.37	3156	1,854	3,180	1,868
9	Contract Demand	10 <sup>3</sup> m <sup>3</sup>	22.91	49,690	11,384	48,218	11,047
	Delivery Charge		-				
10	First 1,000,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup>	0.5671	636,539	3,610	639,885	3,629
11	Over 1,000,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup>	0.4171	161,628	674	149,151	622
12	Load Balancing	10 <sup>3</sup> m <sup>3</sup>	0.0713	798,167	569	789,036	563
13	Transportation	10 <sup>3</sup> m <sup>3</sup>	0.0235	332,540	78	216,486	51
14	Transportation Dawn	10 <sup>3</sup> m <sup>3</sup>	0.0078	61,070	5	474,890	37
15	Gas Supply Commodity - System	10 <sup>3</sup> m <sup>3</sup>	0.0433	53,769	23	56,322	24
16	Total Rate 110				<u>18,197</u>		<u>17,840</u>
	<u>Rate 115 Contract Service</u>						
17	Monthly Charge	bills	\$ 622.62	324	202	324	202
18	Contract Demand	10 <sup>3</sup> m <sup>3</sup>	24.36	19,026	4,635	20,166	4,912
	Delivery Charge						
19	First 1,000,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup>	0.2227	172,248	384	170,833	380
20	Over 1,000,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup>	0.1228	336,395	413	371,998	457
21	Load Balancing	10 <sup>3</sup> m <sup>3</sup>	0.0253	508,643	129	542,831	137
22	Transportation	10 <sup>3</sup> m <sup>3</sup>	0.0236	52,097	12	11,292	3
23	Transportation Dawn	10 <sup>3</sup> m <sup>3</sup>	0.0078	33,170	3	362,012	28
24	Gas Supply Commodity - System	10 <sup>3</sup> m <sup>3</sup>	0.0433	95	0	-	-
25	Total Rate 115				<u>5,777</u>		<u>6,120</u>
	<u>Rate 125 Contract Service</u>						
26	Monthly Charge	bills	\$ 500.00	48	24	48	24
27	Contract Demand	10 <sup>3</sup> m <sup>3</sup>	10.0427	113,305	11,379	111,124	11,160
28	Total Rate 125				<u>11,403</u>		<u>11,184</u>

EGD RATE ZONE  
Calculation of 2017 and 2018 Revenue at 2018 Approved Rates

Line No.	Particulars	Billing Units (a)	Rates (cents / m³) (b)	2017		2018	
				Actual Usage (c)	Revenue (\$000's) (d)	Approved Usage (e)	Revenue (\$000's) (f)
	<u>Rate 135 Contract Service</u>						
	Winter (December to March)						
1	Monthly Charge	bills	\$ 115.08	180	21	172	19.79
	Delivery Charge						
2	First 14,000 m³	10³ m³	7.0437	715	50	664	46.79
3	Next 28,000 m³	10³ m³	5.8445	1,236	72	1,026	59.98
4	Over 42,000 m³	10³ m³	5.4446	5,061	276	2,010	109.44
	<u>Rate 135 Contract Service</u>						
	Summer (April to November)						
	Monthly Charge	bills	\$ 115.08	360	41	344	40
	Delivery Charge						
5	First 14,000 m³	10³ m³	2.3073	4,564	105	4,514	104.15
6	Next 28,000 m³	10³ m³	1.6073	8,419	135	8,724	140.23
7	Over 42,000 m³	10³ m³	1.4074	45,994	647	47,562	669.39
8	Load Balancing	10³ m³	-	65,989	-	64,501	-
9	Transportation	10³ m³	0.0235	40,972	10	18,862	4.43
10	Transportation Dawn	10³ m³	0.0078	474	0	39,641	3.09
11	Gas Supply Commodity - System	10³ m³	0.0503	2,918	1	4,473	2.25
12	Total Rate 135				<u>1,359</u>		<u>1,199</u>
	<u>Rate 145 Contract Service</u>						
13	Monthly Charge	bills	\$ 123.34	444	55	432	53
14	Contract Demand	10³ m³	8.23	9,846	810	9,242	761
	Delivery Charge						
15	First 14,000 m³	10³ m³	2.6095	4,853	127	5,143	134
16	Next 28,000 m³	10³ m³	1.2507	8,413	105	9,200	115
17	Over 42,000 m³	10³ m³	0.6916	32,839	227	35,793	248
18	Load Balancing	10³ m³	0.1599	46,105	74	50,136	80
19	Transportation	10³ m³	0.0236	12,854	3	10,692	3
20	Transportation Dawn	10³ m³	0.0078	4,367	0	25,167	2
21	Gas Supply Commodity - System	10³ m³	0.0469	6,897	3	8,575	4
22	Total Rate 145				<u>1,404</u>		<u>1,399</u>

EGD RATE ZONE  
Calculation of 2017 and 2018 Revenue at 2018 Approved Rates

Line No.	Particulars	Billing Units	Rates (cents / m <sup>3</sup> )	2017		2018	
				Actual Usage	Revenue (\$000's)	Approved Usage	Revenue (\$000's)
				(c)	(d)	(e)	(f)
	<u>Rate 170 Contract Service</u>						
1	Monthly Charge	bills	\$ 279.31	312	87	300	84
2	Contract Demand	10 <sup>3</sup> m <sup>3</sup>	4.0900	35,822	1,465	32,846	1,343
	Delivery Charge						
3	First 1,000,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup>	0.2793	212,358	593	193,825	541
4	Over 1,000,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup>	0.0793	100,350	80	97,328	77
5	Load Balancing	10 <sup>3</sup> m <sup>3</sup>	0.0699	312,709	219	291,152	204
6	Transportation	10 <sup>3</sup> m <sup>3</sup>	0.0235	85,930	20	42,446	10
7	Transportation Dawn	10 <sup>3</sup> m <sup>3</sup>	0.0078	11,000	1	171,438	13
8	Gas Supply Commodity - System	10 <sup>3</sup> m <sup>3</sup>	0.0432	32,576	14	34,475	15
9	Total Rate 170				<u>2,479</u>		<u>2,287</u>
	<u>Rate 200 Contract Service</u>						
10	Monthly Charge	bills		12	-	12	-
11	Contract Demand	10 <sup>3</sup> m <sup>3</sup>	14.7000	14,957	2,199	14,801	2,176
	Delivery Charge						
12	Per cubic metre of gas delivered	10 <sup>3</sup> m <sup>3</sup>	- 0.0208	173,932	(36)	169,764	(35)
13	Load Balancing	10 <sup>3</sup> m <sup>3</sup>	0.3097	173,932	539	169,764	526
14	Transportation	10 <sup>3</sup> m <sup>3</sup>	0.0235	167,854	39	129,627	30
15	Transportation Dawn	10 <sup>3</sup> m <sup>3</sup>	0.0078	-	-	40,137	3
16	Gas Supply Commodity - System	10 <sup>3</sup> m <sup>3</sup>	0.0432	133,678	58	129,627	56
17	Gas Supply Commodity - Buy/Sell	10 <sup>3</sup> m <sup>3</sup>	0.0237	-	-	-	-
18	Total Rate 200				<u>2,798</u>		<u>2,756</u>
	<u>Rate 300 Contract Service</u>						
19	Monthly Charge	bills	\$ 500.00	24	12	12	6
20	Contract Demand	10 <sup>3</sup> m <sup>3</sup>	27.4365	187	51	187	51
21	Total Rate 300				<u>63</u>		<u>57</u>
	<u>Rate 332 Transportation Service</u>						
22	Monthly Contract Demand	\$/GJ	1.2075	1,200,000	17,388	1,200,000	17,388
23	Total Rate 332				<u>17,388</u>		<u>17,388</u>
	<u>Rate 325 Storage and Transmission</u>						
24	Monthly Charge	bills	\$ 1.00	150	1,800	1	1,800
25	Total Rate 325				<u>1,800</u>		<u>1,800</u>
26	Grand Total				<u>1,212,467</u>		<u>1,225,109</u>

UNION RATE ZONES  
Calculation of 2013 and 2018 Revenue at 2013 Approved Rates

Line No.	Particulars	Billing Units	Rates (cents / m <sup>3</sup> )	2013		2018	
				Approved Usage	Revenue (\$000's)	Actual Usage	Revenue (\$000's)
				(c)	(d)	(e)	(f)
	<u>Rate 01</u>						
1	Monthly Charge	bills	\$ 21.00	3,839,732	80,634	4,192,244	88,037
2	Delivery Charge	10 <sup>3</sup> m <sup>3</sup>	8.9074	884,421	78,779	965,617	86,012
3	Transportation	10 <sup>3</sup> m <sup>3</sup>	0.01169	884,421	103	965,617	113
4	Storage	10 <sup>3</sup> m <sup>3</sup>	1.7032	884,421	15,063	965,617	16,446
5	Total Rate 01				174,580		190,608
	<u>Rate 10</u>						
6	Monthly Charge	bills	\$ 70.00	24,629	1,724	25,413	1,779
7	Delivery Charge	10 <sup>3</sup> m <sup>3</sup>	5.5035	322,887	17,770	333,165	18,336
8	Transportation	10 <sup>3</sup> m <sup>3</sup>	0.0048	322,887	15	333,165	16
9	Storage	10 <sup>3</sup> m <sup>3</sup>	1.2478	322,887	4,029	333,165	4,157
10	Total Rate 10				23,539		24,288
	<u>Rate 20</u>						
11	Monthly Charge	bills	\$ 1,000.00	748	748	619	619
	Monthly Demand Charge						
12	First 70,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup> /d	27.8179	23,260	6,470	20,127	5,599
13	All over 70,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup> /d	16.3583	19,701	3,223	56,074	9,173
	Commodity Charge						
14	First 852,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup>	0.5135	331,197	1,701	280,790	1,442
15	All over 852,000 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup>	0.3757	298,605	1,122	197,314	741
16	Transportation Account Charge	10 <sup>3</sup> m <sup>3</sup>	\$ 219.43	460	101	384	84
17	Gas Supply Demand Charge	10 <sup>3</sup> m <sup>3</sup>	1.6293	6,873	112	6,296	115
	Fort Frances		0.2175	-	-	-	-
	Western		0.0075	2,650	20	1,332	10
	Northern		0.0182	702	13	1,486	27
	Eastern		0.0226	3,521	79	3,478	78
	Storage (GJ's)						
18	Demand	GJ/d	9.6425	99,288	957	141,504	1,364
19	Commodity	GJ	0.1558	639,477	100	883,380	138
20	Total Rate 20				14,534		19,276
	<u>Rate 25</u>						
21	Monthly Charge	bills	\$ 375.00	842	316	251	94
22	Delivery Charge	10 <sup>3</sup> m <sup>3</sup>	2.6004	159,555	4,149	156,126	4,060
23	Transportation Account Charge	bills	\$ 219.43	36	8	158	35
24	Gas Supply Transportation	10 <sup>3</sup> m <sup>3</sup>	0.0516	42,913	22	67,055	35
25	Total Rate 25				4,495		4,223
	<u>Rate 100</u>						
26	Monthly Charge	bills	\$ 1,500.00	226	339	154	231
27	Demand	10 <sup>3</sup> m <sup>3</sup> /d	15.3415	71,975	11,042	49,651	7,617
28	Commodity	10 <sup>3</sup> m <sup>3</sup>	0.2132	1,895,488	4,042	1,038,045	2,213
29	Transportation Account Charge	bills	\$ 219.43	226	50	154	34
	Storage (GJ's)						
30	Demand	GJ/d	5.5595	15,600	87	12,000	67
31	Commodity	GJ	0.1558	100,000	16	1,700	0
32	Total Rate 100				15,575		10,162
33	Total Union North In-franchise				232,722		248,557

UNION RATE ZONES  
Calculation of 2013 and 2018 Revenue at 2013 Approved Rates

Line No.	Particulars	Billing Units (a)	Rates (cents / m <sup>3</sup> ) (b)	2013		2018	
				Approved Usage (c)	Revenue (\$000's) (d)	Actual Usage (e)	Revenue (\$000's) (f)
	<u>Rate M1</u>						
1	Monthly Charge	bills	\$ 21.00	12,706,802	266,843	13,528,234	284,093
2	Delivery Commodity Charge (avg rate)	10 <sup>3</sup> m <sup>3</sup>	3.4245	2,939,543	100,664	3,129,570	107,171
3	Storage	10 <sup>3</sup> m <sup>3</sup>	0.7368	2,939,543	21,660	3,129,570	23,060
4	Total Rate M1				<u>389,166</u>		<u>414,324</u>
	<u>Rate M2</u>						
5	Monthly Charge	bills	\$ 70.00	81,451	5,702	89,629	6,274
6	Delivery Commodity Charge (avg rate)	10 <sup>3</sup> m <sup>3</sup>	3.8103	975,571	37,173	1,073,522	40,905
7	Storage		0.7550	975,571	7,366	1,073,522	8,106
8	Total Rate M2				<u>50,240</u>		<u>55,284</u>
	<u>Rate M4</u>						
	Monthly Demand Charge						
9	First 8 450 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup> /d	46.6239	12,905	6,017	21,235	9,901
10	Next 19 700 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup> /d	20.9050	7,864	1,644	18,461	3,859
11	All over 28 150 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup> /d	17.5631	4,507	792	3,267	574
	Delivery Commodity Charge						
12	First Block	10 <sup>3</sup> m <sup>3</sup>	0.9621	396,153	3,811	653,871	6,291
13	All remaining use	10 <sup>3</sup> m <sup>3</sup>	0.4243	8,525	36	496	2
	Interruptible						
14	Monthly Charge	bills	\$ 690.00	-	-	42	29
15	Delivery Commodity Charge (Avg Price)	10 <sup>3</sup> m <sup>3</sup>	2.2413	-	-	2,394	54
16	Interruptible Delivery Charge - Days Use Discount						(99)
17	Total Rate M4				<u>12,300</u>		<u>20,610</u>
	<u>Rate M5A</u>						
	Firm Contracts						
18	Monthly Demand Charge	10 <sup>3</sup> m <sup>3</sup> /d	28.6252	626	179	664	190
19	Delivery Commodity Charge	10 <sup>3</sup> m <sup>3</sup>	1.9377	17,385	337	8,673	168
	Interruptible Contracts						
20	Monthly Charge	bills	\$ 690.00	1,692	1,167	520	359
21	Delivery Commodity Charge (Avg Price)	10 <sup>3</sup> m <sup>3</sup>	2.2413	517,747	11,604	65,334	1,464
22	Total Rate M5A				<u>13,288</u>		<u>2,181</u>
	<u>Rate M7</u>						
	Firm Contracts						
23	Monthly Demand Charge	10 <sup>3</sup> m <sup>3</sup> /d	25.3924	14,220	3,611	27,440	6,968
24	Delivery Commodity Charge	10 <sup>3</sup> m <sup>3</sup>	0.3206	142,488	457	417,203	1,338
	Interruptible / Seasonal Contracts						
25	Delivery Commodity Charge	10 <sup>3</sup> m <sup>3</sup>	1.2747	4,655	59	96,633	1,232
26	Total Rate M7				<u>4,127</u>		<u>9,537</u>
	<u>Rate M9</u>						
27	Monthly Demand Charge	10 <sup>3</sup> m <sup>3</sup> /d	15.1688	3,993	606	5,083	771
28	Delivery Commodity Charge	10 <sup>3</sup> m <sup>3</sup>	0.1990	60,750	121	78,946	157
29	Total Rate M9				<u>727</u>		<u>928</u>
	<u>Rate M10</u>						
30	Delivery Commodity Charge	10 <sup>3</sup> m <sup>3</sup>	5.1734	189	10	410	21
31	Total Rate M10				<u>10</u>		<u>21</u>

UNION RATE ZONES  
Calculation of 2013 and 2018 Revenue at 2013 Approved Rates

Line No.	Particulars	Billing Units	Rates (cents / m <sup>3</sup> )	2013		2018	
				Approved Usage	Revenue (\$000's)	Actual Usage	Revenue (\$000's)
				(c)	(d)	(e)	(f)
		(a)	(b)				
	<u>Rate T1</u>						
	Storage (\$/GJ's)						
	Demand						
	Firm injection / withdrawal						
1	Union provides deliverability inventory	GJ/d	1.624	492,360	800	643,343	1,045
2	Customer provides deliverability inventory	GJ/d	1.197	166,800	200	-	-
3	Incremental firm injection right	GJ/d	1.197	-	-	-	-
4	Interruptible	GJ/d	1.197	62,244	75	-	-
5	Space	GJ/d	0.011	22,396,680	253	16,392,326	185
6	Commodity (Customer Provides)	GJ	0.008	2,750,300	21	5,437,973	41
7	Commodity (Union Provides)	GJ	0.030	-	-	-	-
	Transportation (cents/m <sup>3</sup> )						
	Demand						
8	First 28 150 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup> /d	31.9554	12,448	3,978	14,070	4,496
9	Next 112 720 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup> /d	22.0775	13,002	2,871	11,693	2,582
	Commodity						
10	Firm	10 <sup>3</sup> m <sup>3</sup>	0.0712	485,700	346	428,990	305
11	Interruptible	10 <sup>3</sup> m <sup>3</sup>	1.2341	63,286	781	37,605	464
12	Monthly Charges		\$ 1,936.13	528	1,022	533	1,032
13	Total Rate T1				10,345		10,150
	<u>Rate T2</u>						
	Storage (\$/GJ's)						
	Demand						
	Firm injection / withdrawal						
14	Union provides deliverability inventory	GJ/d	1.624	1,516,920	2,463	1,898,508	3,083
15	Customer provides deliverability inventory	GJ/d	1.197	1,336,556	1,600	879,000	1,052
16	Incremental firm injection right	GJ/d	1.197	-	-	22,800	27
17	Interruptible	GJ/d	1.197	415,704	498	180,000	215
18	Space	GJ/d	0.011	106,645,056	1,204	99,913,151	1,128
19	Commodity (Customer Provides)	GJ	0.008	7,869,782	60	32,274,504	245
20	Commodity (Union Provides)	GJ	0.030	-	-	-	-
	Transportation (cents/m <sup>3</sup> )						
	Demand						
21	First 140 870 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup> /d	20.191	49,971	10,090	57,657	11,642
22	All Over 140 870 m <sup>3</sup>	10 <sup>3</sup> m <sup>3</sup> /d	10.680	167,088	17,845	205,325	21,929
	Commodity						
23	Firm	10 <sup>3</sup> m <sup>3</sup>	0.008	4,521,813	353	3,986,730	311
24	Interruptible	10 <sup>3</sup> m <sup>3</sup>	0.945	358,485	3,387	114,706	1,084
25	Monthly Charges	Meter/mo.	\$ 6,000.00	444	2,664	468	2,808
26	Total Rate T2				40,164		43,525
	<u>Rate T3</u>						
	Storage (\$/GJ's)						
	Demand						
	Firm injection / withdrawal						
27	Union provides deliverability inventory	GJ/d	1.624	-	-	-	-
28	Customer provides deliverability inventory	GJ/d	1.197	679,320	813	649,668	778
29	Incremental firm injection right	GJ/d	1.197	-	-	-	-
30	Interruptible	GJ/d	1.197	-	-	-	-
31	Space	GJ/d	0.011	36,614,256	414	38,472,252	435
32	Commodity (Customer Provides)	GJ	0.008	4,459,672	34	4,978,135	38
33	Commodity (Union Provides)	GJ	0.030	-	-	-	-
	Transportation (cents/ m <sup>3</sup> )						
34	Demand	10 <sup>3</sup> m <sup>3</sup> /d	9.358	28,200	2,639	28,200	2,639
35	Commodity	10 <sup>3</sup> m <sup>3</sup>	0.011	272,712	29	279,794	30
36	Monthly Charges	Meter/mo.	\$ 20,371.35	12	244	12	244
37	Total Rate T3				4,173		4,163
38	Total Union South In-franchise				524,540		560,725

UNION RATE ZONES  
Calculation of 2013 and 2018 Revenue at 2013 Approved Rates

Line No.	Particulars	Billing Units (a)	Rates (\$/GJ) (b)	2013		2018	
				Approved Usage (c)	Revenue (\$000's) (d)	Actual Usage (e)	Revenue (\$000's) (f)
	<u>Rate M12</u>						
	Demand						
1	Dawn to Kirkwall	GJ/d	2.011	8,708,176	17,509	1,409,148	2,833
2	Dawn to Kirkwall F24-T	GJ/d	0.068	594,000	40	594,000	40
3	Dawn to Parkway	GJ/d	2.382	43,052,600	102,570	54,856,774	130,692
4	Dawn to Parkway F24-T	GJ/d	0.068	4,711,848	319	5,718,273	387
5	Kirkwall to Parkway	GJ/d	0.372	1,411,468	525	5,053,860	1,879
6	M12-X Easterly & Westerly	GJ/d	2.961	4,692,132	13,896	4,752,132	14,073
7	Total Rate M12				<u>134,859</u>		<u>149,905</u>
	<u>Rate M13</u>						
8	Monthly Fixed Charge	monthly	\$ 926.60	15	167	13	141
9	Transmission Commodity Charge	GJ	0.034	5,934,507	200	2,791,231	94
10	Total Rate M13				<u>367</u>		<u>235</u>
	<u>Rate M16</u>						
11	Monthly Fixed Charge	monthly	\$ 1,474.12	4	71	3	53
12	Transmission Commodity Charge	GJ	0.034	6,236,394	211	5,922,163	200
13	Monthly Demand Charge - West of Dawn	GJ/d	1.059	214,154	227	214,154	227
14	Monthly Demand Charge - East of Dawn	GJ/d	0.741	108,800	81	-	-
15	Total Rate M16				<u>589</u>		<u>480</u>
	<u>Rate C1</u>						
	Storage Services						
16	Peak Storage (Short-term)	GJ			7,883		5,011
17	Balancing	GJ			2,000		1,583
18	Loans	GJ					15
19	Off Peak Storage	GJ			500		141
	Short-term Storage and Other Balancing Services						
20	Deferral Account Balance						1,413
	Transportation Services						
	Demand						
21	Ojibway to Dawn	GJ/d	1.059	1,025,520	1,197	695,316	737
22	St. Clair to Dawn	GJ/d	1.059		2,000	-	-
23	Parkway to Dawn	GJ/d	0.579	4,331,523	2,508	10,876,320	6,298
24	Kirkwall to Dawn	GJ/d	1.021	-	-	5,860,092	5,991
25	Bluewater to Dawn	GJ/d	1.059	-	-	615,000	651
26	Dawn to Parkway	GJ/d	2.382	84,780	413	540,360	1,287
27	Dawn to Dawn-Vector	GJ/d	0.029	1,114,140	32	1,114,140	32
28	Dawn to Dawn (TCPL)	GJ/d	0.134	6,000,000	805	6,000,000	805
29	Short-term Transportation	GJ			11,067		9,546
30	Exchanges				14,918		7,296
31	Ratepayer portion Exchange Revenue				(13,426)		(6,567)
32	Other Transactional				1,067		1,102
33	Total Rate C1				<u>30,963</u>		<u>35,342</u>
34	Total Ex-Franchise				<u>166,778</u>		<u>185,963</u>
35	Grand Total				<u>924,039</u>		<u>995,245</u>



SUMMARY  
RETURN ON EQUITY & EARNINGS SHARING DETERMINATION  
EGD RATE ZONE

ONTARIO UTILITY  
FOR THE YEAR ENDED DECEMBER 31, 2018

Line No.	Col. 1 Description	Col. 2 Reference	Col. 3 Actual Normalized (\$millions) & (%'s)
1.	<b>Part A) Return on Rate Base &amp; Revenue (Deficiency) / Sufficiency</b>		
2.	Gas Sales	(Ex.B,T2,App.E,S2,P1,Col.1,line 1)	2,498.8
3.	Transportation Revenue	(Ex.B,T2,App.E,S2,P1,Col.1,line 2)	276.3
4.	Transmission, Compr. and Storage Revenue	(Ex.B,T2,App.E,S2,P1,Col.1,line 3)	19.2
5.	Less Cost of Gas	(Ex.B,T2,App.E,S2,P1,Col.1,line 8)	1,566.0
6.	Gas Distribution Margin		1,228.3
7.	Other Revenue	(Ex.B,T2,App.E,S2,P1,Col.1,line 4)	42.3
8.	Other Income	(Ex.B,T2,App.E,S2,P1,Col.1,line 6)	0.2
9.	Total - Other Revenue & Income		42.5
10.	Operations & Maintenance (incl. CC/CIS rate smoothing adj.)	(Ex.B,T2,App.E,S2,P1,Col.1,line 9)	437.5
11.	Depreciation & amortization	(Ex.B,T2,App.E,S2,P1,Col.1,line 10)	294.7
12.	Fixed financing costs	(Ex.B,T2,App.E,S2,P1,Col.1,line 11)	2.2
13.	Municipal & capital taxes	(Ex.B,T2,App.E,S2,P1,Col.1,line 12)	44.9
14.	Total O&M, Depr., & other		779.3
15.	Utility Income before Income Tax	(line 5 + line 9 - line 14)	491.5
16.	Less: Income Taxes	(Ex.B,T2,App.E,S2,P1,Col.1,line 17)	38.8
17.	<b>Utility Income</b>		<b>452.7</b>
18.	Gross plant	(Ex.B,T2,App.B,S1,P1,Col.1,line 1)	9,594.5
19.	Accumulated depreciation	(Ex.B,T2,App.B,S1,P1,Col.1,line 2)	(3,277.9)
20.	Net plant		6,316.6
21.	Working capital	(Ex.B,T2,App.B,S1,P1,Col.1,line 11)	412.6
22.	<b>Utility Rate Base</b>		<b>6,729.2</b>
23.	Indicated Return on Rate Base %	(line 17 / line 22)	6.727%
24.	Less: Required Rate of Return %	(Ex.B,T2,App.E,S1,P1,Col.4,line 6)	6.073%
25.	(Deficiency) / Sufficiency %		0.654%
26.	Net Earnings (Deficiency) / Sufficiency	(line 25 x line 22)	44.01
27.	Provision for Income Taxes		15.87
28.	Gross Earnings (Deficiency) / Sufficiency	(line 26 divide by 73.5%)	59.88
29.	<b>50% Earnings sharing to ratepayers</b>	(line 28 x 50%)	<b>29.94</b>
30.	<b>Part B) Return on Equity &amp; Revenue (Deficiency) / Sufficiency</b>		
31.	Utility Income before Income Tax	(Ex.B,T2,App.E,S2,P1,Col.1,line 16)	491.5
32.	Less: Long Term Debt Costs	(Ex.B,T2,App.E,S1,P1,Col.5,line 1)	181.2
33.	Less: Short Term Debt Costs	(Ex.B,T2,App.E,S1,P1,Col.5,line 2)	6.9
34.	Less: Cost of Preferred Capital	(Ex.B,T2,App.E,S1,P1,Col.5,line 4)	2.6
35.	Net Income before Income Taxes		300.8
36.	Less: Income Taxes	(Ex.B,T2,App.E,S2,P1,Col.1,line 17)	38.8
37.	Net Income Applicable to Common Equity	(line 35 - line 36)	262.0
38.	Common Equity	(Ex.B,T2,App.E,S1,P1,Col.1,line 5)	2,422.5
39.	Approved ROE %		9.000%
40.	Achieved Rate of Return on Equity %	(line 37 divide by line 38)	10.817%
41.	Resulting (Deficiency) / Sufficiency in Return on Equity %		1.817%
42.	Net Earnings (Deficiency) / Sufficiency	(line 38 x line 41)	44.01
43.	Provision for Income Taxes		15.87
44.	Gross Earnings (Deficiency) / Sufficiency	(line 42 divide by 73.5%)	59.88
45.	<b>50% Earnings sharing to ratepayers</b>	(line 44 x 50%)	<b>29.94</b>

UNION RATE ZONES  
Earnings Sharing Calculation  
Calendar Year Ending December 31, 2018

Line No.	Particulars (\$000s)	2018 (a)	Non-Utility Storage (b)	Adjustments (c)	2018 Utility (d)=(a)-(b)+(c)
	Operating Revenues				
1	Gas Sales	1,812,564	-	(19,447) i.	1,793,117
2	Transportation	258,512	(367)	-	258,879
3	Storage	151,772	143,609	-	8,163
4	Other	23,924	-	(6,119) ii	17,805
5		<u>2,246,773</u>	<u>143,242</u>	<u>(25,566)</u>	<u>2,077,965</u>
	Operating Expenses				
6	Cost of gas	960,481	36,499	(16,839) i.	907,143
7	Operating and maintenance expenses	461,872	13,451	(1,494) iii	446,928
8	Depreciation	287,543	10,676	-	276,867
9	Other financing	-	-	998 iv	998
10	Property and other taxes	77,786	1,489	-	76,297
11		<u>1,787,683</u>	<u>62,115</u>	<u>(17,335)</u>	<u>1,708,234</u>
	Other				
12	Gain / (Loss) on sale of assets	(1,803)	(1,824)	-	21
13	Other / Huron Tipperary	-	-	-	-
14	Gain / (Loss) on foreign exchange	3,028	2,282	493 v	1,239
15		<u>1,225</u>	<u>458</u>	<u>493</u>	<u>1,260</u>
16	Earnings before interest and taxes	<u>460,315</u>	<u>81,585</u>	<u>(7,738)</u>	370,991
17	Income taxes				(6,012)
18	Total utility income subject to earnings sharing				<u>377,002</u>
	Less debt and preference share return components				
19	Long-term debt				161,247
20	Unfunded short-term debt				3,226
21	Preferred dividend requirements				2,901
22					<u>167,374</u>
	Less shareholder portions of:				
23	Net short-term storage revenue (after tax)				256
24	Net optimization activity (after tax)				536
25					<u>793</u>
26	Earnings subject to sharing				<u>208,836</u>
27	Common equity				2,166,613
28	Return on equity (line 26 / line 27)				9.64%
29	Benchmark return on equity				9.93%
30	50% earnings sharing % (line 28 - line 29, maximum 1%)				0.00%
31	90% earnings sharing % (if line 30=1%, then line 28 - line 29 - line 30)				0.00%
32	50% earnings sharing \$ (line 27 x line 30 x 50%)				-
33	90% earnings sharing \$ (line 27 x line 31 x 90%)				<u>-</u>
34	Total earnings sharing \$ (line 32 + line 33)				<u>-</u>
35	Pre-tax earnings sharing (line 34 / (1 minus tax rate))				<u>-</u>
	Notes:				
i	Reclassification of optimization revenue as cost of gas		(16,839)		
	Reduction to revenue to reflect the impact of Bill C-97 (accelerated CCA), enacted June 21, 2019:				
	Impact captured in CPT deferral accounts		(314)		
	Ratepayer 50% of non-CPT CCA impact captured in Tax Variance		(940)		
	Elimination for shareholder 50% of non-CPT CCA impact		<u>(940)</u>		
	Total Asset CCA Impact		(2,194)		
	Elimination for shareholder 50% of HST tax variance impact		(413)		
	Total		<u>(19,447)</u>		
ii	Demand-side management incentive				
iii	Donations		2,547		
	CDM program		<u>(1,054)</u>		
			1,494		
iv	Facility fees and customer deposit interest				
v	Foreign exchange gain on bank balances				

EGD RATE ZONE  
30 Don River Replacement - ICM Project Revenue Requirement

Line No.	Particulars (\$000's)	2020 (a)	2021 (b)	2022 (c)	2023 (d)	Average Annual (5) (e)
	<u>Incremental Rate Base Investment</u>					
1	Capital Expenditures	30,047	-	-	-	
2	Average Rate Base	18,616	29,191	28,458	27,725	
	<u>Incremental Revenue Requirement Calculation:</u>					
	<u>Return on Incremental Rate Base: (1)</u>					
3	Long-term Debt Interest	541	848	827	806	756
4	Short-term Debt Interest	2	3	3	2	2
5	Preference Shares	8	13	12	12	11
6	Equity	603	946	922	898	842
7	Total Return on Incremental Rate Base	1,154	1,810	1,764	1,719	1,612
	<u>Incremental Operating Expenses:</u>					
8	Depreciation Expense (2)	489	733	733	733	672
9	Total Incremental Operating Expenses	489	733	733	733	672
	<u>Incremental Income Taxes:</u>					
10	Return on Equity and Preference Shares (line 5 + line 6)	611	959	934	910	854
	Utility Timing Differences					
11	Add: Depreciation Expense (line 8)	489	733	733	733	672
12	Less: Current Year Tax Deductions	(4,366)	(1,541)	(1,448)	(1,361)	(2,179)
13	Taxable Income (line 10 + line 11 + line 12)	(3,266)	151	219	282	(654)
14	Income Taxes Before Gross Up (line 13 x 26.5%) (3)	(866)	40	58	75	(173)
15	Total Incremental Income Taxes After Gross Up (line 14 / (1-26.5%) (3) (4)	(1,178)	54	79	102	(236)
16	Total Incremental Revenue Requirement (line 7 + line 9 + line 15)	465	2,597	2,576	2,553	2,048

Notes:

(1) The return on rate base is calculated based on EGD's 2018 Board-approved capital structure:

Capital Structure	Component %	Cost Rate	Return Component
Long-term Debt	61.84%	4.70%	2.91%
Short-term Debt	0.56%	1.60%	0.01%
Preference Shares	1.60%	2.72%	0.04%
Equity	36.00%	9.00%	3.24%
Total	100.00%		6.20%

(2) Depreciation expense at Board-approved depreciation rates.

(3) Enbridge Gas's current provincial and federal tax rate is equal to 26.5%.

(4) Incremental taxes related to utility timing differences are negative as the capital cost allowance deduction in arriving at taxable income exceeds the provision of book depreciation in the year.

(5) Average annual revenue requirement calculated as the total revenue requirement from 2020 to 2023 recovered over the 48-month period from January 1, 2020 to December 31, 2023 expressed as an annual amount (12 months).

UNION RATE ZONES  
Windsor Line Replacement - ICM Project Revenue Requirement

Line No.	Particulars (\$000's)	2020 (a)	2021 (b)	2022 (c)	2023 (d)	Average Annual (5) (e)
	<u>Incremental Rate Base Investment</u>					
1	Capital Expenditures	84,248	-	-	-	
2	Average Rate Base	10,428	82,811	80,348	77,884	
	<u>Incremental Revenue Requirement Calculation:</u>					
	<u>Return on Incremental Rate Base: (1)</u>					
3	Long-term Debt Interest	417	3,315	3,216	3,118	2,517
4	Short-term Debt Interest	(0)	(0)	(0)	(0)	(0)
5	Preference Shares	9	69	67	65	53
6	Equity	335	2,662	2,583	2,504	2,021
7	Total Return on Incremental Rate Base	761	6,046	5,866	5,686	4,590
	<u>Incremental Operating Expenses:</u>					
8	Depreciation Expense (2)	205	2,464	2,464	2,464	1,899
9	Total Incremental Operating Expenses	205	2,464	2,464	2,464	1,899
	<u>Incremental Income Taxes:</u>					
10	Return on Equity and Preference Shares (line 5 + line 6)	344	2,731	2,650	2,569	2,074
	Utility Timing Differences					
11	Add: Depreciation Expense (line 8)	205	2,464	2,464	2,464	1,899
12	Less: Current Year Tax Deductions	(13,260)	(4,236)	(3,982)	(3,743)	(6,305)
13	Taxable Income (line 10 + line 11 + line 12)	(12,710)	959	1,132	1,289	(2,333)
14	Income Taxes Before Gross Up (line 13 x 26.5%) (3)	(3,368)	254	300	342	(618)
15	Total Incremental Income Taxes After Gross Up (line 14 / (1-26.5%) (3) (4)	(4,583)	346	408	465	(841)
16	Total Incremental Revenue Requirement (line 7 + line 9 + line 15)	(3,616)	8,855	8,738	8,614	5,648

Notes:

(1) The return on rate base is calculated based on Union's 2013 Board-approved capital structure:

Capital Structure	Component %	Cost Rate	Return Component
Long-term Debt	61.30%	6.53%	4.00%
Short-term Debt	-0.03%	1.31%	0.00%
Preference Shares	2.74%	3.05%	0.08%
Equity	36.00%	8.93%	3.21%
Total	100.00%		7.30%

(2) Depreciation expense at Board-approved depreciation rates.

(3) Enbridge Gas's current provincial and federal tax rate is equal to 26.5%.

(4) Incremental taxes related to utility timing differences are negative as the capital cost allowance deduction in arriving at taxable income exceeds the provision of book depreciation in the year.

(5) Average annual revenue requirement calculated as the total revenue requirement from 2020 to 2023 recovered over the 48-month period from January 1, 2020 to December 31, 2023 expressed as an annual amount (12 months).

EGD RATE ZONE  
Allocation of 2020 ICM Project Revenue Requirement

Line		Delivery Demand TP > 4"	Don River Replacement
No.	Particulars	Allocator (1)	Project (2)
		%	(000's)
		(a)	(b)
	<u>EGD</u>		
1	Rate 1	46%	948
2	Rate 6	41%	840
3	Rate 9	0%	0
4	Rate 100	0%	0
5	Rate 110	2%	45
6	Rate 115	1%	25
7	Rate 125	8%	164
8	Rate 135	0%	0
9	Rate 145	0%	2
10	Rate 170	0%	2
11	Rate 200	1%	22
12	Rate 300	0%	0
13	Total	100%	2,048

Notes:

- (1) EGD extra high pressure mains greater than 4 inch diameter are allocated according to the Board approved cost allocation methodology (EB-2017-0086), Delivery Demand TP > 4 inch allocator, reflecting 2020 forecast peak demand by rate class
- (2) Exhibit B, Tab 2, Appendix E.

UNION RATE ZONES  
Allocation of 2020 ICM Project Revenue Requirement

Line No.	Particulars	Union Rate Zones	
		Distribution Demand Allocator (1) (10 <sup>3</sup> m <sup>3</sup> /d) (a)	Windsor Line Replacement Project (2) (\$000's) (b)
1	Rate 01	-	-
2	Rate 10	-	-
3	Rate 20	-	-
4	Rate 25	-	-
5	Rate 100	-	-
6	Total Union North	-	-
7	Rate M1	31,030	2,991
8	Rate M2	11,714	1,129
9	Rate M4 (F)	5,059	488
10	Rate M4 (I)	87	8
11	Rate M5 (F)	55	5
12	Rate M5 (I)	291	28
13	Rate M7 (F)	2,304	222
14	Rate M7 (I)	478	46
15	Rate M9	-	-
16	Rate M10	-	-
17	Rate T1 (F)	2,092	202
18	Rate T1 (I)	-	-
19	Rate T2 (F)	4,108	396
20	Rate T2 (I)	1,372	132
21	Rate T3	-	-
22	Total Union South	58,590	5,648
23	Excess Utility Storage	-	-
24	Rate C1 (F)	-	-
25	Rate C1 (I)	-	-
26	Rate M12	-	-
27	Rate M13	-	-
28	Rate M16	-	-
29	Total Ex-Franchise	-	-
30	Total Union Rate Zones	58,590	5,648 (3)

Notes:

- (1) Distribution demand allocation in proportion to forecast 2020 Union South in-franchise firm and interruptible design day demands, excluding demands served directly off transmission lines.
- (2) Allocated in proportion to column (a).
- (3) Exhibit B, Tab 2, Schedule 1, Appendix E, p. 2.

EGD RATE ZONE  
Derivation of 2020 Incremental Capital Module ("ICM") Rates by Rate Class

Line No.	Particulars	ICM Revenue Requirement (1) (000's) (a)	Forecast Volumes (10 <sup>6</sup> m <sup>3</sup> ) (b)	ICM Unit Rates (cents / m <sup>3</sup> ) (d) = (a / b * 100)
<u>Bundled Services</u>				
1	Rate 1	948	4,934.0	0.0192
2	Rate 6	840	4,843.4	0.0173
3	Rate 9	0	0.0	0.0000
4	Rate 100 - per m <sup>3</sup> of contract demand	0	2.1	0.0000
5	Rate 110 - per m <sup>3</sup> of contract demand	45	54.6	0.0822
6	Rate 115 - per m <sup>3</sup> of contract demand	25	16.3	0.1538
7	Rate 135	0	62.8	0.0001
8	Rate 145 - per m <sup>3</sup> of contract demand	2	7.6	0.0232
9	Rate 170 - per m <sup>3</sup> of contract demand	2	28.7	0.0063
10	Rate 200 - per m <sup>3</sup> of contract demand	22	15.0	0.1452
<u>Unbundled Services</u>				
11	Rate 125 - per m <sup>3</sup> of contract demand	164	111.1	0.1477
12	Rate 300 - per m <sup>3</sup> of contract demand	0	0.2	0.1477
13	Total 2020 ICM Costs	2,048		

Notes:

(1) Exhibit B, Tab 2. Appendix F, Page 1.

UNION RATE ZONES  
Derivation of 2020 Incremental Capital Module ("ICM") Rates by Rate Class

Line No.	Particulars	ICM Revenue Requirement (1) (\$000s) (a)	2020 Forecast Usage (b)	Billing Units (c)	2020 ICM Rate (2) (cents / m³) (d) = (a / b * 100)
	<u>Union South</u>				
	Rate M1 Small Volume General Service				
1	Monthly Delivery Commodity Charge	2,991	3,127,730	10³m³	0.0956
	Rate M2 Large Volume General Service				
2	Monthly Delivery Commodity Charge	1,129	1,324,290	10³m³	0.0853
	Rate M4 Commercial/Industrial Contract Rate				
	Firm Contracts				
3	Monthly Demand Charge	488	47,514	10³m³/d	1.0264
	Interruptible Contracts				
4	Monthly Delivery Commodity Charge (3)	8	2,580	10³m³	0.0538
	Rate M5A Interruptible Commercial/Industrial Contract Rate				
	Firm Contracts				
5	Monthly Demand Charge	5	659	10³m³/d	0.8033
	Interruptible Contracts				
6	Monthly Delivery Commodity Charge (3)	28	65,170	10³m³	0.0538
	Rate M7 Special Large Volume Contract Rate				
	Firm Contracts				
7	Monthly Demand Charge	222	36,050	10³m³/d	0.6161
	Interruptible / Seasonal Contracts				
8	Monthly Delivery Commodity Charge	46	75,607	10³m³	0.0610
	Rate M9 Large Wholesale Service				
9	Monthly Demand Charge	-	6,439	10³m³/d	-
	Rate M10 Small Wholesale Service				
10	Monthly Delivery Commodity Charge	-	311	10³m³	-
	Rate T1 Contract Carriage Service				
	Firm Contracts				
11	Monthly Demand Charge	202	26,330	10³m³/d	0.7659
	Interruptible Contracts				
12	Interruptible Transportation Commodity Charge	-	37,005	10³m³	-
	Rate T2 Contract Carriage Service				
	Firm Contracts				
13	Monthly Demand Charge	396	272,309	10³m³/d	0.1454
	Interruptible Contracts				
14	Interruptible Transportation Commodity Charge	132	159,604	10³m³	0.0829
	Rate T3 Contract Carriage Service				
15	Monthly Demand Charge	-	28,200	10³m³/d	-
16	Total Union South In-franchise	<u>5,648</u>			
17	Total Union In-franchise	<u>5,648</u>			

Notes:

- (1) Exhibit B, Tab 2, Schedule 1, Appendix F, p. 2, column (b).
- (2) To be included in delivery and transportation rates.
- (3) The Interruptible Delivery Commodity Charge is calculated as a common unit rate for Rate M4 and Rate M5.



## ANNUAL BILL COMPARISON - RESIDENTIAL CUSTOMERS

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4		Col. 5	Col. 6	Col. 7	Col. 8		
			Heating & Water Htg.				Heating, Water Htg. & Other Uses						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
1.1	VOLUME	m³	3,064	3,064	0	0.00%		4,691	4,691	0	0.00%		
1.2	CUSTOMER CHG.	\$	245.75	245.75	0.00	0.00%		245.75	245.75	0.00	0.00%		
1.3	DISTRIBUTION CHG.	\$	264.93	264.35	0.58	0.22%		399.48	398.58	0.90	0.22%		
1.4	LOAD BALANCING	§ \$	168.22	168.22	0.00	0.00%		257.54	257.54	0.00	0.00%		
1.5	SALES COMMDTY	\$	274.98	274.98	0.00	0.00%		421.00	421.00	0.00	0.00%		
1.6	TOTAL SALES	\$	953.88	953.29	0.58	0.06%		1,323.76	1,322.86	0.90	0.07%		
1.7	TOTAL T-SERVICE	\$	678.89	678.31	0.58	0.09%		902.76	901.87	0.90	0.10%		
1.8	SALES UNIT RATE	\$/m³	0.3113	0.3111	0.0002	0.06%		0.2822	0.2820	0.0002	0.07%		
1.9	T-SERVICE UNIT RATE	\$/m³	0.2216	0.2214	0.0002	0.09%		0.1924	0.1923	0.0002	0.10%		
1.10	SALES UNIT RATE	\$/GJ	8.080	8.075	0.0050	0.06%		7.324	7.319	0.0050	0.07%		
1.11	T-SERVICE UNIT RATE	\$/GJ	5.751	5.746	0.0050	0.09%		4.995	4.990	0.0050	0.10%		
			Heating Only				Heating & Water Htg.						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
2.1	VOLUME	m³	1,955	1,955	0	0.00%		2,005	2,005	0	0.00%		
2.2	CUSTOMER CHG.	\$	245.75	245.75	0.00	0.00%		245.75	245.75	0.00	0.00%		
2.3	DISTRIBUTION CHG.	\$	169.91	169.54	0.37	0.22%		176.79	176.40	0.38	0.22%		
2.4	LOAD BALANCING	§ \$	107.33	107.33	0.00	0.00%		110.08	110.08	0.00	0.00%		
2.5	SALES COMMDTY	\$	175.45	175.45	0.00	0.00%		179.94	179.94	0.00	0.00%		
2.6	TOTAL SALES	\$	698.44	698.07	0.37	0.05%		712.55	712.17	0.38	0.05%		
2.7	TOTAL T-SERVICE	\$	522.99	522.62	0.37	0.07%		532.61	532.23	0.38	0.07%		
2.8	SALES UNIT RATE	\$/m³	0.3573	0.3571	0.0002	0.05%		0.3554	0.3552	0.0002	0.05%		
2.9	T-SERVICE UNIT RATE	\$/m³	0.2675	0.2673	0.0002	0.07%		0.2656	0.2654	0.0002	0.07%		
2.10	SALES UNIT RATE	\$/GJ	9.272	9.267	0.0050	0.05%		9.224	9.219	0.0050	0.05%		
2.11	T-SERVICE UNIT RATE	\$/GJ	6.943	6.938	0.0050	0.07%		6.894	6.889	0.0050	0.07%		

§ The Load Balancing Charge shown here includes proposed transportation charges.

## ANNUAL BILL COMPARISON - RESIDENTIAL CUSTOMERS

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4		Col. 5	Col. 6	Col. 7	Col. 8		
Heating, Pool Htg. & Other Uses							General & Water Htg.						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
3.1	VOLUME	m³	5,048	5,048	0	0.00%		1,081	1,081	0	0.00%		
3.2	CUSTOMER CHG.	\$	245.75	245.75	0.00	0.00%		245.75	245.75	0.00	0.00%		
3.3	DISTRIBUTION CHG.	\$	429.62	428.65	0.96	0.22%		99.74	99.54	0.21	0.21%		
3.4	LOAD BALANCING	§ \$	277.14	277.14	0.00	0.00%		59.35	59.35	0.00	0.00%		
3.5	SALES COMMDTY	\$	453.04	453.04	0.00	0.00%		97.02	97.02	0.00	0.00%		
3.6	TOTAL SALES	\$	1,405.54	1,404.57	0.96	0.07%		501.85	501.65	0.21	0.04%		
3.7	TOTAL T-SERVICE	\$	952.50	951.54	0.96	0.10%		404.84	404.63	0.21	0.05%		
3.8	SALES UNIT RATE	\$/m³	0.2784	0.2782	0.0002	0.07%		0.4642	0.4641	0.0002	0.04%		
3.9	T-SERVICE UNIT RATE	\$/m³	0.1887	0.1885	0.0002	0.10%		0.3745	0.3743	0.0002	0.05%		
3.10	SALES UNIT RATE	\$/GJ	7.226	7.221	0.0050	0.07%		12.049	12.044	0.0050	0.04%		
3.11	T-SERVICE UNIT RATE	\$/GJ	4.897	4.892	0.0050	0.10%		9.720	9.715	0.0050	0.05%		
Heating & Water Htg.							Heating & Water Htg.						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
2.1	VOLUME	m³	2,480	2,480	0	0.00%		2,400	2,400	0	0.00%		
2.2	CUSTOMER CHG.	\$	245.75	245.75	0.00	0.00%		245.75	245.75	0.00	0.00%		
2.3	DISTRIBUTION CHG.	\$	216.30	215.83	0.47	0.22%		209.38	208.92	0.46	0.22%		
2.4	LOAD BALANCING	§ \$	136.15	136.15	0.00	0.00%		131.76	131.76	0.00	0.00%		
2.5	SALES COMMDTY	\$	222.57	222.57	0.00	0.00%		215.39	215.39	0.00	0.00%		
2.6	TOTAL SALES	\$	820.77	820.30	0.47	0.06%		802.27	801.82	0.46	0.06%		
2.7	TOTAL T-SERVICE	\$	598.20	597.73	0.47	0.08%		586.88	586.43	0.46	0.08%		
2.8	SALES UNIT RATE	\$/m³	0.3310	0.3308	0.0002	0.06%		0.3343	0.3341	0.0002	0.06%		
2.9	T-SERVICE UNIT RATE	\$/m³	0.2412	0.2410	0.0002	0.08%		0.2445	0.2443	0.0002	0.08%		
2.10	SALES UNIT RATE	\$/GJ	8.590	8.585	0.0050	0.06%		8.676	8.671	0.0050	0.06%		
2.11	T-SERVICE UNIT RATE	\$/GJ	6.260	6.255	0.0050	0.08%		6.347	6.342	0.0050	0.08%		

§ The Load Balancing Charge shown here includes proposed transportation charges.

**ANNUAL BILL COMPARISON - COMMERCIAL & INDUSTRIAL CUSTOMERS**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
Commercial Heating & Other Uses							Com. Htg., Air Cond'ng & Other Uses			
			(A)	(B)	CHANGE		(A)	(B)	CHANGE	
					(A) - (B)	%			(A) - (B)	%
1.1	VOLUME	m³	22,606	22,606	0	0.00%	29,278	29,278	0	0.00%
1.2	CUSTOMER CHG.	\$	860.11	860.11	0.00	0.00%	860.11	860.11	0.00	0.00%
1.3	DISTRIBUTION CHG.	\$	1,548.77	1,544.87	3.90	0.25%	1,987.28	1,982.23	5.05	0.25%
1.4	LOAD BALANCING	§ \$	1,221.79	1,221.79	0.00	0.00%	1,582.39	1,582.39	0.00	0.00%
1.5	SALES COMMDTY	\$	2,033.72	2,033.72	0.00	0.00%	2,633.96	2,633.96	0.00	0.00%
1.6	TOTAL SALES	\$	5,664.39	5,660.49	3.90	0.07%	7,063.74	7,058.69	5.05	0.07%
1.7	TOTAL T-SERVICE	\$	3,630.67	3,626.77	3.90	0.11%	4,429.78	4,424.73	5.05	0.11%
1.8	SALES UNIT RATE	\$/m³	0.2506	0.2504	0.0002	0.07%	0.2413	0.2411	0.0002	0.07%
1.9	T-SERVICE UNIT RATE	\$/m³	0.1606	0.1604	0.0002	0.11%	0.1513	0.1511	0.0002	0.11%
1.10	SALES UNIT RATE	\$/GJ	6.503	6.499	0.0045	0.07%	6.262	6.257	0.0045	0.07%
1.11	T-SERVICE UNIT RATE	\$/GJ	4.168	4.164	0.0045	0.11%	3.927	3.922	0.0045	0.11%
Medium Commercial Customer							Large Commercial Customer			
			(A)	(B)	CHANGE		(A)	(B)	CHANGE	
					(A) - (B)	%			(A) - (B)	%
2.1	VOLUME	m³	169,563	169,563	0	0.00%	339,125	339,125	0	0.00%
2.2	CUSTOMER CHG.	\$	860.11	860.11	0.00	0.00%	860.11	860.11	0.00	0.00%
2.3	DISTRIBUTION CHG.	\$	8,362.03	8,332.81	29.23	0.35%	15,323.20	15,264.75	58.45	0.38%
2.4	LOAD BALANCING	§ \$	9,164.39	9,164.39	0.00	0.00%	18,328.72	18,328.72	0.00	0.00%
2.5	SALES COMMDTY	\$	15,254.53	15,254.53	0.00	0.00%	30,508.97	30,508.97	0.00	0.00%
2.6	TOTAL SALES	\$	33,641.06	33,611.83	29.23	0.09%	65,021.00	64,962.55	58.45	0.09%
2.7	TOTAL T-SERVICE	\$	18,386.53	18,357.30	29.23	0.16%	34,512.03	34,453.58	58.45	0.17%
2.8	SALES UNIT RATE	\$/m³	0.1984	0.1982	0.0002	0.09%	0.1917	0.1916	0.0002	0.09%
2.9	T-SERVICE UNIT RATE	\$/m³	0.1084	0.1083	0.0002	0.16%	0.1018	0.1016	0.0002	0.17%
2.10	SALES UNIT RATE	\$/GJ	5.149	5.145	0.0045	0.09%	4.976	4.972	0.0045	0.09%
2.11	T-SERVICE UNIT RATE	\$/GJ	2.814	2.810	0.0045	0.16%	2.641	2.637	0.0045	0.17%

§ The Load Balancing Charge shown here includes proposed transportation charges.

**ANNUAL BILL COMPARISON - COMMERCIAL & INDUSTRIAL CUSTOMERS**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4		Col. 5	Col. 6	Col. 7	Col. 8		
Industrial General Use							Industrial Heating & Other Uses						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
3.1	VOLUME	m³	43,285	43,285	0	0.00%		63,903	63,903	0	0.00%		
3.2	CUSTOMER CHG.	\$	860.11	860.11	0.00	0.00%		860.11	860.11	0.00	0.00%		
3.3	DISTRIBUTION CHG.	\$	2,747.19	2,739.73	7.46	0.27%		3,687.16	3,676.15	11.01	0.30%		
3.4	LOAD BALANCING	§ \$	2,339.43	2,339.43	0.00	0.00%		3,453.77	3,453.77	0.00	0.00%		
3.5	SALES COMMDTY	\$	3,894.08	3,894.08	0.00	0.00%		5,748.96	5,748.96	0.00	0.00%		
3.6	TOTAL SALES	\$	9,840.81	9,833.35	7.46	0.08%		13,750.00	13,738.98	11.01	0.08%		
3.7	TOTAL T-SERVICE	\$	5,946.72	5,939.26	7.46	0.13%		8,001.04	7,990.03	11.01	0.14%		
3.8	SALES UNIT RATE	\$/m³	0.2273	0.2272	0.0002	0.08%		0.2152	0.2150	0.0002	0.08%		
3.9	T-SERVICE UNIT RATE	\$/m³	0.1374	0.1372	0.0002	0.13%		0.1252	0.1250	0.0002	0.14%		
3.10	SALES UNIT RATE	\$/GJ	5.901	5.896	0.0045	0.08%		5.584	5.580	0.0045	0.08%		
3.11	T-SERVICE UNIT RATE	\$/GJ	3.566	3.561	0.0045	0.13%		3.250	3.245	0.0045	0.14%		
Medium Industrial Customer							Large Industrial Customer						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
4.1	VOLUME	m³	169,563	169,563	0	0.00%		339,124	339,124	0	0.00%		
4.2	CUSTOMER CHG.	\$	860.11	860.11	0.00	0.00%		860.11	860.11	0.00	0.00%		
4.3	DISTRIBUTION CHG.	\$	8,561.29	8,532.07	29.23	0.34%		15,471.46	15,413.01	58.45	0.38%		
4.4	LOAD BALANCING	§ \$	9,164.39	9,164.39	0.00	0.00%		18,328.67	18,328.67	0.00	0.00%		
4.5	SALES COMMDTY	\$	15,254.53	15,254.53	0.00	0.00%		30,508.88	30,508.88	0.00	0.00%		
4.6	TOTAL SALES	\$	33,840.32	33,811.09	29.23	0.09%		65,169.12	65,110.67	58.45	0.09%		
4.7	TOTAL T-SERVICE	\$	18,585.79	18,556.56	29.23	0.16%		34,660.24	34,601.79	58.45	0.17%		
4.8	SALES UNIT RATE	\$/m³	0.1996	0.1994	0.0002	0.09%		0.1922	0.1920	0.0002	0.09%		
4.9	T-SERVICE UNIT RATE	\$/m³	0.1096	0.1094	0.0002	0.16%		0.1022	0.1020	0.0002	0.17%		
4.10	SALES UNIT RATE	\$/GJ	5.180	5.175	0.0045	0.09%		4.988	4.983	0.0045	0.09%		
4.11	T-SERVICE UNIT RATE	\$/GJ	2.845	2.840	0.0045	0.16%		2.653	2.648	0.0045	0.17%		

§ The Load Balancing Charge shown here includes proposed transportation charges.

## ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
Rate 100 - Small Commercial Firm							Rate 100 - Average Commercial Firm			
			(A)	(B)	CHANGE					
					(A) - (B)	%	(A)	(B)	(A) - (B)	%
1.1	VOLUME	m³	339,188	339,188	0	0.00%	598,567	598,567	0	0.00%
1.2	CUSTOMER CHG.	\$	1,499.17	1,499.17	0.00	0.00%	1,499.17	1,499.17	0.00	0.00%
1.3	DISTRIBUTION CHG.	\$	13,861.02	13,831.79	29.23	0.21%	67,543.39	67,396.89	146.50	0.22%
1.4	LOAD BALANCING	\$	18,333.21	18,333.21	0.00	0.00%	32,352.73	32,352.73	0.00	0.00%
1.5	SALES COMMDTY	\$	30,514.63	30,514.63	0.00	0.00%	53,849.34	53,849.34	0.00	0.00%
1.6	TOTAL SALES	\$	64,208.03	64,178.80	29.23	0.05%	155,244.63	155,098.13	146.50	0.09%
1.7	TOTAL T-SERVICE	\$	33,693.40	33,664.17	29.23	0.09%	101,395.29	101,248.78	146.50	0.14%
1.8	SALES UNIT RATE	\$/m³	0.1893	0.1892	0.0001	0.05%	0.2594	0.2591	0.0002	0.09%
1.9	T-SERVICE UNIT RATE	\$/m³	0.0993	0.0992	0.0001	0.09%	0.1694	0.1692	0.0002	0.14%
1.10	SALES UNIT RATE	\$/GJ	4.913	4.911	0.0022	0.05%	6.731	6.725	0.0064	0.09%
1.11	T-SERVICE UNIT RATE	\$/GJ	2.578	2.576	0.0022	0.09%	4.396	4.390	0.0064	0.14%
Rate 100 - Large Industrial Firm										
			(A)	(B)	CHANGE					
					(A) - (B)	%				
2.1	VOLUME	m³	1,500,000	1,500,000	0	0.00%				
2.2	CUSTOMER CHG.	\$	1,499.17	1,499.17	0.00	0.00%				
2.3	DISTRIBUTION CHG.	\$	135,615.82	135,322.81	293.01	0.22%				
2.4	LOAD BALANCING	\$	81,075.45	81,075.45	0.00	0.00%				
2.5	SALES COMMDTY	\$	134,945.66	134,945.66	0.00	0.00%				
2.6	TOTAL SALES	\$	353,136.09	352,843.09	293.01	0.08%				
2.7	TOTAL T-SERVICE	\$	218,190.44	217,897.43	293.01	0.13%				
2.8	SALES UNIT RATE	\$/m³	0.2354	0.2352	0.0002	0.08%				
2.9	T-SERVICE UNIT RATE	\$/m³	0.1455	0.1453	0.0002	0.13%				
2.10	SALES UNIT RATE	\$/GJ	6.110	6.105	0.0051	0.08%				
2.11	T-SERVICE UNIT RATE	\$/GJ	3.775	3.770	0.0051	0.13%				

## ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4		Col. 5	Col. 6	Col. 7	Col. 8	
Rate 145 - Small Commercial Interr.							Rate 145 - Average Commercial Interr.					
			(A)	(B)	CHANGE					(A)	(B)	CHANGE
					(A) - (B)	%				(A) - (B)	%	
3.1	VOLUME	m³	339,188	339,188	0	0.00%		598,568	598,568	0	0.00%	
3.2	CUSTOMER CHG.	\$	1,515.51	1,515.51	0.00	0.00%		1,515.51	1,515.51	0.00	0.00%	
3.3	DISTRIBUTION CHG.	\$	12,528.63	12,520.90	7.73	0.06%		19,002.44	18,990.84	11.60	0.06%	
3.4	LOAD BALANCING	\$	14,385.29	14,385.29	0.00	0.00%		25,386.19	25,386.19	0.00	0.00%	
3.5	SALES COMMDTY	\$	30,332.30	30,332.30	0.00	0.00%		53,527.68	53,527.68	0.00	0.00%	
3.6	TOTAL SALES	\$	58,761.74	58,754.00	7.73	0.01%		99,431.83	99,420.23	11.60	0.01%	
3.7	TOTAL T-SERVICE	\$	28,429.43	28,421.70	7.73	0.03%		45,904.15	45,892.55	11.60	0.03%	
3.8	SALES UNIT RATE	\$/m³	0.1732	0.1732	0.0000	0.01%		0.1661	0.1661	0.0000	0.01%	
3.9	T-SERVICE UNIT RATE	\$/m³	0.0838	0.0838	0.0000	0.03%		0.0767	0.0767	0.0000	0.03%	
3.10	SALES UNIT RATE	\$/GJ	4.496	4.496	0.0006	0.01%		4.311	4.311	0.0005	0.01%	
3.11	T-SERVICE UNIT RATE	\$/GJ	2.175	2.175	0.0006	0.03%		1.990	1.990	0.0005	0.03%	

NOTE: Curtailment notice based on 72-hour period.

NOTE: Curtailment notice based on 16-hour period.

Rate 145 - Small Industrial Interr.							Rate 145 - Average Industrial Interr.			
			(A)	(B)	CHANGE		(A)	(B)	CHANGE	
					(A) - (B)	%			(A) - (B)	%
4.1	VOLUME	m³	339,188	339,188	0	0.00%	598,567	598,567	0	0.00%
4.2	CUSTOMER CHG.	\$	1,515.51	1,515.51	0.00	0.00%	1,515.51	1,515.51	0.00	0.00%
4.3	DISTRIBUTION CHG.	\$	12,804.42	12,796.69	7.73	0.06%	19,246.59	19,234.99	11.60	0.06%
4.4	LOAD BALANCING	\$	14,385.29	14,385.29	0.00	0.00%	25,386.15	25,386.15	0.00	0.00%
4.5	SALES COMMDTY	\$	30,332.30	30,332.30	0.00	0.00%	53,527.59	53,527.59	0.00	0.00%
4.6	TOTAL SALES	\$	59,037.53	59,029.79	7.73	0.01%	99,675.84	99,664.24	11.60	0.01%
4.7	TOTAL T-SERVICE	\$	28,705.22	28,697.49	7.73	0.03%	46,148.25	46,136.65	11.60	0.03%
4.8	SALES UNIT RATE	\$/m³	0.1741	0.1740	0.0000	0.01%	0.1665	0.1665	0.0000	0.01%
4.9	T-SERVICE UNIT RATE	\$/m³	0.0846	0.0846	0.0000	0.03%	0.0771	0.0771	0.0000	0.03%
4.10	SALES UNIT RATE	\$/GJ	4.517	4.517	0.0006	0.01%	4.322	4.321	0.0005	0.01%
4.11	T-SERVICE UNIT RATE	\$/GJ	2.196	2.196	0.0006	0.03%	2.001	2.000	0.0005	0.03%

NOTE: Curtailment notice based on 72-hour period.

NOTE: Curtailment notice based on 16-hour period.

### ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS

(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>

Item No.			Col. 1	Col. 2	Col. 3	Col. 4		Col. 5	Col. 6	Col. 7	Col. 8	
Rate 110 - Small Ind. Firm - 50% LF							Rate 110 - Average Ind. Firm - 50% LF					
			(A)	(B)	CHANGE					(A)	(B)	CHANGE
					(A) - (B)	%				(A) - (B)	%	
5.1	VOLUME	m³	598,568	598,568	0	0.00%		9,976,121	9,976,121	0	0.00%	
5.2	CUSTOMER CHG.	\$	7,217.18	7,217.18	0.00	0.00%		7,217.18	7,217.18	0.00	0.00%	
5.3	DISTRIBUTION CHG.	\$	14,300.66	14,259.15	41.50	0.29%		234,454.35	233,775.16	679.19	0.29%	
5.4	LOAD BALANCING	\$	26,902.00	26,902.00	0.00	0.00%		448,366.11	448,366.11	0.00	0.00%	
5.5	SALES COMMDTY	\$	53,505.61	53,505.61	0.00	0.00%		891,759.10	891,759.10	0.00	0.00%	
5.6	TOTAL SALES	\$	101,925.45	101,883.95	41.50	0.04%		1,581,796.74	1,581,117.55	679.19	0.04%	
5.7	TOTAL T-SERVICE	\$	48,419.84	48,378.33	41.50	0.09%		690,037.64	689,358.45	679.19	0.10%	
5.8	SALES UNIT RATE	\$/m³	0.1703	0.1702	0.0001	0.04%		0.1586	0.1585	0.0001	0.04%	
5.9	T-SERVICE UNIT RATE	\$/m³	0.0809	0.0808	0.0001	0.09%		0.0692	0.0691	0.0001	0.10%	
5.10	SALES UNIT RATE	\$/GJ	4.419	4.418	0.0018	0.04%		4.115	4.113	0.0018	0.04%	
5.11	T-SERVICE UNIT RATE	\$/GJ	2.099	2.098	0.0018	0.09%		1.795	1.793	0.0018	0.10%	
Rate 110 - Average Ind. Firm - 75% LF							Rate 115 - Large Ind. Firm - 80% LF					
			(A)	(B)	CHANGE					(A)	(B)	CHANGE
					(A) - (B)	%				(A) - (B)	%	
6.1	VOLUME	m³	9,976,120	9,976,120	0	0.00%		69,832,850	69,832,850	0	0.00%	
6.2	CUSTOMER CHG.	\$	7,217.18	7,217.18	0.00	0.00%		7,650.31	7,650.31	0.00	0.00%	
6.3	DISTRIBUTION CHG.	\$	186,164.2	185,705.1	459.09	0.25%		981,251.8	977,250.4	4,001.40	0.41%	
6.4	LOAD BALANCING	\$	448,366.07	448,366.07	0.00	0.00%		3,037,134.52	3,037,134.52	0.00	0.00%	
6.5	SALES COMMDTY	\$	891,759.01	891,759.01	0.00	0.00%		6,242,285.97	6,242,285.97	0.00	0.00%	
6.6	TOTAL SALES	\$	1,533,506.41	1,533,047.32	459.09	0.03%		10,268,322.64	10,264,321.24	4,001.40	0.04%	
6.7	TOTAL T-SERVICE	\$	641,747.40	641,288.32	459.09	0.07%		4,026,036.67	4,022,035.27	4,001.40	0.10%	
6.8	SALES UNIT RATE	\$/m³	0.1537	0.1537	0.0000	0.03%		0.1470	0.1470	0.0001	0.04%	
6.9	T-SERVICE UNIT RATE	\$/m³	0.0643	0.0643	0.0000	0.07%		0.0577	0.0576	0.0001	0.10%	
6.10	SALES UNIT RATE	\$/GJ	3.990	3.988	0.0012	0.03%		3.816	3.815	0.0015	0.04%	
6.11	T-SERVICE UNIT RATE	\$/GJ	1.670	1.668	0.0012	0.07%		1.496	1.495	0.0015	0.10%	

## ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4		Col. 5	Col. 6	Col. 7	Col. 8
Rate 135 - Seasonal Firm							Rate 170 - Average Ind. Interr. - 50% LF				
			(A)	(B)	CHANGE			(A)	(B)	CHANGE	
					(A) - (B)	%				(A) - (B)	%
7.1	VOLUME	m³	598,567	598,567	0	0.00%		9,976,121	9,976,121	0	0.00%
7.2	CUSTOMER CHG.	\$	1,414.02	1,414.02	0.00	0.00%		3,431.96	3,431.96	0.00	0.00%
7.3	DISTRIBUTION CHG.	\$	10,894.00	10,892.97	1.04	0.01%		79,864.83	79,821.82	43.02	0.05%
7.4	LOAD BALANCING	\$	20,451.23	20,451.23	0.00	0.00%		327,584.24	327,584.24	0.00	0.00%
7.5	SALES COMMDTY	\$	53,548.43	53,548.43	0.00	0.00%		891,759.09	891,759.09	0.00	0.00%
7.6	TOTAL SALES	\$	86,307.68	86,306.64	1.04	0.00%		1,302,640.12	1,302,597.10	43.02	0.00%
7.7	TOTAL T-SERVICE	\$	32,759.25	32,758.21	1.04	0.00%		410,881.03	410,838.01	43.02	0.01%
7.8	SALES UNIT RATE	\$/m³	0.1442	0.1442	0.0000	0.00%		0.1306	0.1306	0.0000	0.00%
7.9	T-SERVICE UNIT RATE	\$/m³	0.0547	0.0547	0.0000	0.00%		0.0412	0.0412	0.0000	0.01%
7.10	SALES UNIT RATE	\$/GJ	3.742	3.742	0.0000	0.00%		3.389	3.389	0.0001	0.00%
7.11	T-SERVICE UNIT RATE	\$/GJ	1.420	1.420	0.0000	0.00%		1.069	1.069	0.0001	0.01%
Rate 170 - Average Ind. Interr. - 75% LF							Rate 170 - Large Ind. Interr. - 75% LF				
			(A)	(B)	CHANGE			(A)	(B)	CHANGE	
					(A) - (B)	%				(A) - (B)	%
8.1	VOLUME	m³	9,976,120	9,976,120	0	0.00%		69,832,850	69,832,850	0	0.00%
8.2	CUSTOMER CHG.	\$	3,431.96	3,431.96	0.00	0.00%		3,431.96	3,431.96	0.00	0.00%
8.3	DISTRIBUTION CHG.	\$	72,482.43	72,453.35	29.08	0.04%		390,011.99	389,808.29	203.70	0.05%
8.4	LOAD BALANCING	\$	327,584.20	327,584.20	0.00	0.00%		2,293,089.75	2,293,089.75	0.00	0.00%
8.5	SALES COMMDTY	\$	891,759.00	891,759.00	0.00	0.00%		6,242,313.89	6,242,313.89	0.00	0.00%
8.6	TOTAL SALES	\$	1,295,257.59	1,295,228.52	29.08	0.00%		8,928,847.60	8,928,643.90	203.70	0.00%
8.7	TOTAL T-SERVICE	\$	403,498.59	403,469.52	29.08	0.01%		2,686,533.71	2,686,330.01	203.70	0.01%
8.8	SALES UNIT RATE	\$/m³	0.1298	0.1298	0.0000	0.00%		0.1279	0.1279	0.0000	0.00%
8.9	T-SERVICE UNIT RATE	\$/m³	0.0404	0.0404	0.0000	0.01%		0.0385	0.0385	0.0000	0.01%
8.10	SALES UNIT RATE	\$/GJ	3.370	3.370	0.0001	0.00%		3.318	3.318	0.0001	0.00%
8.11	T-SERVICE UNIT RATE	\$/GJ	1.050	1.050	0.0001	0.01%		0.998	0.998	0.0001	0.01%



**ANNUAL BILL COMPARISON - RESIDENTIAL CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR NON-OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4		Col. 5	Col. 6	Col. 7	Col. 8
Heating & Water Htg.							Heating, Water Htg. & Other Uses				
			(A)	(B)	CHANGE			(A)	(B)	CHANGE	
					(A) - (B)	%				(A) - (B)	%
1.1	VOLUME	m³	3,064	3,064	0	0.00%		4,691	4,691	0	0.00%
1.2	CUSTOMER CHG.	\$	257.75	257.75	0.00	0.00%		257.75	257.75	0.00	0.00%
1.3	DISTRIBUTION CHG.	\$	265.04	264.46	0.58	0.22%		399.64	398.75	0.90	0.22%
1.4	LOAD BALANCING	§ \$	168.22	168.22	0.00	0.00%		257.54	257.54	0.00	0.00%
1.5	SALES COMMDTY	\$	274.98	274.98	0.00	0.00%		421.00	421.00	0.00	0.00%
1.6	FEDERAL CARBON CHARGE	\$	119.80	119.80	0.00	0.00%		183.42	183.42	0.00	0.00%
1.7	TOTAL SALES	\$	1,085.79	1,085.20	0.58	0.05%		1,519.35	1,518.45	0.90	0.06%
1.8	TOTAL T-SERVICE	\$	810.81	810.22	0.58	0.07%		1,098.35	1,097.45	0.90	0.08%
1.9	SALES UNIT RATE	\$/m³	0.3544	0.3542	0.0002	0.05%		0.3239	0.3237	0.0002	0.06%
1.10	T-SERVICE UNIT RATE	\$/m³	0.2646	0.2644	0.0002	0.07%		0.2341	0.2339	0.0002	0.08%
1.11	SALES UNIT RATE	\$/GJ	9.2236	9.2186	0.0050	0.05%		8.4301	8.4252	0.0050	0.06%
1.12	T-SERVICE UNIT RATE	\$/GJ	6.8877	6.8827	0.0050	0.07%		6.0942	6.0892	0.0050	0.08%
Heating Only							Heating & Water Htg.				
			(A)	(B)	CHANGE			(A)	(B)	CHANGE	
					(A) - (B)	%				(A) - (B)	%
2.1	VOLUME	m³	1,955	1,955	0	0.00%		2,005	2,005	0	0.00%
2.2	CUSTOMER CHG.	\$	257.75	257.75	0.00	0.00%		257.75	257.75	0.00	0.00%
2.3	DISTRIBUTION CHG.	\$	169.98	169.61	0.37	0.22%		176.86	176.48	0.38	0.22%
2.4	LOAD BALANCING	§ \$	107.33	107.33	0.00	0.00%		110.08	110.08	0.00	0.00%
2.5	SALES COMMDTY	\$	175.45	175.45	0.00	0.00%		179.94	179.94	0.00	0.00%
2.6	FEDERAL CARBON CHARGE	\$	76.44	76.44	0.00	0.00%		78.40	78.40	0.00	0.00%
2.7	TOTAL SALES	\$	786.95	786.58	0.37	0.05%		803.02	802.63	0.38	0.05%
2.8	TOTAL T-SERVICE	\$	611.50	611.13	0.37	0.06%		623.08	622.69	0.38	0.06%
2.9	SALES UNIT RATE	\$/m³	0.4025	0.4023	0.0002	0.05%		0.4005	0.4003	0.0002	0.05%
2.10	T-SERVICE UNIT RATE	\$/m³	0.3128	0.3126	0.0002	0.06%		0.3108	0.3106	0.0002	0.06%
2.11	SALES UNIT RATE	\$/GJ	10.4772	10.4722	0.0050	0.05%		10.4244	10.4195	0.0050	0.05%
2.12	T-SERVICE UNIT RATE	\$/GJ	8.1413	8.1363	0.0050	0.06%		8.0885	8.0836	0.0050	0.06%

§ The Load Balancing Charge shown here includes proposed transportation charges

**ANNUAL BILL COMPARISON - RESIDENTIAL CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR NON-OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m³ vs (B) EB-2019-0194 @ 38.53 MJ/m³**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
			<b>Heating, Pool Htg. &amp; Other Uses</b>				<b>General &amp; Water Htg.</b>			
			<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>		<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
3.1	VOLUME	m³	5,048	5,048	0	0.00%	1,081	1,081	0	0.00%
3.2	CUSTOMER CHG.	\$	257.75	257.75	0.00	0.00%	257.75	257.75	0.00	0.00%
3.3	DISTRIBUTION CHG.	\$	429.80	428.83	0.96	0.22%	99.78	99.58	0.21	0.21%
3.4	LOAD BALANCING	§ \$	277.14	277.14	0.00	0.00%	59.35	59.35	0.00	0.00%
3.5	SALES COMMDTY	\$	453.04	453.04	0.00	0.00%	97.02	97.02	0.00	0.00%
	FEDERAL CARBON CHARGE	\$	197.38	197.38	0.00	0.00%	42.27	42.27	0.00	0.00%
3.6	TOTAL SALES	\$	1,615.10	1,614.13	0.96	0.06%	556.16	555.95	0.21	0.04%
3.7	TOTAL T-SERVICE	\$	1,162.06	1,161.10	0.96	0.08%	459.14	458.94	0.21	0.04%
3.8	SALES UNIT RATE	\$/m³	0.3199	0.3198	0.0002	0.06%	0.5145	0.5143	0.0002	0.04%
3.90	T-SERVICE UNIT RATE	\$/m³	0.2302	0.2300	0.0002	0.08%	0.4247	0.4245	0.0002	0.04%
3.10	SALES UNIT RATE	\$/GJ	8.3276	8.3227	0.0050	0.06%	13.3911	13.3861	0.0050	0.04%
3.11	T-SERVICE UNIT RATE	\$/GJ	5.9917	5.9868	0.0050	0.08%	11.0552	11.0502	0.0050	0.04%
			<b>Heating &amp; Water Htg.</b>				<b>Heating &amp; Water Htg.</b>			
			<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>		<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
4.1	VOLUME	m³	2,480	2,480	0	0.00%	2,400	2,400	0	0.00%
4.2	CUSTOMER CHG.	\$	257.75	257.75	0.00	0.00%	257.75	257.75	0.00	0.00%
4.3	DISTRIBUTION CHG.	\$	216.39	215.92	0.47	0.22%	209.46	209.01	0.46	0.22%
4.4	LOAD BALANCING	§ \$	136.15	136.15	0.00	0.00%	131.76	131.76	0.00	0.00%
4.5	SALES COMMDTY	\$	222.57	222.57	0.00	0.00%	215.39	215.39	0.00	0.00%
4.6	FEDERAL CARBON CHARGE	\$	96.97	96.97	0.00	0.00%	93.84	93.84	0.00	0.00%
4.7	TOTAL SALES	\$	929.83	929.35	0.47	0.05%	908.20	907.74	0.46	0.05%
4.8	TOTAL T-SERVICE	\$	707.26	706.79	0.47	0.07%	692.81	692.35	0.46	0.07%
4.9	SALES UNIT RATE	\$/m³	0.3749	0.3747	0.0002	0.05%	0.3784	0.3782	0.0002	0.05%
4.10	T-SERVICE UNIT RATE	\$/m³	0.2852	0.2850	0.0002	0.07%	0.2887	0.2885	0.0002	0.07%
4.11	SALES UNIT RATE	\$/GJ	9.7587	9.7538	0.0050	0.05%	9.8495	9.8445	0.0050	0.05%
4.12	T-SERVICE UNIT RATE	\$/GJ	7.4228	7.4179	0.0050	0.07%	7.5136	7.5086	0.0050	0.07%

§ The Load Balancing Charge shown here includes proposed transportation charges

**ANNUAL BILL COMPARISON - COMMERCIAL & INDUSTRIAL CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR NON-OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
			<b>Commercial Heating &amp; Other Uses</b>				<b>Com. Htg., Air Cond'ng &amp; Other Uses</b>			
			<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>		<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
1.1	VOLUME	m <sup>3</sup>	22,606	22,606	0	0.00%	29,278	29,278	0	0.00%
1.2	CUSTOMER CHG.	\$	872.11	872.11	0.00	0.00%	872.11	872.11	0.00	0.00%
1.3	DISTRIBUTION CHG.	\$	1,549.58	1,545.69	3.90	0.25%	1,988.33	1,983.29	5.05	0.25%
1.4	LOAD BALANCING	§ \$	1,221.79	1,221.79	0.00	0.00%	1,582.39	1,582.39	0.00	0.00%
1.5	SALES COMMDTY	\$	2,033.72	2,033.72	0.00	0.00%	2,633.96	2,633.96	0.00	0.00%
1.6	FEDERAL CARBON CHARGE	\$	883.89	883.89	0.00	0.00%	1,144.77	1,144.77	0.00	0.00%
1.7	TOTAL SALES	\$	6,561.10	6,557.20	3.90	0.06%	8,221.56	8,216.52	5.05	0.06%
1.8	TOTAL T-SERVICE	\$	4,527.38	4,523.48	3.90	0.09%	5,587.60	5,582.56	5.05	0.09%
1.9	SALES UNIT RATE	\$/m <sup>3</sup>	0.2902	0.2901	0.0002	0.06%	0.2808	0.2806	0.0002	0.06%
1.10	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.2003	0.2001	0.0002	0.09%	0.1908	0.1907	0.0002	0.09%
1.11	SALES UNIT RATE	\$/GJ	7.5543	7.5498	0.0045	0.06%	7.3090	7.3045	0.0045	0.06%
1.12	T-SERVICE UNIT RATE	\$/GJ	5.2127	5.2082	0.0045	0.09%	4.9674	4.9629	0.0045	0.09%
			<b>Medium Commercial Customer</b>				<b>Large Commercial Customer</b>			
			<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>		<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
2.1	VOLUME	m <sup>3</sup>	169,563	169,563	0	0.00%	339,125	339,125	0	0.00%
2.2	CUSTOMER CHG.	\$	872.11	872.11	0.00	0.00%	872.11	872.11	0.00	0.00%
2.3	DISTRIBUTION CHG.	\$	8,368.14	8,338.91	29.23	0.35%	15,335.41	15,276.96	58.45	0.38%
2.4	LOAD BALANCING	§ \$	9,164.39	9,164.39	0.00	0.00%	18,328.72	18,328.72	0.00	0.00%
2.5	SALES COMMDTY	\$	15,254.53	15,254.53	0.00	0.00%	30,508.97	30,508.97	0.00	0.00%
2.6	FEDERAL CARBON CHARGE	\$	6,629.91	6,629.91	0.00	0.00%	13,259.79	13,259.79	0.00	0.00%
2.7	TOTAL SALES	\$	40,289.08	40,259.85	29.23	0.07%	78,305.00	78,246.55	58.45	0.07%
2.8	TOTAL T-SERVICE	\$	25,034.55	25,005.32	29.23	0.12%	47,796.03	47,737.58	58.45	0.12%
2.9	SALES UNIT RATE	\$/m <sup>3</sup>	0.2376	0.2374	0.0002	0.07%	0.2309	0.2307	0.0002	0.07%
2.10	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.1476	0.1475	0.0002	0.12%	0.1409	0.1408	0.0002	0.12%
2.11	SALES UNIT RATE	\$/GJ	6.1844	6.1799	0.0045	0.07%	6.0100	6.0055	0.0045	0.07%
2.12	T-SERVICE UNIT RATE	\$/GJ	3.8428	3.8383	0.0045	0.12%	3.6684	3.6639	0.0045	0.12%

§ The Load Balancing Charge shown here includes proposed transportation charges

**ANNUAL BILL COMPARISON - COMMERCIAL & INDUSTRIAL CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR NON-OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m³ vs (B) EB-2019-0194 @ 38.53 MJ/m³**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
Industrial General Use							Industrial Heating & Other Uses			
			(A)	(B)	CHANGE		(A)	(B)	CHANGE	
					(A) - (B)	%			(A) - (B)	%
3.1	VOLUME	m³	43,285	43,285	0	0.00%	63,903	63,903	0	0.00%
3.2	CUSTOMER CHG.	\$	872.11	872.11	0.00	0.00%	872.11	872.11	0.00	0.00%
3.3	DISTRIBUTION CHG.	\$	2,748.74	2,741.28	7.46	0.27%	3,689.46	3,678.45	11.01	0.30%
3.4	LOAD BALANCING	§ \$	2,339.43	2,339.43	0.00	0.00%	3,453.77	3,453.77	0.00	0.00%
3.5	SALES COMMDTY	\$	3,894.08	3,894.08	0.00	0.00%	5,748.96	5,748.96	0.00	0.00%
	FEDERAL CARBON CHARGE	\$	1,692.44	1,692.44	0.00	0.00%	2,498.61	2,498.61	0.00	0.00%
3.6	TOTAL SALES	\$	11,546.81	11,539.35	7.46	0.06%	16,262.91	16,251.89	11.01	0.07%
3.7	TOTAL T-SERVICE	\$	7,652.73	7,645.27	7.46	0.10%	10,513.95	10,502.94	11.01	0.10%
3.8	SALES UNIT RATE	\$/m³	0.2668	0.2666	0.0002	0.06%	0.2545	0.2543	0.0002	0.07%
3.90	T-SERVICE UNIT RATE	\$/m³	0.1768	0.1766	0.0002	0.10%	0.1645	0.1644	0.0002	0.10%
3.10	SALES UNIT RATE	\$/GJ	6.9433	6.9388	0.0045	0.06%	6.6240	6.6195	0.0045	0.07%
3.11	T-SERVICE UNIT RATE	\$/GJ	4.6017	4.5972	0.0045	0.10%	4.2824	4.2779	0.0045	0.10%
Medium Industrial Customer							Large Industrial Customer			
			(A)	(B)	CHANGE		(A)	(B)	CHANGE	
					(A) - (B)	%			(A) - (B)	%
4.1	VOLUME	m³	169,563	169,563	0	0.00%	339,124	339,124	0	0.00%
4.2	CUSTOMER CHG.	\$	872.11	872.11	0.00	0.00%	872.11	872.11	0.00	0.00%
4.3	DISTRIBUTION CHG.	\$	8,567.40	8,538.17	29.23	0.34%	15,483.67	15,425.22	58.45	0.38%
4.4	LOAD BALANCING	§ \$	9,164.39	9,164.39	0.00	0.00%	18,328.67	18,328.67	0.00	0.00%
4.5	SALES COMMDTY	\$	15,254.53	15,254.53	0.00	0.00%	30,508.88	30,508.88	0.00	0.00%
4.6	FEDERAL CARBON CHARGE	\$	6,629.91	6,629.91	0.00	0.00%	13,259.75	13,259.75	0.00	0.00%
4.7	TOTAL SALES	\$	40,488.34	40,459.11	29.23	0.07%	78,453.07	78,394.62	58.45	0.07%
4.8	TOTAL T-SERVICE	\$	25,233.81	25,204.58	29.23	0.12%	47,944.20	47,885.75	58.45	0.12%
4.9	SALES UNIT RATE	\$/m³	0.2388	0.2386	0.0002	0.07%	0.2313	0.2312	0.0002	0.07%
4.10	T-SERVICE UNIT RATE	\$/m³	0.1488	0.1486	0.0002	0.12%	0.1414	0.1412	0.0002	0.12%
4.11	SALES UNIT RATE	\$/GJ	6.2150	6.2105	0.0045	0.07%	6.0214	6.0169	0.0045	0.07%
4.12	T-SERVICE UNIT RATE	\$/GJ	3.8734	3.8689	0.0045	0.12%	3.6798	3.6753	0.0045	0.12%

§ The Load Balancing Charge shown here includes proposed transportation charges

**ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR NON-OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
Rate 100 - Small Commercial Firm							Rate 100 - Average Commercial Firm			
			(A)	(B)	CHANGE		(A)	(B)	CHANGE	
					(A) - (B)	%			(A) - (B)	%
1.1	VOLUME	m³	339,188	339,188	0	0.00%	598,567	598,567	0	0.00%
1.2	CUSTOMER CHG.	\$	1,511.17	1,511.17	0.00	0.00%	1,511.17	1,511.17	0.00	0.00%
1.3	DISTRIBUTION CHG.	\$	13,873.23	13,844.00	29.23	0.21%	67,564.94	67,418.43	146.50	0.22%
1.4	LOAD BALANCING	\$	18,333.21	18,333.21	0.00	0.00%	32,352.73	32,352.73	0.00	0.00%
1.5	SALES COMMDTY	\$	30,514.63	30,514.63	0.00	0.00%	53,849.34	53,849.34	0.00	0.00%
1.6	FEDERAL CARBON CHARGE	\$	13,262.25	13,262.25	0.00	0.00%	23,403.97	23,403.97	0.00	0.00%
1.7	TOTAL SALES	\$	77,494.50	77,465.26	29.23	0.04%	178,682.15	178,535.64	146.50	0.08%
1.8	TOTAL T-SERVICE	\$	46,979.86	46,950.63	29.23	0.06%	124,832.80	124,686.30	146.50	0.12%
1.9	SALES UNIT RATE	\$/m³	0.2285	0.2284	0.0001	0.04%	0.2985	0.2983	0.0002	0.08%
1.10	T-SERVICE UNIT RATE	\$/m³	0.1385	0.1384	0.0001	0.06%	0.2086	0.2083	0.0002	0.12%
1.11	SALES UNIT RATE	\$/GJ	5.9467	5.9444	0.0022	0.04%	7.7698	7.7635	0.0064	0.08%
1.12	T-SERVICE UNIT RATE	\$/GJ	3.6051	3.6028	0.0022	0.06%	5.4282	5.4219	0.0064	0.12%
Rate 100 - Large Industrial Firm										
			(A)	(B)	CHANGE					
					(A) - (B)	%				
2.1	VOLUME	m³	1,500,000	1,500,000	0	0.00%				
2.2	CUSTOMER CHG.	\$	1,511.17	1,511.17	0.00	0.00%				
2.3	DISTRIBUTION CHG.	\$	135,669.82	135,376.81	293.01	0.22%				
2.4	LOAD BALANCING	\$	81,075.45	81,075.45	0.00	0.00%				
2.5	SALES COMMDTY	\$	134,945.66	134,945.66	0.00	0.00%				
2.6	FEDERAL CARBON CHARGE	\$	58,650.00	58,650.00	0.00	0.00%				
2.7	TOTAL SALES	\$	411,852.09	411,559.09	293.01	0.07%				
2.8	TOTAL T-SERVICE	\$	276,906.44	276,613.43	293.01	0.11%				
2.9	SALES UNIT RATE	\$/m³	0.2746	0.2744	0.0002	0.07%				
2.10	T-SERVICE UNIT RATE	\$/m³	0.1846	0.1844	0.0002	0.11%				
2.11	SALES UNIT RATE	\$/GJ	7.1465	7.1414	0.0051	0.07%				
2.12	T-SERVICE UNIT RATE	\$/GJ	4.8049	4.7998	0.0051	0.11%				

**ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR NON-OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
Rate 145 - Small Commercial Interr.							Rate 145 - Average Commercial Interr.			
			(A)	(B)	CHANGE					
					(A) - (B)	%				
3.1	VOLUME	m³	339,188	339,188	0	0.00%	598,568	598,568	0	0.00%
3.2	CUSTOMER CHG.	\$	1,527.51	1,527.51	0.00	0.00%	1,527.51	1,527.51	0.00	0.00%
3.3	DISTRIBUTION CHG.	\$	12,540.84	12,533.11	7.73	0.06%	19,023.99	19,012.39	11.60	0.06%
3.4	LOAD BALANCING	\$	14,385.29	14,385.29	0.00	0.00%	25,386.19	25,386.19	0.00	0.00%
3.5	SALES COMMDTY	\$	30,332.30	30,332.30	0.00	0.00%	53,527.68	53,527.68	0.00	0.00%
	FEDERAL CARBON CHARGE	\$	13,262.25	13,262.25	0.00	0.00%	23,404.01	23,404.01	0.00	0.00%
3.6	TOTAL SALES	\$	72,048.20	72,040.47	7.73	0.01%	122,869.39	122,857.79	11.60	0.01%
3.7	TOTAL T-SERVICE	\$	41,715.89	41,708.16	7.73	0.02%	69,341.71	69,330.11	11.60	0.02%
3.8	SALES UNIT RATE	\$/m³	0.2124	0.2124	0.0000	0.01%	0.2053	0.2053	0.0000	0.01%
3.90	T-SERVICE UNIT RATE	\$/m³	0.1230	0.1230	0.0000	0.02%	0.1158	0.1158	0.0000	0.02%
3.10	SALES UNIT RATE	\$/GJ	5.5287	5.5281	0.0006	0.01%	5.3428	5.3423	0.0005	0.01%
3.11	T-SERVICE UNIT RATE	\$/GJ	3.2011	3.2005	0.0006	0.02%	3.0153	3.0147	0.0005	0.02%
Rate 145 - Small Industrial Interr.							Rate 145 - Average Industrial Interr.			
			(A)	(B)	CHANGE					
					(A) - (B)	%				
4.1	VOLUME	m³	339,188	339,188	0	0.00%	598,567	598,567	0	0.00%
4.2	CUSTOMER CHG.	\$	1,527.51	1,527.51	0.00	0.00%	1,527.51	1,527.51	0.00	0.00%
4.3	DISTRIBUTION CHG.	\$	12,816.63	12,808.90	7.73	0.06%	19,268.14	19,256.54	11.60	0.06%
4.4	LOAD BALANCING	\$	14,385.29	14,385.29	0.00	0.00%	25,386.15	25,386.15	0.00	0.00%
4.5	SALES COMMDTY	\$	30,332.30	30,332.30	0.00	0.00%	53,527.59	53,527.59	0.00	0.00%
4.6	FEDERAL CARBON CHARGE	\$	13,262.25	13,262.25	0.00	0.00%	23,403.97	23,403.97	0.00	0.00%
4.7	TOTAL SALES	\$	72,323.99	72,316.26	7.73	0.01%	123,113.36	123,101.76	11.60	0.01%
4.8	TOTAL T-SERVICE	\$	41,991.68	41,983.95	7.73	0.02%	69,585.77	69,574.17	11.60	0.02%
4.9	SALES UNIT RATE	\$/m³	0.2132	0.2132	0.0000	0.01%	0.2057	0.2057	0.0000	0.01%
4.10	T-SERVICE UNIT RATE	\$/m³	0.1238	0.1238	0.0000	0.02%	0.1163	0.1162	0.0000	0.02%
4.11	SALES UNIT RATE	\$/GJ	5.5499	5.5493	0.0006	0.01%	5.3535	5.3530	0.0005	0.01%
4.12	T-SERVICE UNIT RATE	\$/GJ	3.2223	3.2217	0.0006	0.02%	3.0259	3.0254	0.0005	0.02%

**ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR NON-OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4		Col. 5	Col. 6	Col. 7	Col. 8		
Rate 110 - Small Ind. Firm - 50% LF							Rate 110 - Average Ind. Firm - 50% LF						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
5.1	VOLUME	m³	598,568	598,568	0	0.00%		9,976,121	9,976,121	0	0.00%		
5.2	CUSTOMER CHG.	\$	7,229.18	7,229.18	0.00	0.00%		7,229.18	7,229.18	0.00	0.00%		
5.3	DISTRIBUTION CHG.	\$	14,322.21	14,280.70	41.50	0.29%		234,813.49	234,134.30	679.19	0.29%		
5.4	LOAD BALANCING	\$	26,902.00	26,902.00	0.00	0.00%		448,366.11	448,366.11	0.00	0.00%		
5.5	SALES COMMDTY	\$	53,505.61	53,505.61	0.00	0.00%		891,759.10	891,759.10	0.00	0.00%		
5.6	FEDERAL CARBON CHARGE	\$	23,404.01	23,404.01	0.00	0.00%		390,066.33	390,066.33	0.00	0.00%		
5.7	TOTAL SALES	\$	125,363.01	125,321.50	41.50	0.03%		1,972,234.21	1,971,555.02	679.19	0.03%		
5.8	TOTAL T-SERVICE	\$	71,857.40	71,815.89	41.50	0.06%		1,080,475.11	1,079,795.92	679.19	0.06%		
5.9	SALES UNIT RATE	\$/m³	0.2094	0.2094	0.0001	0.03%		0.1977	0.1976	0.0001	0.03%		
5.10	T-SERVICE UNIT RATE	\$/m³	0.1200	0.1200	0.0001	0.06%		0.1083	0.1082	0.0001	0.06%		
5.11	SALES UNIT RATE	\$/GJ	5.4513	5.4495	0.0018	0.03%		5.1456	5.1439	0.0018	0.03%		
5.12	T-SERVICE UNIT RATE	\$/GJ	3.1246	3.1228	0.0018	0.06%		2.8190	2.8172	0.0018	0.06%		
Rate 110 - Average Ind. Firm - 75% LF							Rate 115 - Large Ind. Firm - 80% LF						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
6.1	VOLUME	m³	9,976,120	9,976,120	0	0.00%		69,832,850	69,832,850	0	0.00%		
6.2	CUSTOMER CHG.	\$	7,229.18	7,229.18	0.00	0.00%		7,662.31	7,662.31	0.00	0.00%		
6.3	DISTRIBUTION CHG.	\$	186,523.29	186,064.21	459.09	0.25%		983,765.82	979,764.42	4,001.40	0.41%		
6.4	LOAD BALANCING	\$	448,366.07	448,366.07	0.00	0.00%		3,037,134.52	3,037,134.52	0.00	0.00%		
6.5	SALES COMMDTY	\$	891,759.01	891,759.01	0.00	0.00%		6,242,285.97	6,242,285.97	0.00	0.00%		
6.6	FEDERAL CARBON CHARGE	\$	390,066.29	390,066.29	0.00	0.00%		2,730,464.44	2,730,464.44	0.00	0.00%		
6.7	TOTAL SALES	\$	1,923,943.84	1,923,484.75	459.09	0.02%		13,001,313.06	12,997,311.66	4,001.40	0.03%		
6.8	TOTAL T-SERVICE	\$	1,032,184.84	1,031,725.75	459.09	0.04%		6,759,027.09	6,755,025.69	4,001.40	0.06%		
6.9	SALES UNIT RATE	\$/m³	0.1929	0.1928	0.0000	0.02%		0.1862	0.1861	0.0001	0.03%		
6.10	T-SERVICE UNIT RATE	\$/m³	0.1035	0.1034	0.0000	0.04%		0.0968	0.0967	0.0001	0.06%		
6.11	SALES UNIT RATE	\$/GJ	5.0196	5.0185	0.0012	0.02%		4.8459	4.8444	0.0015	0.03%		
6.12	T-SERVICE UNIT RATE	\$/GJ	2.6930	2.6918	0.0012	0.04%		2.5192	2.5177	0.0015	0.06%		

**ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR NON-OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
			<b>Rate 135 - Seasonal Firm</b>				<b>Rate 170 - Average Ind. Interr. - 50% LF</b>			
			(A)	(B)	<b>CHANGE</b>		(A)	(B)	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
7.1	VOLUME	m <sup>3</sup>	598,567	598,567	0	0.00%	9,976,121	9,976,121	0	0.00%
7.2	CUSTOMER CHG.	\$	1,426.02	1,426.02	0.00	0.00%	3,443.96	3,443.96	0.00	0.00%
7.3	DISTRIBUTION CHG.	\$	10,915.55	10,914.52	1.04	0.01%	80,223.97	80,180.96	43.02	0.05%
7.4	LOAD BALANCING	\$	20,451.23	20,451.23	0.00	0.00%	327,584.24	327,584.24	0.00	0.00%
7.5	SALES COMMDTY	\$	53,548.43	53,548.43	0.00	0.00%	891,759.09	891,759.09	0.00	0.00%
7.6	FEDERAL CARBON CHARGE	\$	23,403.97	23,403.97	0.00	0.00%	390,066.33	390,066.33	0.00	0.00%
7.7	TOTAL SALES	\$	109,745.20	109,744.16	1.04	0.00%	1,693,077.59	1,693,034.57	43.02	0.00%
7.8	TOTAL T-SERVICE	\$	56,196.77	56,195.73	1.04	0.00%	801,318.50	801,275.48	43.02	0.01%
7.9	SALES UNIT RATE	\$/m <sup>3</sup>	0.1833	0.1833	0.0000	0.00%	0.1697	0.1697	0.0000	0.00%
7.10	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.0939	0.0939	0.0000	0.00%	0.0803	0.0803	0.0000	0.01%
7.11	SALES UNIT RATE	\$/GJ	4.7722	4.7721	0.0000	0.00%	4.4173	4.4172	0.0001	0.00%
7.12	T-SERVICE UNIT RATE	\$/GJ	2.4437	2.4436	0.0000	0.00%	2.0907	2.0906	0.0001	0.01%

			<b>Rate 170 - Average Ind. Interr. - 75% LF</b>				<b>Rate 170 - Large Ind. Interr. - 75% LF</b>			
			(A)	(B)	<b>CHANGE</b>		(A)	(B)	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
8.1	VOLUME	m <sup>3</sup>	9,976,120	9,976,120	0	0.00%	69,832,850	69,832,850	0	0.00%
8.2	CUSTOMER CHG.	\$	3,443.96	3,443.96	0.00	0.00%	3,443.96	3,443.96	0.00	0.00%
8.3	DISTRIBUTION CHG.	\$	72,841.57	72,812.49	29.08	0.04%	392,525.97	392,322.28	203.70	0.05%
8.4	LOAD BALANCING	\$	327,584.20	327,584.20	0.00	0.00%	2,293,089.75	2,293,089.75	0.00	0.00%
8.5	SALES COMMDTY	\$	891,759.00	891,759.00	0.00	0.00%	6,242,313.89	6,242,313.89	0.00	0.00%
8.6	FEDERAL CARBON CHARGE	\$	390,066.29	390,066.29	0.00	0.00%	2,730,464.44	2,730,464.44	0.00	0.00%
8.7	TOTAL SALES	\$	1,685,695.03	1,685,665.95	29.08	0.00%	11,661,838.01	11,661,634.32	203.70	0.00%
8.8	TOTAL T-SERVICE	\$	793,936.03	793,906.95	29.08	0.00%	5,419,524.12	5,419,320.43	203.70	0.00%
8.9	SALES UNIT RATE	\$/m <sup>3</sup>	0.1690	0.1690	0.0000	0.00%	0.1670	0.1670	0.0000	0.00%
8.10	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.0796	0.0796	0.0000	0.00%	0.0776	0.0776	0.0000	0.00%
8.11	SALES UNIT RATE	\$/GJ	4.3980	4.3980	0.0001	0.00%	4.3466	4.3465	0.0001	0.00%
8.12	T-SERVICE UNIT RATE	\$/GJ	2.0714	2.0713	0.0001	0.00%	2.0200	2.0199	0.0001	0.00%



**ANNUAL BILL COMPARISON - RESIDENTIAL CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4		Col. 5	Col. 6	Col. 7	Col. 8		
			Heating & Water Htg.				Heating, Water Htg. & Other Uses						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
1.1	VOLUME	m³	3,064	3,064	0	0.00%		4,691	4,691	0	0.00%		
1.2	CUSTOMER CHG.	\$	257.75	257.75	0.00	0.00%		257.75	257.75	0.00	0.00%		
1.3	DISTRIBUTION CHG.	\$	265.04	264.46	0.58	0.22%		399.64	398.75	0.90	0.22%		
1.4	LOAD BALANCING	§ \$	168.22	168.22	0.00	0.00%		257.54	257.54	0.00	0.00%		
1.5	SALES COMMDTY	\$	274.98	274.98	0.00	0.00%		421.00	421.00	0.00	0.00%		
1.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%		0.00	0.00	0.00	0.0%		
1.7	TOTAL SALES	\$	965.99	965.40	0.58	0.06%		1,335.93	1,335.03	0.90	0.07%		
1.8	TOTAL T-SERVICE	\$	691.00	690.42	0.58	0.08%		914.93	914.04	0.90	0.10%		
1.9	SALES UNIT RATE	\$/m³	0.3153	0.3151	0.0002	0.06%		0.2848	0.2846	0.0002	0.07%		
1.10	T-SERVICE UNIT RATE	\$/m³	0.2255	0.2253	0.0002	0.08%		0.1950	0.1948	0.0002	0.10%		
1.11	SALES UNIT RATE	\$/GJ	8.206	8.201	0.0050	0.06%		7.412	7.407	0.0050	0.07%		
1.12	T-SERVICE UNIT RATE	\$/GJ	5.870	5.865	0.0050	0.08%		5.077	5.072	0.0050	0.10%		
			Heating Only				Heating & Water Htg.						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
2.1	VOLUME	m³	1,955	1,955	0	0.00%		2,005	2,005	0	0.00%		
2.2	CUSTOMER CHG.	\$	257.75	257.75	0.00	0.00%		257.75	257.75	0.00	0.00%		
2.3	DISTRIBUTION CHG.	\$	169.98	169.61	0.37	0.22%		176.86	176.48	0.38	0.22%		
2.4	LOAD BALANCING	§ \$	107.33	107.33	0.00	0.00%		110.08	110.08	0.00	0.00%		
2.5	SALES COMMDTY	\$	175.45	175.45	0.00	0.00%		179.94	179.94	0.00	0.00%		
2.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%		0.00	0.00	0.00	0.0%		
2.7	TOTAL SALES	\$	710.51	710.14	0.37	0.05%		724.62	724.24	0.38	0.05%		
2.8	TOTAL T-SERVICE	\$	535.06	534.69	0.37	0.07%		544.68	544.30	0.38	0.07%		
2.9	SALES UNIT RATE	\$/m³	0.3634	0.3632	0.0002	0.05%		0.3614	0.3612	0.0002	0.05%		
2.10	T-SERVICE UNIT RATE	\$/m³	0.2737	0.2735	0.0002	0.07%		0.2717	0.2715	0.0002	0.07%		
2.11	SALES UNIT RATE	\$/GJ	9.460	9.455	0.0050	0.05%		9.407	9.402	0.0050	0.05%		
2.12	T-SERVICE UNIT RATE	\$/GJ	7.124	7.119	0.0050	0.07%		7.071	7.066	0.0050	0.07%		

§ The Load Balancing Charge shown here includes proposed transportation charges

**ANNUAL BILL COMPARISON - RESIDENTIAL CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m³ vs (B) EB-2019-0194 @ 38.53 MJ/m³**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
			Heating, Pool Htg. & Other Uses				General & Water Htg.			
			(A)	(B)	CHANGE		(A)	(B)	CHANGE	
					(A) - (B)	%			(A) - (B)	%
3.1	VOLUME	m³	5,048	5,048	0	0.00%	1,081	1,081	0	0.00%
3.2	CUSTOMER CHG.	\$	257.75	257.75	0.00	0.00%	257.75	257.75	0.00	0.00%
3.3	DISTRIBUTION CHG.	\$	429.80	428.83	0.96	0.22%	99.78	99.58	0.21	0.21%
3.4	LOAD BALANCING	§ \$	277.14	277.14	0.00	0.00%	59.35	59.35	0.00	0.00%
3.5	SALES COMMDTY	\$	453.04	453.04	0.00	0.00%	97.02	97.02	0.00	0.00%
	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
3.6	TOTAL SALES	\$	1,417.72	1,416.76	0.96	0.07%	513.89	513.69	0.21	0.04%
3.7	TOTAL T-SERVICE	\$	964.68	963.72	0.96	0.10%	416.88	416.67	0.21	0.05%
3.8	SALES UNIT RATE	\$/m³	0.2808	0.2807	0.0002	0.07%	0.4754	0.4752	0.0002	0.04%
3.90	T-SERVICE UNIT RATE	\$/m³	0.1911	0.1909	0.0002	0.10%	0.3856	0.3854	0.0002	0.05%
3.10	SALES UNIT RATE	\$/GJ	7.310	7.305	0.0050	0.07%	12.373	12.368	0.0050	0.04%
3.11	T-SERVICE UNIT RATE	\$/GJ	4.974	4.969	0.0050	0.10%	10.037	10.033	0.0050	0.05%
			Heating & Water Htg.				Heating & Water Htg.			
			(A)	(B)	CHANGE		(A)	(B)	CHANGE	
					(A) - (B)	%			(A) - (B)	%
4.1	VOLUME	m³	2,480	2,480	0	0.00%	2,400	2,400	0	0.00%
4.2	CUSTOMER CHG.	\$	257.75	257.75	0.00	0.00%	257.75	257.75	0.00	0.00%
4.3	DISTRIBUTION CHG.	\$	216.39	215.92	0.47	0.22%	209.46	209.01	0.46	0.22%
4.4	LOAD BALANCING	§ \$	136.15	136.15	0.00	0.00%	131.76	131.76	0.00	0.00%
4.5	SALES COMMDTY	\$	222.57	222.57	0.00	0.00%	215.39	215.39	0.00	0.00%
4.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
4.7	TOTAL SALES	\$	832.86	832.39	0.47	0.06%	814.36	813.90	0.46	0.06%
4.8	TOTAL T-SERVICE	\$	610.29	609.82	0.47	0.08%	598.97	598.51	0.46	0.08%
4.9	SALES UNIT RATE	\$/m³	0.3358	0.3356	0.0002	0.06%	0.3393	0.3391	0.0002	0.06%
4.10	T-SERVICE UNIT RATE	\$/m³	0.2461	0.2459	0.0002	0.08%	0.2496	0.2494	0.0002	0.08%
4.11	SALES UNIT RATE	\$/GJ	8.741	8.736	0.0050	0.06%	8.832	8.827	0.0050	0.06%
4.12	T-SERVICE UNIT RATE	\$/GJ	6.405	6.400	0.0050	0.08%	6.496	6.491	0.0050	0.08%

§ The Load Balancing Charge shown here includes proposed transportation charges

**ANNUAL BILL COMPARISON - COMMERCIAL & INDUSTRIAL CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4		Col. 5	Col. 6	Col. 7	Col. 8		
Commercial Heating & Other Uses							Com. Htg., Air Cond'ng & Other Uses						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
1.1	VOLUME	m³	22,606	22,606	0	0.00%		29,278	29,278	0	0.00%		
1.2	CUSTOMER CHG.	\$	872.11	872.11	0.00	0.00%		872.11	872.11	0.00	0.00%		
1.3	DISTRIBUTION CHG.	\$	1,549.58	1,545.69	3.90	0.25%		1,988.33	1,983.29	5.05	0.25%		
1.4	LOAD BALANCING	§ \$	1,221.79	1,221.79	0.00	0.00%		1,582.39	1,582.39	0.00	0.00%		
1.5	SALES COMMDTY	\$	2,033.72	2,033.72	0.00	0.00%		2,633.96	2,633.96	0.00	0.00%		
1.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%		0.00	0.00	0.00	0.0%		
1.7	TOTAL SALES	\$	5,677.20	5,673.31	3.90	0.07%		7,076.79	7,071.75	5.05	0.07%		
1.8	TOTAL T-SERVICE	\$	3,643.48	3,639.59	3.90	0.11%		4,442.83	4,437.79	5.05	0.11%		
1.9	SALES UNIT RATE	\$/m³	0.2511	0.2510	0.0002	0.07%		0.2417	0.2415	0.0002	0.07%		
1.10	T-SERVICE UNIT RATE	\$/m³	0.1612	0.1610	0.0002	0.11%		0.1517	0.1516	0.0002	0.11%		
1.11	SALES UNIT RATE	\$/GJ	6.537	6.532	0.0045	0.07%		6.291	6.287	0.0045	0.07%		
1.12	T-SERVICE UNIT RATE	\$/GJ	4.195	4.191	0.0045	0.11%		3.950	3.945	0.0045	0.11%		
Medium Commercial Customer							Large Commercial Customer						
			(A)	(B)	CHANGE					(A)	(B)	CHANGE	
					(A) - (B)	%						(A) - (B)	%
2.1	VOLUME	m³	169,563	169,563	0	0.00%		339,125	339,125	0	0.00%		
2.2	CUSTOMER CHG.	\$	872.11	872.11	0.00	0.00%		872.11	872.11	0.00	0.00%		
2.3	DISTRIBUTION CHG.	\$	8,368.14	8,338.91	29.23	0.35%		15,335.41	15,276.96	58.45	0.38%		
2.4	LOAD BALANCING	§ \$	9,164.39	9,164.39	0.00	0.00%		18,328.72	18,328.72	0.00	0.00%		
2.5	SALES COMMDTY	\$	15,254.53	15,254.53	0.00	0.00%		30,508.97	30,508.97	0.00	0.00%		
2.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%		0.00	0.00	0.00	0.0%		
2.7	TOTAL SALES	\$	33,659.16	33,629.94	29.23	0.09%		65,045.21	64,986.76	58.45	0.09%		
2.8	TOTAL T-SERVICE	\$	18,404.63	18,375.41	29.23	0.16%		34,536.24	34,477.79	58.45	0.17%		
2.9	SALES UNIT RATE	\$/m³	0.1985	0.1983	0.0002	0.09%		0.1918	0.1916	0.0002	0.09%		
2.10	T-SERVICE UNIT RATE	\$/m³	0.1085	0.1084	0.0002	0.16%		0.1018	0.1017	0.0002	0.17%		
2.11	SALES UNIT RATE	\$/GJ	5.167	5.162	0.0045	0.09%		4.992	4.988	0.0045	0.09%		
2.12	T-SERVICE UNIT RATE	\$/GJ	2.825	2.821	0.0045	0.16%		2.651	2.646	0.0045	0.17%		

§ The Load Balancing Charge shown here includes proposed transportation charges

**ANNUAL BILL COMPARISON - COMMERCIAL & INDUSTRIAL CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
			<b>Industrial General Use</b>				<b>Industrial Heating &amp; Other Uses</b>			
			(A)	(B)	<b>CHANGE</b>		(A)	(B)	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
3.1	VOLUME	m <sup>3</sup>	43,285	43,285	0	0.00%	63,903	63,903	0	0.00%
3.2	CUSTOMER CHG.	\$	872.11	872.11	0.00	0.00%	872.11	872.11	0.00	0.00%
3.3	DISTRIBUTION CHG.	\$	2,748.74	2,741.28	7.46	0.27%	3,689.46	3,678.45	11.01	0.30%
3.4	LOAD BALANCING	§ \$	2,339.43	2,339.43	0.00	0.00%	3,453.77	3,453.77	0.00	0.00%
3.5	SALES COMMDTY	\$	3,894.08	3,894.08	0.00	0.00%	5,748.96	5,748.96	0.00	0.00%
	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
3.6	TOTAL SALES	\$	9,854.37	9,846.90	7.46	0.08%	13,764.30	13,753.28	11.01	0.08%
3.7	TOTAL T-SERVICE	\$	5,960.28	5,952.82	7.46	0.13%	8,015.34	8,004.33	11.01	0.14%
3.8	SALES UNIT RATE	\$/m <sup>3</sup>	0.2277	0.2275	0.0002	0.08%	0.2154	0.2152	0.0002	0.08%
3.90	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.1377	0.1375	0.0002	0.13%	0.1254	0.1253	0.0002	0.14%
3.10	SALES UNIT RATE	\$/GJ	5.926	5.921	0.0045	0.08%	5.606	5.602	0.0045	0.08%
3.11	T-SERVICE UNIT RATE	\$/GJ	3.584	3.580	0.0045	0.13%	3.265	3.260	0.0045	0.14%
			<b>Medium Industrial Customer</b>				<b>Large Industrial Customer</b>			
			(A)	(B)	<b>CHANGE</b>		(A)	(B)	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
4.1	VOLUME	m <sup>3</sup>	169,563	169,563	0	0.00%	339,124	339,124	0	0.00%
4.2	CUSTOMER CHG.	\$	872.11	872.11	0.00	0.00%	872.11	872.11	0.00	0.00%
4.3	DISTRIBUTION CHG.	\$	8,567.40	8,538.17	29.23	0.34%	15,483.67	15,425.22	58.45	0.38%
4.4	LOAD BALANCING	§ \$	9,164.39	9,164.39	0.00	0.00%	18,328.67	18,328.67	0.00	0.00%
4.5	SALES COMMDTY	\$	15,254.53	15,254.53	0.00	0.00%	30,508.88	30,508.88	0.00	0.00%
4.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
4.7	TOTAL SALES	\$	33,858.42	33,829.20	29.23	0.09%	65,193.33	65,134.88	58.45	0.09%
4.8	TOTAL T-SERVICE	\$	18,603.89	18,574.67	29.23	0.16%	34,684.45	34,626.00	58.45	0.17%
4.9	SALES UNIT RATE	\$/m <sup>3</sup>	0.1997	0.1995	0.0002	0.09%	0.1922	0.1921	0.0002	0.09%
4.10	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.1097	0.1095	0.0002	0.16%	0.1023	0.1021	0.0002	0.17%
4.11	SALES UNIT RATE	\$/GJ	5.197	5.193	0.0045	0.09%	5.004	4.999	0.0045	0.09%
4.12	T-SERVICE UNIT RATE	\$/GJ	2.856	2.851	0.0045	0.16%	2.662	2.658	0.0045	0.17%

§ The Load Balancing Charge shown here includes proposed transportation charges

**ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
<b>Rate 100 - Small Commercial Firm</b>							<b>Rate 100 - Average Commercial Firm</b>			
			<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>		<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
1.1	VOLUME	m <sup>3</sup>	339,188	339,188	0	0.00%	598,567	598,567	0	0.00%
1.2	CUSTOMER CHG.	\$	1,511.17	1,511.17	0.00	0.00%	1,511.17	1,511.17	0.00	0.00%
1.3	DISTRIBUTION CHG.	\$	13,873.23	13,844.00	29.23	0.21%	67,564.94	67,418.43	146.50	0.22%
1.4	LOAD BALANCING	\$	18,333.21	18,333.21	0.00	0.00%	32,352.73	32,352.73	0.00	0.00%
1.5	SALES COMMDTY	\$	30,514.63	30,514.63	0.00	0.00%	53,849.34	53,849.34	0.00	0.00%
1.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
1.7	TOTAL SALES	\$	64,232.24	64,203.01	29.23	0.05%	155,278.18	155,131.68	146.50	0.09%
1.8	TOTAL T-SERVICE	\$	33,717.61	33,688.38	29.23	0.09%	101,428.83	101,282.33	146.50	0.14%
1.9	SALES UNIT RATE	\$/m <sup>3</sup>	0.1894	0.1893	0.0001	0.05%	0.2594	0.2592	0.0002	0.09%
1.10	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.0994	0.0993	0.0001	0.09%	0.1695	0.1692	0.0002	0.14%
1.11	SALES UNIT RATE	\$/GJ	4.929	4.927	0.0022	0.05%	6.752	6.746	0.0064	0.09%
1.12	T-SERVICE UNIT RATE	\$/GJ	2.587	2.585	0.0022	0.09%	4.411	4.404	0.0064	0.14%
<b>Rate 100 - Large Industrial Firm</b>										
			<b>(A)</b>	<b>(B)</b>	<b>CHANGE</b>					
					(A) - (B)	%				
2.1	VOLUME	m <sup>3</sup>	1,500,000	1,500,000	0	0.00%				
2.2	CUSTOMER CHG.	\$	1,511.17	1,511.17	0.00	0.00%				
2.3	DISTRIBUTION CHG.	\$	135,669.82	135,376.81	293.01	0.22%				
2.4	LOAD BALANCING	\$	81,075.45	81,075.45	0.00	0.00%				
2.5	SALES COMMDTY	\$	134,945.66	134,945.66	0.00	0.00%				
2.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%				
2.7	TOTAL SALES	\$	353,202.09	352,909.09	293.01	0.08%				
2.8	TOTAL T-SERVICE	\$	218,256.44	217,963.43	293.01	0.13%				
2.9	SALES UNIT RATE	\$/m <sup>3</sup>	0.2355	0.2353	0.0002	0.08%				
2.10	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.1455	0.1453	0.0002	0.13%				
2.11	SALES UNIT RATE	\$/GJ	6.129	6.124	0.0051	0.08%				
2.12	T-SERVICE UNIT RATE	\$/GJ	3.787	3.782	0.0051	0.13%				

**ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
			<b>Rate 145 - Small Commercial Interr.</b>				<b>Rate 145 - Average Commercial Interr.</b>			
			(A)	(B)	<b>CHANGE</b>		(A)	(B)	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
3.1	VOLUME	m <sup>3</sup>	339,188	339,188	0	0.00%	598,568	598,568	0	0.00%
3.2	CUSTOMER CHG.	\$	1,527.51	1,527.51	0.00	0.00%	1,527.51	1,527.51	0.00	0.00%
3.3	DISTRIBUTION CHG.	\$	12,540.84	12,533.11	7.73	0.06%	19,023.99	19,012.39	11.60	0.06%
3.4	LOAD BALANCING	\$	14,385.29	14,385.29	0.00	0.00%	25,386.19	25,386.19	0.00	0.00%
3.5	SALES COMMDTY	\$	30,332.30	30,332.30	0.00	0.00%	53,527.68	53,527.68	0.00	0.00%
	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
3.6	TOTAL SALES	\$	58,785.95	58,778.21	7.73	0.01%	99,465.38	99,453.78	11.60	0.01%
3.7	TOTAL T-SERVICE	\$	28,453.64	28,445.91	7.73	0.03%	45,937.70	45,926.10	11.60	0.03%
3.8	SALES UNIT RATE	\$/m <sup>3</sup>	0.1733	0.1733	0.0000	0.01%	0.1662	0.1662	0.0000	0.01%
3.90	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.0839	0.0839	0.0000	0.03%	0.0767	0.0767	0.0000	0.03%
3.10	SALES UNIT RATE	\$/GJ	4.511	4.510	0.0006	0.01%	4.325	4.325	0.0005	0.01%
3.11	T-SERVICE UNIT RATE	\$/GJ	2.183	2.183	0.0006	0.03%	1.998	1.997	0.0005	0.03%
			<b>Rate 145 - Small Industrial Interr.</b>				<b>Rate 145 - Average Industrial Interr.</b>			
			(A)	(B)	<b>CHANGE</b>		(A)	(B)	<b>CHANGE</b>	
					(A) - (B)	%			(A) - (B)	%
4.1	VOLUME	m <sup>3</sup>	339,188	339,188	0	0.00%	598,567	598,567	0	0.00%
4.2	CUSTOMER CHG.	\$	1,527.51	1,527.51	0.00	0.00%	1,527.51	1,527.51	0.00	0.00%
4.3	DISTRIBUTION CHG.	\$	12,816.63	12,808.90	7.73	0.06%	19,268.14	19,256.54	11.60	0.06%
4.4	LOAD BALANCING	\$	14,385.29	14,385.29	0.00	0.00%	25,386.15	25,386.15	0.00	0.00%
4.5	SALES COMMDTY	\$	30,332.30	30,332.30	0.00	0.00%	53,527.59	53,527.59	0.00	0.00%
4.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
4.7	TOTAL SALES	\$	59,061.74	59,054.01	7.73	0.01%	99,709.39	99,697.79	11.60	0.01%
4.8	TOTAL T-SERVICE	\$	28,729.43	28,721.70	7.73	0.03%	46,181.80	46,170.20	11.60	0.03%
4.9	SALES UNIT RATE	\$/m <sup>3</sup>	0.1741	0.1741	0.0000	0.01%	0.1666	0.1666	0.0000	0.01%
4.10	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.0847	0.0847	0.0000	0.03%	0.0772	0.0771	0.0000	0.03%
4.11	SALES UNIT RATE	\$/GJ	4.532	4.532	0.0006	0.01%	4.336	4.335	0.0005	0.01%
4.12	T-SERVICE UNIT RATE	\$/GJ	2.205	2.204	0.0006	0.03%	2.008	2.008	0.0005	0.03%

**ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item

No.

Col. 1

Col. 2

Col. 3

Col. 4

Col. 5

Col. 6

Col. 7

Col. 8

**Rate 110 - Small Ind. Firm - 50% LF**

**Rate 110 - Average Ind. Firm - 50% LF**

		<b>(A)</b>		<b>(B)</b>		<b>CHANGE</b>		<b>(A)</b>		<b>(B)</b>		<b>CHANGE</b>	
						(A) - (B)	%					(A) - (B)	%
5.1	VOLUME	m <sup>3</sup>	598,568	598,568		0	0.00%	9,976,121	9,976,121			0	0.00%
5.2	CUSTOMER CHG.	\$	7,229.18	7,229.18		0.00	0.00%	7,229.18	7,229.18			0.00	0.00%
5.3	DISTRIBUTION CHG.	\$	14,322.21	14,280.70		41.50	0.29%	234,813.49	234,134.30			679.19	0.29%
5.4	LOAD BALANCING	\$	26,902.00	26,902.00		0.00	0.00%	448,366.11	448,366.11			0.00	0.00%
5.5	SALES COMMDTY	\$	53,505.61	53,505.61		0.00	0.00%	891,759.10	891,759.10			0.00	0.00%
5.6	FEDERAL CARBON CHARGE	\$	0.00	0.00		0.00	0.0%	0.00	0.00			0.00	0.0%
5.7	TOTAL SALES	\$	101,959.00	101,917.49		41.50	0.04%	1,582,167.88	1,581,488.69			679.19	0.04%
5.8	TOTAL T-SERVICE	\$	48,453.39	48,411.88		41.50	0.09%	690,408.78	689,729.59			679.19	0.10%
5.9	SALES UNIT RATE	\$/m <sup>3</sup>	0.1703	0.1703		0.0001	0.04%	0.1586	0.1585			0.0001	0.04%
###	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.0809	0.0809		0.0001	0.09%	0.0692	0.0691			0.0001	0.10%
###	SALES UNIT RATE	\$/GJ	4.434	4.432		0.0018	0.04%	4.128	4.126			0.0018	0.04%
###	T-SERVICE UNIT RATE	\$/GJ	2.107	2.105		0.0018	0.09%	1.801	1.800			0.0018	0.10%

**Rate 110 - Average Ind. Firm - 75% LF**

**Rate 115 - Large Ind. Firm - 80% LF**

		<b>(A)</b>		<b>(B)</b>		<b>CHANGE</b>		<b>(A)</b>		<b>(B)</b>		<b>CHANGE</b>	
						(A) - (B)	%					(A) - (B)	%
6.1	VOLUME	m <sup>3</sup>	9,976,120	9,976,120		0	0.00%	69,832,850	69,832,850			0	0.00%
6.2	CUSTOMER CHG.	\$	7,229.18	7,229.18		0.00	0.00%	7,662.31	7,662.31			0.00	0.00%
6.3	DISTRIBUTION CHG.	\$	186,523.29	186,064.21		459.09	0.25%	983,765.82	979,764.42			4,001.40	0.41%
6.4	LOAD BALANCING	\$	448,366.07	448,366.07		0.00	0.00%	3,037,134.52	3,037,134.52			0.00	0.00%
6.5	SALES COMMDTY	\$	891,759.01	891,759.01		0.00	0.00%	6,242,285.97	6,242,285.97			0.00	0.00%
6.6	FEDERAL CARBON CHARGE	\$	0.00	0.00		0.00	0.0%	0.00	0.00			0.00	0.0%
6.7	TOTAL SALES	\$	1,533,877.55	1,533,418.46		459.09	0.03%	10,270,848.62	10,266,847.22			4,001.40	0.04%
6.8	TOTAL T-SERVICE	\$	642,118.54	641,659.46		459.09	0.07%	4,028,562.65	4,024,561.25			4,001.40	0.10%
6.9	SALES UNIT RATE	\$/m <sup>3</sup>	0.1538	0.1537		0.0000	0.03%	0.1471	0.1470			0.0001	0.04%
###	T-SERVICE UNIT RATE	\$/m <sup>3</sup>	0.0644	0.0643		0.0000	0.07%	0.0577	0.0576			0.0001	0.10%
###	SALES UNIT RATE	\$/GJ	4.002	4.001		0.0012	0.03%	3.828	3.827			0.0015	0.04%
###	T-SERVICE UNIT RATE	\$/GJ	1.675	1.674		0.0012	0.07%	1.502	1.500			0.0015	0.10%

**ANNUAL BILL COMPARISON - LARGE VOLUME CUSTOMERS**  
**INCLUDING FEDERAL CARBON PRICING IMPACTS FOR OBPS PARTICIPANTS AND RIDER K BILL 32**

**(A) EB-2019-0194 + ICM @ 38.53 MJ/m<sup>3</sup> vs (B) EB-2019-0194 @ 38.53 MJ/m<sup>3</sup>**

Item No.			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8	
Rate 135 - Seasonal Firm							Rate 170 - Average Ind. Interr. - 50% LF				
			(A)	(B)	CHANGE		(A)			(B)	CHANGE
					(A) - (B)	%				(A) - (B)	%
7.1	VOLUME	m³	598,567	598,567	0	0.00%	9,976,121	9,976,121	0	0.00%	
7.2	CUSTOMER CHG.	\$	1,426.02	1,426.02	0.00	0.00%	3,443.96	3,443.96	0.00	0.00%	
7.3	DISTRIBUTION CHG.	\$	10,915.55	10,914.52	1.04	0.01%	80,223.97	80,180.96	43.02	0.05%	
7.4	LOAD BALANCING	\$	20,451.23	20,451.23	0.00	0.00%	327,584.24	327,584.24	0.00	0.00%	
7.5	SALES COMMDTY	\$	53,548.43	53,548.43	0.00	0.00%	891,759.09	891,759.09	0.00	0.00%	
7.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%	
7.7	TOTAL SALES	\$	86,341.23	86,340.19	1.04	0.00%	1,303,011.26	1,302,968.24	43.02	0.00%	
7.8	TOTAL T-SERVICE	\$	32,792.80	32,791.76	1.04	0.00%	411,252.17	411,209.15	43.02	0.01%	
7.9	SALES UNIT RATE	\$/m³	0.1442	0.1442	0.0000	0.00%	0.1306	0.1306	0.0000	0.00%	
7.10	T-SERVICE UNIT RATE	\$/m³	0.0548	0.0548	0.0000	0.00%	0.0412	0.0412	0.0000	0.01%	
7.11	SALES UNIT RATE	\$/GJ	3.754	3.754	0.0000	0.00%	3.400	3.399	0.0001	0.00%	
7.12	T-SERVICE UNIT RATE	\$/GJ	1.426	1.426	0.0000	0.00%	1.073	1.073	0.0001	0.01%	
Rate 170 - Average Ind. Interr. - 75% LF							Rate 170 - Large Ind. Interr. - 75% LF				
			(A)	(B)	CHANGE		(A)			(B)	CHANGE
					(A) - (B)	%				(A) - (B)	%
8.1	VOLUME	m³	9,976,120	9,976,120	0	0.00%	69,832,850	69,832,850	0	0.00%	
8.2	CUSTOMER CHG.	\$	3,443.96	3,443.96	0.00	0.00%	3,443.96	3,443.96	0.00	0.00%	
8.3	DISTRIBUTION CHG.	\$	72,841.57	72,812.49	29.08	0.04%	392,525.97	392,322.28	203.70	0.05%	
8.4	LOAD BALANCING	\$	327,584.20	327,584.20	0.00	0.00%	2,293,089.75	2,293,089.75	0.00	0.00%	
8.5	SALES COMMDTY	\$	891,759.00	891,759.00	0.00	0.00%	6,242,313.89	6,242,313.89	0.00	0.00%	
8.6	FEDERAL CARBON CHARGE	\$	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%	
8.7	TOTAL SALES	\$	1,295,628.73	1,295,599.66	29.08	0.00%	8,931,373.58	8,931,169.88	203.70	0.00%	
8.8	TOTAL T-SERVICE	\$	403,869.73	403,840.66	29.08	0.01%	2,689,059.69	2,688,855.99	203.70	0.01%	
8.9	SALES UNIT RATE	\$/m³	0.1299	0.1299	0.0000	0.00%	0.1279	0.1279	0.0000	0.00%	
8.10	T-SERVICE UNIT RATE	\$/m³	0.0405	0.0405	0.0000	0.01%	0.0385	0.0385	0.0000	0.01%	
8.11	SALES UNIT RATE	\$/GJ	3.380	3.380	0.0001	0.00%	3.329	3.329	0.0001	0.00%	
8.12	T-SERVICE UNIT RATE	\$/GJ	1.054	1.054	0.0001	0.01%	1.002	1.002	0.0001	0.01%	



UNION RATE ZONES  
Calculation of 2020 ICM Bill Impacts  
Sales Service and Direct Purchase Bill Impacts for Typical Small and Large Customers

Line No.	Particulars	Proposed - EB-2019-0194 (1)		Proposed - EB-2019-0194 with ICM		Bill Impact		
		Total Bill	Unit Rate	Total Bill	Unit Rate	Total Bill Change	Including Federal Carbon Charge	Excluding Federal Carbon Charge
		(\$)	(cents/m <sup>3</sup> )	(\$)	(cents/m <sup>3</sup> )	(\$)	(%)	(%)
		(a)	(b)	(c)	(d)	(e) = (c - a)	(f) = (e / a)	(g)
	<u>Small Rate 01</u>							
1	Delivery Charges	475	21.6105	475	21.6105	-	0.0%	0.0%
2	Federal Carbon Charge	86	3.9100	86	3.9100	-	0.0%	0.0%
3	Gas Supply Charges (2)	411	18.6827	411	18.6827	-	0.0%	0.0%
4	Total Bill	972	44.2027	972	44.2027	-	0.0%	0.0%
5	Sales Service Impact					-	0.0%	0.0%
6	Bundled-T (Direct Purchase) Impact					-	0.0%	0.0%
	<u>Small Rate 10</u>							
7	Delivery Charges	5,112	8.5204	5,112	8.5204	-	0.0%	0.0%
8	Federal Carbon Charge	2,346	3.9100	2,346	3.9100	-	0.0%	0.0%
9	Gas Supply Charges (2)	10,204	17.0074	10,204	17.0074	-	0.0%	0.0%
10	Total Bill	17,663	29.4378	17,663	29.4378	-	0.0%	0.0%
11	Sales Service Impact					-	0.0%	0.0%
12	Bundled-T (Direct Purchase) Impact					-	0.0%	0.0%
	<u>Large Rate 10</u>							
13	Delivery Charges	16,685	6.6740	16,685	6.6740	-	0.0%	0.0%
14	Federal Carbon Charge	9,775	3.9100	9,775	3.9100	-	0.0%	0.0%
15	Gas Supply Charges (2)	42,519	17.0074	42,519	17.0074	-	0.0%	0.0%
16	Total Bill	68,979	27.5914	68,979	27.5914	-	0.0%	0.0%
17	Sales Service Impact					-	0.0%	0.0%
18	Bundled-T (Direct Purchase) Impact					-	0.0%	0.0%
	<u>Small Rate 20</u>							
19	Delivery Charges	88,161	2.9387	88,161	2.9387	-	0.0%	0.0%
20	Federal Carbon Charge	117,300	3.9100	117,300	3.9100	-	0.0%	0.0%
21	Gas Supply Charges (2)	406,896	13.5632	406,896	13.5632	-	0.0%	0.0%
22	Total Bill	612,357	20.4119	612,357	20.4119	-	0.0%	0.0%
23	Sales Service Impact					-	0.0%	0.0%
24	Bundled-T (Direct Purchase) Impact					-	0.0%	0.0%
	<u>Large Rate 20</u>							
25	Delivery Charges	344,338	2.2956	344,338	2.2956	-	0.0%	0.0%
26	Federal Carbon Charge	586,500	3.9100	586,500	3.9100	-	0.0%	0.0%
27	Gas Supply Charges (2)	1,985,265	13.2351	1,985,265	13.2351	-	0.0%	0.0%
28	Total Bill	2,916,103	19.4407	2,916,103	19.4407	-	0.0%	0.0%
29	Sales Service Impact					-	0.0%	0.0%
30	Bundled-T (Direct Purchase) Impact					-	0.0%	0.0%
	<u>Average Rate 25</u>							
31	Delivery Charges	72,987	3.2082	72,987	3.2082	-	0.0%	0.0%
32	Federal Carbon Charge	88,953	3.9100	88,953	3.9100	-	0.0%	0.0%
33	Gas Supply Charges (2)	280,146	12.3141	280,146	12.3141	-	0.0%	0.0%
34	Total Bill	442,085	19.4323	442,085	19.4323	-	0.0%	0.0%
35	Sales Service Impact					-	0.0%	0.0%
36	T-Service (Direct Purchase) Impact					-	0.0%	0.0%
	<u>Small Rate 100</u>							
37	Delivery Charges	317,202	1.1748	317,202	1.1748	-	0.0%	0.0%
38	Federal Carbon Charge	1,055,700	3.9100	1,055,700	3.9100	-	0.0%	0.0%
39	Gas Supply Charges (2)	4,605,591	17.0577	4,605,591	17.0577	-	0.0%	0.0%
40	Total Bill	5,978,493	22.1426	5,978,493	22.1426	-	0.0%	0.0%
41	Sales Service Impact					-	0.0%	0.0%
42	T-Service (Direct Purchase) Impact					-	0.0%	0.0%
	<u>Large Rate 100</u>							
43	Delivery Charges	2,591,790	1.0799	2,591,790	1.0799	-	0.0%	0.0%
44	Federal Carbon Charge	9,384,000	3.9100	9,384,000	3.9100	-	0.0%	0.0%
45	Gas Supply Charges (2)	40,330,491	16.8044	40,330,491	16.8044	-	0.0%	0.0%
46	Total Bill	52,306,281	21.7943	52,306,281	21.7943	-	0.0%	0.0%
47	Sales Service Impact					-	0.0%	0.0%
48	T-Service (Direct Purchase) Impact					-	0.0%	0.0%

Notes:

- (1) Reflects approved rates per EB-2019-0194, Exhibit D, Tab 2, Rate Order, Appendix A.  
(2) Gas Supply charges based on Union North East Zone.

UNION RATE ZONES  
Calculation of 2020 ICM Bill Impacts  
Sales Service and Direct Purchase Bill Impacts for Typical Small and Large Customers

Line No.	Particulars	Approved - EB-2019-0194 (1)		Proposed - EB-2019-0194 with ICM		Bill Impact		
		Total Bill	Unit Rate	Total Bill	Unit Rate	Total Bill Change	Including Federal Carbon Charge	Excluding Federal Carbon Charge
		(\$)	(cents/m <sup>3</sup> )	(\$)	(cents/m <sup>3</sup> )	(\$)	(%)	(%)
		(a)	(b)	(c)	(d)	(e) = (c - a)	(f) = (e / a)	(g)
	<u>Small Rate M1</u>							
1	Delivery Charges	399	18.1218	401	18.2182	2.12	0.5%	0.5%
2	Federal Carbon Charge	86	3.9100	86	3.9100	-	0.0%	0.0%
3	Gas Supply Charges	249	11.3023	249	11.3023	-	0.0%	0.0%
4	Total Bill	733	33.3336	735	33.4300	2.12	0.3%	0.3%
5	Sales Service Impact					2.12	0.3%	0.3%
6	Direct Purchase Impact					2.12	0.4%	0.5%
	<u>Small Rate M2</u>							
7	Delivery Charges	4,111	6.8519	4,162	6.9372	51	1.2%	1.2%
8	Federal Carbon Charge	2,346	3.9100	2,346	3.9100	-	0.0%	0.0%
9	Gas Supply Charges	6,782	11.3025	6,782	11.3025	-	0.0%	0.0%
10	Total Bill	13,239	22.0644	13,290	22.1497	51	0.4%	0.5%
11	Sales Service Impact					51	0.4%	0.5%
12	Direct Purchase Impact					51	0.8%	1.2%
	<u>Large Rate M2</u>							
13	Delivery Charges	13,718	5.4872	13,931	5.5725	213	1.6%	1.6%
14	Federal Carbon Charge	9,775	3.9100	9,775	3.9100	-	0.0%	0.0%
15	Gas Supply Charges	28,256	11.3025	28,256	11.3025	-	0.0%	0.0%
16	Total Bill	51,749	20.6997	51,963	20.7850	213	0.4%	0.5%
17	Sales Service Impact					213	0.4%	0.5%
18	Direct Purchase Impact					213	0.9%	1.6%
	<u>Small Rate M4</u>							
19	Delivery Charges	48,933	5.5923	49,524	5.6599	591	1.2%	1.2%
20	Federal Carbon Charge	34,213	3.9100	34,213	3.9100	-	0.0%	0.0%
21	Gas Supply Charges	98,897	11.3025	98,897	11.3025	-	0.0%	0.0%
22	Total Bill	182,042	20.8048	182,633	20.8724	591	0.3%	0.4%
23	Sales Service Impact					591	0.3%	0.4%
24	Direct Purchase Impact					591	0.7%	1.2%
	<u>Large Rate M4</u>							
25	Delivery Charges	370,929	3.0911	377,088	3.1424	6,158	1.7%	1.7%
26	Federal Carbon Charge	469,200	3.9100	469,200	3.9100	-	0.0%	0.0%
27	Gas Supply Charges	1,356,300	11.3025	1,356,300	11.3025	-	0.0%	0.0%
28	Total Bill	2,196,429	18.3036	2,202,588	18.3549	6,158	0.3%	0.4%
29	Sales Service Impact					6,158	0.3%	0.4%
30	Direct Purchase Impact					6,158	0.7%	1.7%
	<u>Small Rate M5</u>							
31	Delivery Charges	32,447	3.9330	32,891	3.9868	444	1.4%	1.4%
32	Federal Carbon Charge	32,258	3.9100	32,258	3.9100	-	0.0%	0.0%
33	Gas Supply Charges	93,246	11.3025	93,246	11.3025	-	0.0%	0.0%
34	Total Bill	157,950	19.1455	158,394	19.1993	444	0.3%	0.4%
35	Sales Service Impact					444	0.3%	0.4%
36	Direct Purchase Impact					444	0.7%	1.4%
	<u>Large Rate M5</u>							
37	Delivery Charges	182,217	2.8033	185,714	2.8571	3,497	1.9%	1.9%
38	Federal Carbon Charge	254,150	3.9100	254,150	3.9100	-	0.0%	0.0%
39	Gas Supply Charges	734,663	11.3025	734,663	11.3025	-	0.0%	0.0%
40	Total Bill	1,171,030	18.0158	1,174,527	18.0696	3,497	0.3%	0.4%
41	Sales Service Impact					3,497	0.3%	0.4%
42	Direct Purchase Impact					3,497	0.8%	1.9%
	<u>Small Rate M7</u>							
43	Delivery Charges	760,766	2.1132	772,965	2.1471	12,199	1.6%	1.6%
44	Federal Carbon Charge	1,407,600	3.9100	1,407,600	3.9100	-	0.0%	0.0%
45	Gas Supply Charges	4,068,900	11.3025	4,068,900	11.3025	-	0.0%	0.0%
46	Total Bill	6,237,266	17.3257	6,249,465	17.3596	12,199	0.2%	0.3%
47	Sales Service Impact					12,199	0.2%	0.3%
48	Direct Purchase Impact					12,199	0.6%	1.6%
	<u>Large Rate M7</u>							
49	Delivery Charges	3,067,592	5.8992	3,120,824	6.0016	53,231	1.7%	1.7%
50	Federal Carbon Charge	2,033,200	3.9100	2,033,200	3.9100	-	0.0%	0.0%
51	Gas Supply Charges	5,877,300	11.3025	5,877,300	11.3025	-	0.0%	0.0%
52	Total Bill	10,978,092	21.1117	11,031,324	21.2141	53,231	0.5%	0.6%
53	Sales Service Impact					53,231	0.5%	0.6%
54	Direct Purchase Impact					53,231	1.0%	1.7%

Notes:

(1) Reflects approved rates per EB-2019-0194, Exhibit D, Tab 2, Rate Order, Appendix A.

## UNION RATE ZONES

Calculation of 2020 ICM Bill Impacts

## Sales Service and Direct Purchase Bill Impacts for Typical Small and Large Customers

Line No.	Particulars	Approved - EB-2019-0194 (1)		Proposed - EB-2019-0194 with ICM		Bill Impact		
		Total Bill	Unit Rate	Total Bill	Unit Rate	Total Bill Change	Including Federal Carbon Charge	Excluding Federal Carbon Charge
		(\$)	(cents/m <sup>3</sup> )	(\$)	(cents/m <sup>3</sup> )	(\$)	(%)	(%)
		(a)	(b)	(c)	(d)	(e) = (c - a)	(f) = (e / a)	(g)
	<u>Small Rate M9</u>							
1	Delivery Charges	173,981	2.5033	173,981	2.5033	-		0.0%
2	Gas Supply Charges	785,524	11.3025	785,524	11.3025	-		0.0%
3	Total Bill	959,505	13.8058	959,505	13.8058	-		0.0%
4	Sales Service Impact					-		0.0%
5	Direct Purchase Impact					-		0.0%
	<u>Large Rate M9</u>							
6	Delivery Charges	517,516	2.5648	517,516	2.5648	-		0.0%
7	Gas Supply Charges	2,280,618	11.3025	2,280,618	11.3025	-		0.0%
8	Total Bill	2,798,135	13.8673	2,798,135	13.8673	-		0.0%
9	Sales Service Impact					-		0.0%
10	Direct Purchase Impact					-		0.0%
	<u>Average Rate M10</u>							
11	Delivery Charges	7,208	7.6274	7,208	7.6274	-		0.0%
12	Gas Supply Charges	10,681	11.3025	10,681	11.3025	-		0.0%
13	Total Bill	17,889	18.9299	17,889	18.9299	-		0.0%
14	Sales Service Impact					-		0.0%
15	Direct Purchase Impact					-		0.0%
	<u>Small Rate T1</u>							
16	Delivery Charges	161,004	2.1362	163,370	2.1676	2,367	1.5%	1.5%
17	Federal Carbon Charge	294,697	3.9100	294,697	3.9100	-	0.0%	0.0%
18	Gas Supply Charges	851,869	11.3025	851,869	11.3025	-	0.0%	0.0%
19	Total Bill	1,307,570	17.3487	1,309,936	17.3801	2,367	0.2%	0.2%
20	Sales Service Impact					2,367	0.2%	0.2%
21	Direct Purchase Impact					2,367	0.5%	1.5%
	<u>Average Rate T1</u>							
22	Delivery Charges	249,405	2.1564	253,885	2.1951	4,481	1.8%	1.8%
23	Federal Carbon Charge	452,228	3.9100	452,228	3.9100	-	0.0%	0.0%
24	Gas Supply Charges	1,307,240	11.3025	1,307,240	11.3025	-	0.0%	0.0%
25	Total Bill	2,008,873	17.3689	2,013,354	17.4076	4,481	0.2%	0.3%
26	Sales Service Impact					4,481	0.2%	0.3%
27	Direct Purchase Impact					4,481	0.6%	1.8%
	<u>Large Rate T1</u>							
28	Delivery Charges	559,233	2.1825	571,457	2.2302	12,224	2.2%	2.2%
29	Federal Carbon Charge	1,001,902	3.9100	1,001,902	3.9100	-	0.0%	0.0%
30	Gas Supply Charges	2,896,162	11.3025	2,896,162	11.3025	-	0.0%	0.0%
31	Total Bill	4,457,296	17.3950	4,469,520	17.4427	12,224	0.3%	0.4%
32	Sales Service Impact					12,224	0.3%	0.4%
33	Direct Purchase Impact					12,224	0.8%	2.2%
	<u>Small Rate T2</u>							
34	Delivery Charges	731,795	1.2350	735,110	1.2406	3,315	0.5%	0.5%
35	Federal Carbon Charge	2,316,910	3.9100	2,316,910	3.9100	-	0.0%	0.0%
36	Gas Supply Charges	6,697,409	11.3025	6,697,409	11.3025	-	0.0%	0.0%
37	Total Bill	9,746,114	16.4475	9,749,429	16.4531	3,315	0.0%	0.0%
38	Sales Service Impact					3,315	0.0%	0.0%
39	Direct Purchase Impact					3,315	0.1%	0.5%
	<u>Average Rate T2</u>							
40	Delivery Charges	1,766,761	0.8933	1,778,433	0.8992	11,673	0.7%	0.7%
41	Federal Carbon Charge	7,733,583	3.9100	7,733,583	3.9100	-	0.0%	0.0%
42	Gas Supply Charges	22,355,198	11.3025	22,355,198	11.3025	-	0.0%	0.0%
43	Total Bill	31,855,542	16.1058	31,867,214	16.1117	11,673	0.0%	0.0%
44	Sales Service Impact					11,673	0.0%	0.0%
45	Direct Purchase Impact					11,673	0.1%	0.7%
	<u>Large Rate T2</u>							
46	Delivery Charges	2,919,381	0.7888	2,940,319	0.7945	20,938	0.7%	0.7%
47	Federal Carbon Charge	14,470,480	3.9100	14,470,480	3.9100	-	0.0%	0.0%
48	Gas Supply Charges	41,829,309	11.3025	41,829,309	11.3025	-	0.0%	0.0%
49	Total Bill	59,219,170	16.0013	59,240,108	16.0070	20,938	0.0%	0.0%
50	Sales Service Impact					20,938	0.0%	0.0%
51	Direct Purchase Impact					20,938	0.1%	0.7%
	<u>Large Rate T3</u>							
52	Delivery Charges	5,604,537	2.0551	5,604,537	2.0551	-		0.0%
53	Gas Supply Charges	30,823,274	11.3025	30,823,274	11.3025	-		0.0%
54	Total Bill	36,427,811	13.3576	36,427,811	13.3576	-		0.0%
55	Sales Service Impact					-		0.0%
56	Direct Purchase Impact					-		0.0%

## Notes:

(1) Reflects approved rates per EB-2019-0194, Exhibit D, Tab 2, Rate Order, Appendix A.

### ENBRIDGE GAS EBILL PRACTICES

1. On November 28, 2019, Enbridge Gas filed a Settlement Proposal regarding Phase 1 of this proceeding. The Board approved the Settlement Proposal on December 5, 2019.
2. The Settlement Proposal explained that Enbridge Gas changed its eBill practices in 2019 to make eBill the default billing method for new customers and to switch existing paper bill customers who, for any reason, had previously provided an email address to the Company to eBill without prior specific consent on their part. As indicated in the Settlement Proposal, Enbridge Gas believes that its change in practice is appropriate and does not believe that any Board approval was or is required. Other parties disagree with Enbridge Gas's position. The Settlement Proposal indicates that any disputes related to Enbridge Gas's eBill practices should be included in Phase 2 of this proceeding. The parties to the Settlement Proposal agreed to a number of interim measures to be implemented until such time as the Board issues a decision on Enbridge Gas's eBill practices. The parties specifically agreed that the implementation of the interim measures should not be interpreted as agreement by any party, including Enbridge Gas, that any such item is appropriate or necessary on an ongoing basis.
3. In order to assist the Board in its review of Enbridge Gas's eBill practices, the Settlement Proposal included the following:

Enbridge Gas agrees to file evidence with the OEB about its e-bill practices, including description of what changed in 2019, and the impacts of that change in terms of customer adoption and customer reaction.<sup>1</sup>

4. As outlined in the evidence that follows, Enbridge Gas's eBill practices in 2019 formed a foundational component of a broader transformation in customer experience which has delivered and will continue to deliver added value to customers through innovation, improved customer service and reduced costs. This shift in customer experience is consistent with changing consumer expectations, leading-edge consumer research and customer service practices across other relevant industries. Customers have responded positively to this change and relevant business metrics indicate Enbridge Gas has been successful thus far in both improving customer service and reducing costs. In administering its customer experience transformation and 2019 eBill practices, Enbridge Gas has continued to respect the wishes of customers, providing choice where the use of eBill and other electronic mediums was not satisfactory to them. Enbridge Gas is confident the evidence provided here will demonstrate the value and appropriateness of continuing its current approach to serving customers.
5. Beyond a desire to innovate, improve customer service and reduce costs, Enbridge Gas submits that expansion of its eBill and myAccount platforms are an expectation of the Board. In its Notice of Proposal to Amend Codes and a Rule, specifically amending the Gas Distribution Access Rule ("GDAR") to implement Customer Service Rules for gas distributors, the Board stated "Utilities are also expected to explore other opportunities for cost savings such as expansion of e-billing, enhanced and timely communication with customers, and improved

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<sup>1</sup> EB-2019-0194, Exhibit N1, Tab 1, Schedule 1, page 12

collection processes.”<sup>2</sup> Enbridge Gas’s approach to customer service, including eBilling, myAccount and a variety of notification and channel options to improve customer communications, are in line with the Board’s stated expectations.

6. The following evidence sets out Enbridge Gas’s eBill practices, including:
- i) an overview of changes in consumer preferences, customer service technology, and industry practice;
  - ii) an overview of Enbridge Gas’s customer experience program as completed in 2019;
  - iii) a description of what changed with respect to eBill practices in 2019;
  - iv) a description and data relating to customers’ reaction to eBill changes made in 2019;
  - v) an overview of the financial benefits of Enbridge Gas’s customer experience program and eBill practices; and,
  - vi) a description of Enbridge Gas’s future plans in this area.

Changes to Consumer Preferences, Customer Service Technology and Industry Practice

7. Customer service has evolved dramatically over the past decade as the number of internet or mobile-based self-service options available has increased dramatically, as has consumers’ use of these services. Though Enbridge Gas

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<sup>2</sup> EB-2017-0183, Notice of Proposal to Amend Codes and a Rule, December 18, 2018, page 42

does not compete with leading service organizations in other sectors, customers' expectations are shaped by their experiences working with providers of other goods or services. Whether the experience relates to a simple task (e.g. making a payment) or a more complex one (e.g. resolution of an appliance infraction tag) customers expect companies such as Enbridge Gas to innovate and leverage modern and convenient channels which limit the valuable time customers must take out of their day.

8. Given customers' evolving expectations, Enbridge Gas has been working to shift as many interactions as possible away from traditional channels (i.e. phone calls, paper bills, letters) to a consumer-centric digital experience (i.e. myAccount, email, text, chat, social media). Prioritizing the use of modern channels of communication is critical to creating an optimal customer experience in line with consumer expectations, as well as driving long-term value for ratepayers by reducing Enbridge Gas's cost-to-serve.
9. Enbridge Gas has sought to innovate and better serve customers through its myAccount platforms that are offered to customers. As will be described in more detail below, the recently enhanced solutions for customers in both legacy utility rate zones (EGD and Union) offer a variety of enhancements to service over a conventional paper bill. Customers can choose to receive their bill directly as an attachment or login to their account to view. They can receive a variety of reminders on due dates to ensure payments are not missed. Beyond that, myAccount offers customers a wealth of information about energy usage, rates, along with all account information and transaction history. Beyond these basics, Enbridge Gas uses these electronic channel options to deliver energy efficiency programs and offer innovative tools like a simple home energy audit. All of these

tools and conveniences help to better serve customers and improve their energy literacy and ability to shape their own consumption. Enbridge Gas will continue to develop strategies that increase myAccount adoption to all customers.

Attached to this evidence as Appendices A and B are a series of screenshots showing the options available to customers in the EGD and Union rate zones using myAccount.

10. Evolving consumer preferences, particularly internet use and digital literacy, have also permeated demographics which previously showed slower uptake of new and innovative communication channels. Specifically, internet use among individuals 65 or older grew from 40% to 48% from 2010 to 2012.<sup>3</sup> More recently however, Statistics Canada found that internet use among individuals aged 65 to 74 rose from 65% in 2013 to 81% in 2016, with internet use by individuals over the age of 75 rising from 35% to 50% over the same time period.<sup>4</sup> Enbridge Gas expects these trends have continued since 2016, and will carry forward into the future.

11. Enbridge Gas's approach to eBill is rooted in the field of behavioural economics; specifically the importance of changing the default option to drive a proactive change in behaviour among customers.<sup>5</sup> In this field the default option can be

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<sup>3</sup> CRTC, Results of the Fact Finding Exercise on Fees for Paper Bills, July 23, 2014, page 7, <https://crtc.gc.ca/eng/publications/reports/rp140723.pdf>

<sup>4</sup> Statistics Canada, Life in the Fast Lane: How are Canadians Managing? (2016), Components of catalogue no. 11-001-X, November 14, 2017, <https://www150.statcan.gc.ca/n1/en/daily-quotidien/171114/dq171114a-eng.pdf?st=STceLzrV>

<sup>5</sup> Of particular relevance is the book "Nudge", written by Nobel Prize winning economists Richard Thaler and Cass Sunstein. The key area of theory that applies to Enbridge Gas's eBill approach is Choice Architecture and how options are presented to customers.



defined quite simply as the condition that will occur if a customer does nothing. Historically Enbridge Gas's default option has been the provision of a paper bill.

12. Research shows that default options have tremendous impact on customer behaviour<sup>6</sup>. Use of this technique to improve outcomes for consumers and society has demonstrated success in a variety of sectors; from organ donation<sup>7</sup> to savings and investment<sup>8</sup>. Research demonstrates that most people simply select the path of least resistance; the default option<sup>9</sup>.
13. Of relevance to Enbridge Gas's eBill practices is the importance of consciously shaping the default option rather than continuing past business practice without consideration of evolving customer expectations and industry trends. Where a more optimal option exists, transitioning the existing default option to a new, more optimal option is one of the most effective methods available to achieve the benefits described herein. As further discussed in this evidence, eBilling and the use of related innovative channels for communication is a more optimal option than paper billing for the vast majority of customers.
14. Companies and governments consciously evaluating their default option and using insights gained to improve products, services and outcomes has become quite common. Some examples of other organizations and governments adopting these theories and practices to benefit customers and citizens include:

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<sup>6</sup> <https://www.nytimes.com/2011/10/16/technology/default-choices-are-hard-to-resist-online-or-not.html>

<sup>7</sup> <https://www.cbc.ca/news/health/organ-donation-presumed-consent-1.5083422>

<sup>8</sup> [https://www.hbs.edu/faculty/Publication%20Files/importance\\_of\\_default\\_options\\_39089d0d-1ab5-4987-820a-dcb60067aa0e.pdf](https://www.hbs.edu/faculty/Publication%20Files/importance_of_default_options_39089d0d-1ab5-4987-820a-dcb60067aa0e.pdf)

<sup>9</sup> <https://www.forbes.com/sites/carolinebeaton/2017/02/22/new-research-shows-that-were-wired-to-take-the-path-of-least-resistance/#7cbac8b766d3>

i) **Behavioural Insights Unit within the Government of Ontario:**

Ontario is one of the first jurisdictions in Canada to leverage behavioural sciences to improve outcomes and deliver better services. By seeking to understand how citizens make decisions and act upon those decisions, governments can design and re-design public services that better reflect how people respond to, engage with and use these services. The use of these insights in Ontario and other jurisdictions have been shown to result in public services that deliver better outcomes, often at a lower cost. By testing what works and does not work through pilot projects, experts in behavioural science are helping design programs that are made to work for Ontarians.<sup>10</sup>

- ii) **British Columbia:** The BC Behavioural Insights Group (“BC BIG”) applies a human-centred and evidence-based approach to design better programs and services for British Columbians. Each project is designed in collaboration with client ministries, and the approach relies on scientific methods from psychology, behavioural economics, anthropology, neuroscience, and other academic disciplines.<sup>11</sup>

- iii) **Government of Canada – Impact and Innovation Unit (“IIU”):** The IIU (formerly Innovation Hub) is driving a shift in the way the Government of Canada uses new policy and program tools to help

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<sup>10</sup> Government of Ontario, <https://www.ontario.ca/page/behavioural-insights-ontario-update-report-2018>

<sup>11</sup> Government of British Columbia, <https://www2.gov.bc.ca/gov/content/governments/services-for-government/service-experience-digital-delivery/behavioural-insights>

address complex public policy challenges. With a focus on “the how,” the IIU supports departments to build results-driven approaches that work for Canadians. The IIU houses the Centre of Expertise for the Impact Canada Initiative to work with departments in applying innovative financing approaches, new partnership models, impact measurement methodologies and behavioural insights in priority areas for the Government of Canada.<sup>12</sup>

- iv) **University of Toronto – Behavioural Economics in Action (“BEAR”) at Rotman:** BEAR conducts leading edge academic research in the field of behavioural economics to help organizations better understand how real people act and leverage this knowledge to design better products, services, and programs.<sup>13</sup>

15. As described above governments and other organizations in Canada are leveraging behavioural science to improve health care, boost savings and investment rates, combat obesity, facilitate organ donation, and drive other important outcomes. For Enbridge Gas, leveraging behavioural insights to shift the default option for all customer interactions toward innovative channels, including eBill, is a critical component of Enbridge Gas’ overall initiatives to improve customer experience, as described in this evidence.

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<sup>12</sup> Government of Canada, <https://www.canada.ca/en/innovation-hub.html>

<sup>13</sup> University of Toronto, <https://www.rotman.utoronto.ca/FacultyAndResearch/ResearchCentres/BEAR>

16. Many of Enbridge Gas's practices in 2019 were also informed by the practices of major telecommunication companies in Canada. Rogers, Bell and Telus (and their subsidiary brands) have established electronic billing as their default option for years. In 2019 both Bell<sup>14</sup> and Telus<sup>15</sup> announced the final stage of this shift and that all remaining paper bill customers will be shifted to eBill in 2020, with paper bills only offered on an exception basis.

#### Customer Experience Program

17. In 2017 legacy EGD initiated a customer experience transformation program ("CX Program"). The primary goal of the CX Program was to leverage innovation to simplify and improve all aspects of how customers are served. The earliest phase of the CX Program required detailed journey mapping of key customer processes and the creation of complementary channel strategies. This work was carried out with the goal of maximizing customer self-service and automation to both respond to evolving customer expectations and lower costs for customers in the long-term.

18. As the CX Program was an initiative undertaken by legacy EGD, many of the data points provided assess only the EGD rate zone. Fully leveraging the success of the CX Program within the Union rate zones is a priority for Enbridge Gas in the early years of the deferred rebasing period.

19. The CX Program was rooted in research relating to customer effort and its impact on satisfaction. Customer effort is a well researched topic, specifically with regard

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<sup>14</sup> <https://mobilesyrup.com/2019/10/31/bell-paperless-billing/>

<sup>15</sup> <https://mobilesyrup.com/2018/09/18/telus-paperless-e-bills-canada/>

to its impact on customer satisfaction (“CSAT”) in both the short and long-term. One critical source of insight, “The Effortless Experience”, documents the research completed by a team at CEB Inc. (since acquired by Gartner, Inc.) on customer service and the impact that it has on both loyalty and CSAT.<sup>16</sup>

20. The above noted research refutes long held views regarding what really drives successful customer service. The research confirms that outperforming customer expectations and providing an outstanding level of service is not the most important component driving improved customer service and loyalty. The research finds that what customers really value is minimal effort on their part. This is especially critical for a utility, where customer engagement is low relative to other more consumer-centric categories, and the ideal customer experience hinges on the customer expending as little effort as possible to maintain utility (natural gas) service.

21. The principle of minimizing customer effort has been at the core of Enbridge Gas’s CX Program. Simplifying processes, rules and policies was critical, with the most straightforward changes made in 2017; yielding immediate results in reduced call volumes. Beyond these initial changes, the CX Program was centred around a series of key innovations aimed at improving customer experience.

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<sup>16</sup> A short summary of this research can be found at: <https://hbr.org/2010/07/stop-trying-to-delight-your-customers>

22. Key projects within the CX Program included:

- i) **Online account management** – Enbridge Gas engaged in a full rebuild of its myAccount platform for customers. Integration with Enbridge Gas's SAP CIS is now enabled in real-time with the user experience built in Sitecore, the most popular content management system used by many of the world's largest brands and websites. Customers now have full control over what channel they use to complete customer service transactions (i.e. voice, web, text) and have the ability to perform most transactions via their chosen medium.
- ii) **Meter Reading** – Enbridge Gas launched a mobile app for management of off-cycle field orders including move reads, account locks, check reads, and battery exchanges. Work orders are now managed in real-time with the ability of Enbridge Gas to cancel at any point (e.g. if a customer makes a payment on a pending order to lock the meter it is cancelled immediately).
- iii) **Consumption estimation** – When utilizing a bi-monthly meter reading schedule, as Enbridge Gas does, estimation technique is critical to accurate billing and the overall customer experience. Enbridge Gas is now using sophisticated machine learning and artificial intelligence to estimate consumption in months without an actual read.
- iv) **Paper Bill** – Enbridge Gas fully redesigned its paper bills, shifting to a simpler and more modern format.

- v) **Back-office optimization** – Enbridge Gas increased automation and simplification of billing issues through implementation of BDEX, an add-on work management tool within SAP.
- vi) **Chatbot/Live Chat** – Leveraging industry -leading technology, Enbridge Gas launched a new service channel for customers. In mid-2019 Enbridge Gas launched coZE, a Virtual Assistant capable of handling a variety of transactions and FAQs. This will be complemented by Live Chat through the traditional contact centre channel.
- vii) **Voice-of-the-customer (VOC)** – VOC programs aim to provide companies real-time feedback on customer interactions. Qualtrics is one of the most popular VOC platforms available in the market, and is now part of SAP. Implementation of Qualtrics enables Enbridge Gas to learn from customers regarding key transactions to monitor satisfaction and determine how Enbridge Gas can improve service. Customers complete thousands of surveys each week regarding interactions such as moves, first bills, meter exchanges, emergency response, and call centre inquiries. By combining survey data with operational data Enbridge Gas better understands the key drivers determining customer satisfaction.

23. Enbridge Gas established a series of key metrics to measure the success of the CX Program and ensure it was having the intended effect. With the exception of work automation, each of the metrics laid out below was chosen for both its impact on improved customer experience and reduced costs.

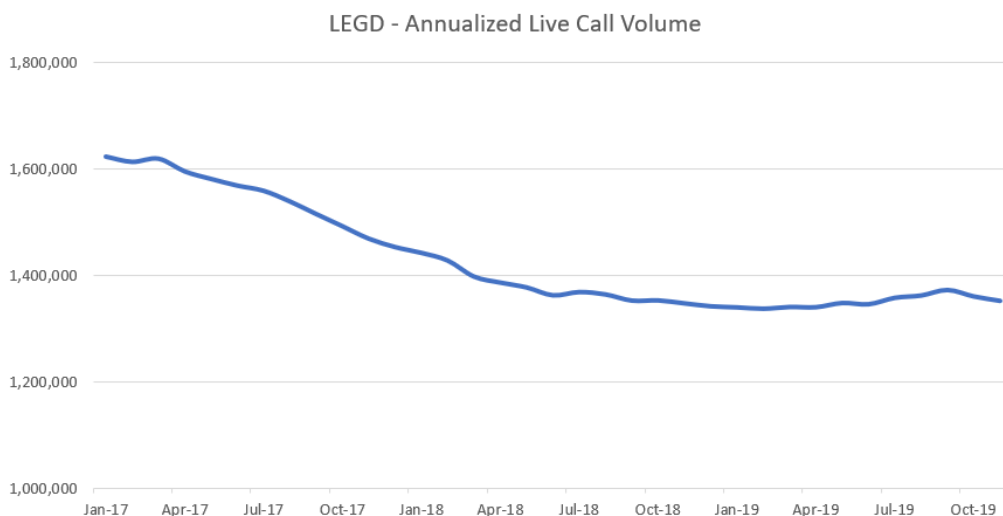
24. Enbridge Gas established four primary metrics to track progress and measure the success of its CX Program:

- i) Call reduction of 20% by year 3;
- ii) Work automation increase of 20% by year 3;
- iii) Increase in eBill adoption to 50% by year 3; and,
- iv) Increased customer satisfaction.

25. As of Q4 2019 the CX Program is now complete. The individual projects listed above have been implemented and, in some cases, have been in place for over a year, allowing Enbridge Gas to measure success in accordance with the metrics identified above.

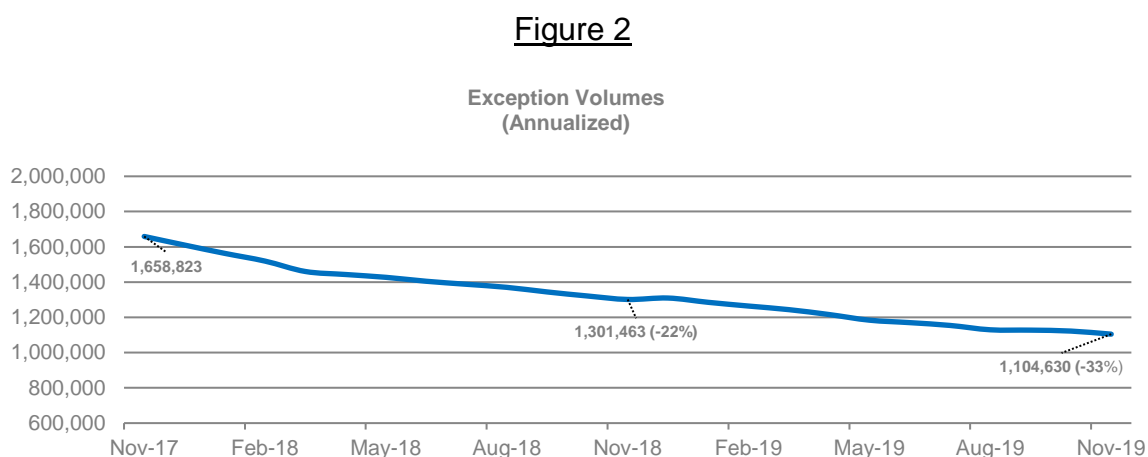
26. The call reduction metric is measured based on live calls handled on an annualized basis. As seen in Figure 1 below, EGD handled just over 1.6 million calls in the baseline year established in 2016. By the end of 2018 this figure had dropped to 1.35 million or a 17% decrease.

Figure 1



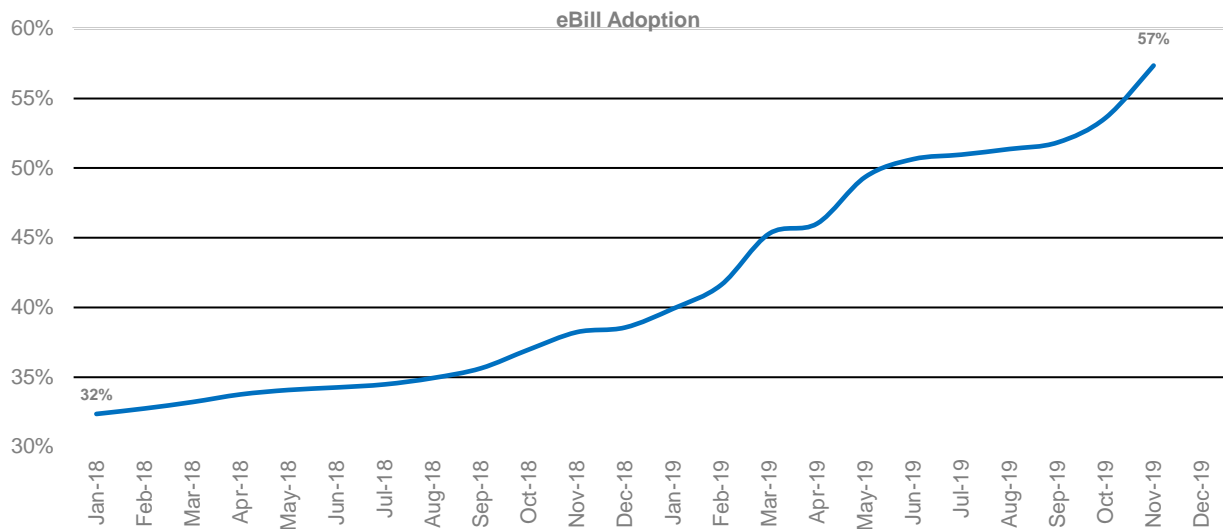


27. The work automation metric is measured by a simple count of the units of work that are processed by EGD/Enbridge Gas's back-office billing agents, expressed as annualized "Exception Volumes" in Figure 2 below.



28. Early in the implementation of the CX Program a decision was made to limit initiatives to attract new eBill customers until other projects improving EGD's online experience were completed. As a result, growth in eBill adoption was modest at approximately 4% per year. eBill growth accelerated to 6% in 2018 with the implementation of myAccount as more customers leveraged this channel for self-service. With the majority of other CX Program initiatives complete, Enbridge Gas's approach to eBill in 2019 drove a significant increase in adoption. The growth in eBill adoption from January, 2018 through November 2019 is shown in Figure 3 below. As discussed further in this evidence, 2019's increased eBill adoption was coupled with significant increases to both customer satisfaction and self-serve volume.

Figure 3



29. The CX Program's final measure of success is CSAT. Enbridge Gas used a common concept for measuring changes in customer experience over time called the Net Promotor Score ("NPS") to measure the impact of its CX Program on CSAT. NPS measures the loyalty of customers to a company by establishing the percentage of customers that would "promote" the company and the percentage of customers that are "detractors" with negative views of the company. Mathematically, NPS is the percentage of customers that are promoters less the percentage of customers that are detractors. NPS scores are established using a single question survey and reported as a number from -100 to +100, with a higher score being desirable.
30. Figure 5 provided later in this evidence depicts the increase in NPS experienced from June 2018 (implementation of new myAccount platform) to the end of November 2019.

31. Transitioning more customers to eBill is a foundational component of Enbridge Gas's overall CX Program and customer experience initiative. As alluded to through the initiatives described above, creating an innovative, low-effort experience for customers requires a platform of linked, complementary communication methods working together. In this way, utilization of new and convenient tools such as myAccount or texting will only have maximum effect if customers consistently use that channel. By a significant margin Enbridge Gas's most common customer interaction is the monthly bill and as a result, driving more customers to eBill is critical to ensure continued use of related communication mediums.
32. Enbridge Gas's experience indicates that a customer who receives a traditional paper bill is much more likely to use more costly and cumbersome traditional methods to contact their utility for customer service. In contrast, customers that receive an eBill are much more likely to use more convenient and cost-effective digital services to meet their customer service needs.
33. As an example, Enbridge Gas reviewed one of its most common customer transactions over the period of June through September of 2019; move in/move out transaction requests. Enbridge Gas analyzed move transactions completed using its traditional contact centre as opposed to new online options, and further determined what percentage of the customers using each option for their move were on eBill as opposed to a paper bill. Of the move transactions completed using Enbridge Gas's contact centre, customers were more likely to be receiving a paper bill versus being enrolled in eBill. Of the moves completed online, 95% of customers received an eBill as opposed to a paper bill. As this demonstrates, receiving an eBill has a dramatic effect on what channel customers use for other common transactions.

34. Increased use of eBilling is expected to result in a significant increase in other digital transactions (e.g. Move in/out/transfer, Payment arrangements, Appointment Scheduling). In this sense, the transition to eBill goes beyond the cost savings and convenience associated with receiving an electronic utility bill, and will drive down Enbridge Gas's cost-to-serve as a variety of transaction costs decrease relative to serving a customer using more expensive and less convenient postage, paper and phone mediums.

#### Changes to E-Bill Practices in 2019

35. Having achieved 40% overall eBill adoption by the end of 2018, 2019 was the appropriate time for Enbridge Gas to shift its approach and establish eBill as the new default option for customers, whether interacting with them online or through Enbridge Gas's contact centres.

36. In January 2019, Enbridge Gas embarked on a new eBill adoption strategy. The overall goal was to rapidly increase eBill adoption in order to maximize the benefits of Enbridge Gas's CX Program.

37. Enbridge Gas's 2019 eBill strategy included three core components:

- i) **Change the default option.** Beginning in 2019 Enbridge Gas shifted its default option for billing from paper to a series of myAccount delivery options. If a customer provides an email address as part of a service interaction (phone call, web transaction) Enbridge Gas updates the customer's billing method to myAccount with receipt of their bill as a secure PDF delivered via email. Customers receive a confirmation email

to set up their myAccount profile where they can customize their account preferences regarding notifications and other interactions. From that point onward will receive their bill via email. eBilling is also the default for new customer accounts.

- ii) **Convert existing email addresses.** Both legacy utilities have been collecting email addresses over time from customers as part of regular customer service interactions. Though these customers had provided email addresses in a clear indication of their willingness to use email as a communication method, many of these customers continued to receive more expensive, less convenient paper bills. Within the Union rate zones there even existed a group of customers with myAccount credentials that received both paper and electronic bills, creating duplication of costs with no benefit to the customer. Beginning in January 2019, 171,905 Union rate zone customers were converted to electronic only. Within the EGD rate zone, 331,480 active customers with an email address in Enbridge Gas's CIS were converted to eBill over the course of 2019. In the first phase in February 2019, 147,756 customers were converted, and they received both a letter and email informing them they would now be receiving their monthly bill via email. Both communications made it clear that if customers wished to revert back to paper they simply needed to contact the Company via the Enbridge Gas call centre. Email delivery was monitored to ensure we were handling addresses that were no longer valid. In situations where the email was undelivered (i.e. bounced), these customers were automatically changed back to paper bill delivery. In the second phase in March 2019, customers only received an email. In this phase, 103,359 customers were converted. The final phase was

undertaken October 2019, with 107,269 customers being converted in the same manner.

- iii) **Attract new customers.** Enbridge Gas continues to promote the benefits of myAccount and eBill as the preferred customer experience. Promotional campaigns seek to engage existing customers that are not yet leveraging the benefits of myAccount, including the use of contests, prizes and incentives to drive myAccount enrollment. Enbridge Gas will continue these efforts in 2020 and beyond.

#### Customer Reaction to 2019 eBill Changes

38. Through a combination of the three approaches identified above Enbridge Gas has seen significant growth in the proportion of customers receiving an eBill as shown in Table 1 below.

Table 1

Month	December 2018	October 2019	November 2019
<b>eBill Count</b>	1,450,601	1,976,874	2,145,713
<b>Customer Count</b>	3,667,805	3,712,262	3,720,699
<b>eBill % of Customers</b>	40%	53%	58%

39. While commercial customers have been included within the transition to eBilling, the distribution of customers on eBill skews toward residential customers given they represent the lion's share of Enbridge Gas's customer accounts. Tables 2 and 3 below show the distribution of eBill customers across rate classes in the EGD and Union rate zones respectively.

**Table 2**

eBill by Rate Class: EGD Rate Zone

Rate Class	% of Total eBill Customers
1 (RES)	89%
6 (COM)	11%

**Table 3**

eBill by Rate Class: Union Rate Zones

Rate Class	% of Total eBill Customers
M1 (RES)	75%
M2 (COM)	1%
1 (RES)	23%
10 (COM)	1%

40. As anticipated given the scale of the eBill transition, Enbridge Gas experienced increased call and complaint volume relating to eBilling in 2019. In 2019 Enbridge Gas received 55,949 calls in the EGD rate zone relating to eBills and 28,061 calls in the Union rate zones. These figures capture all live, inbound calls related to eBill including routine questions (i.e. the figures do not represent customer complaints). Table 4 below shows the number of calls relating to eBill received in 2019.

Table 4

Rate Zone	Total eBill Calls	As a % of eBill Conversions	As a % of Total Calls	As a % of eBill Customer Count
<b>Union Rate Zones</b>	28,061	16%	3.6%	3.2%
<b>EGD Rate Zone</b>	55,949	17%	4.4%	4.4%

41. Calls relating to eBill translated into only 16% of the number of total new eBill customers in the Union rate zones and 17% of new eBill customers in the EGD rate zone. Conversely, this means that 84% of new customers in the Union rate zones and 83% of new customers in the EGD rate zones had no questions or concerns relating to their switching to eBill. When compared to the total number of calls Enbridge Gas received in 2019, eBill related calls represented only 3.6% of calls in the Union rate zones and 4.4% of calls in the EGD rate zone.

42. For customers that called regarding eBill, Enbridge Gas allowed customers to choose whether they wished to continue receiving an eBill or be returned to paper billing in order to respect customer choice, and Enbridge Gas will continue to have this option available to customers to allow for circumstances where eBilling is not desirable or practical.

43. As seen in Table 5 below, in 2018 complaints processed by Enbridge Gas's legacy ombudsman offices relating to eBilling represented 1.9% of all complaints handled by EGD and 0.6% of all complaints handled by Union. In 2019, ombudsman complaints relating to eBill rose to 8.5% of all complaints in the EGD rate zone and 9% in the Union rate zones.



Table 5

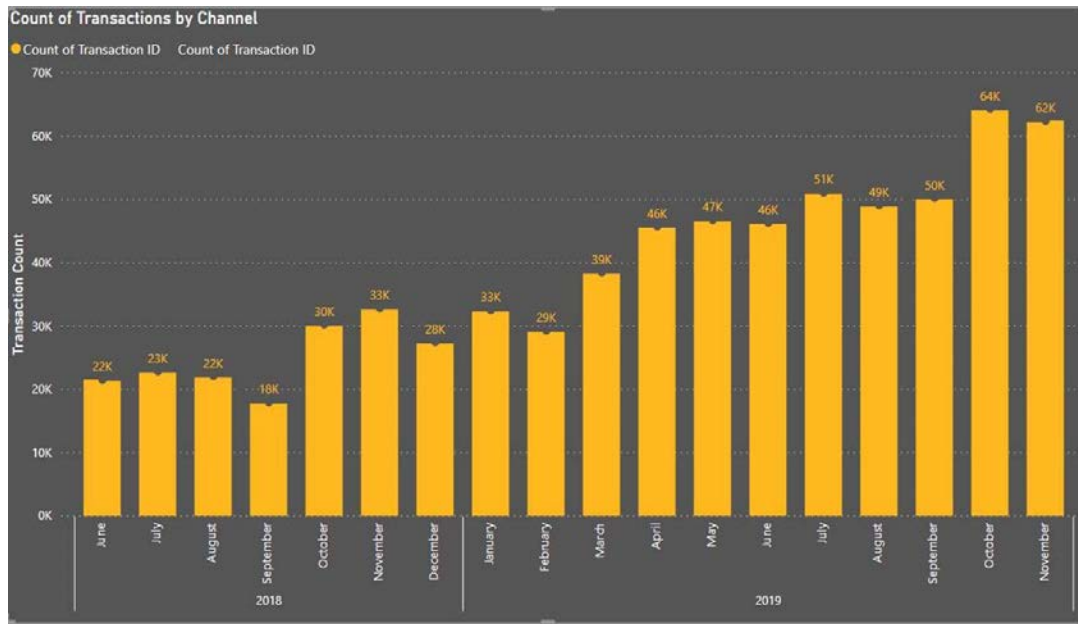
	Ombudsman Complaints							
	2018 Total Complaints	2018 eBill Complaints	eBill Complaints as a % of Total Complaints	2019* Total Complaints	2019* eBill Complaints	eBill Complaints as a % of Total Complaints	Total eBill Conversions (2019)	Complaints as a % of Total Conversions (2019*)
EGD Rate Zone	8,177	153	1.9%	7,471	636	8.5%	331,480	0.2%
Union Rate Zones	5,004	32	0.6%	4,515	408	9.0%	171,905	0.2%

\*January through November 2019

44. When compared against the total eBill conversions completed in 2019, the number of escalated complaints is insignificant. Ombudsman eBill complaints only represented 0.2% of all eBill conversions in both the EGD and Union rate zones. Stated differently, 99.8% of converted eBill customers did not believe their conversion to eBill warranted escalating a complaint to Enbridge Gas's ombudsman office.

45. Data available to date regarding the use of digital mediums in 2019 indicates the link between eBill use and the use of other more convenient, less costly mediums is as strong as anticipated. As seen in Figure 4 below, in December of 2018 combined customer transactions (including customer moves, pay arrangements, one-time meter reading, pre-authorized payment, report a payment, reconnection requests and updating contact information) completed through Enbridge Gas's chatbot, myAccount and IVR channels totaled approximately 28,000. By November 2019 this monthly figure has more than doubled to 62,000; a trend which Enbridge Gas expects will continue as customers become more familiar with the myAccount channel and the level of convenience it offers.

Figure 4



46. Regarding customer service as measured using NPS, Figure 5 below demonstrates overall customer satisfaction is improving significantly alongside implementation of Enbridge Gas's 2019 eBill practices.

Figure 5



47. Though overall customer satisfaction experienced a short-term decrease in early 2019, a number of factors influenced customers at this time as EGD and Union entered the first few months of their amalgamation. In particular, the decrease in NPS shown in April 2019 was largely driven by customer confusion resulting from the rebranding of legacy Union Gas, in addition to some challenges in April and May of 2019 relating to the direction of payments to the appropriate legal entity. These temporary impacts aside, NPS has experienced a steady upward trend over the past 18 months. By the time that the 2019 eBill conversions were completed, NPS was at its highest level in the recent past.
48. Finally, Enbridge Gas submits that its 2019 eBill practices have not had a material impact on late payment penalties (“LPP”) charged to its customers. That is seen below.
49. As part of its 2019 eBill conversion process, Enbridge Gas voluntarily refunded LPP charged to customers that called to dispute LPP amounts on the basis of their switch to eBill accounts. Enbridge Gas refunded \$72,405 to 8482

customers in the EGD rate zone and \$69,902 to 2968 customers in the Union rate zone.

50. Additionally, as stipulated in the Settlement Proposal, Enbridge Gas has agreed to refund LPP amounts paid by customers converted to eBill in 2019 where such customers had previously demonstrated good payment history. In the Union rate zones, Enbridge Gas will refund \$289,240 in LPP to customers; representing 5% of all LPP amounts paid from March through November of 2019. In the EGD rate zones, Enbridge Gas will refund \$446,242 in LPP to customers; representing 4% of all LPP amounts paid over the same time period.

51. In the first eleven months of 2018, total LPP was \$18.6 million for the combined utilities. After the amounts noted in the paragraphs above are credited to customers, the total LPP for the same time period in 2019 is \$18.7 million.

#### Financial Benefits of Enbridge Gas's CX Program & E-Bill Practices

52. The cost difference between paper billing and eBilling is approximately \$10 per customer per year. As Enbridge Gas continues to transition customers to eBill, Enbridge Gas's total postage budget will continue to decrease, however this expenditure remains significant at over \$15 million annually.

53. Both EGD and Union began offering eBill options over ten years ago. Taking into account present day bill production and postage costs, Enbridge Gas estimates the total bill production budget including postage absent eBilling would be close to \$45 million annually. Having now reached 58% eBill adoption, the current combined cost of paper and digital bill delivery is approximately \$28 million annually, resulting in savings of approximately \$17 million on this item alone.

54. As previously noted, the cost savings associated with eBilling are anticipated to reach well beyond the reduced cost of billing. eBilling is a foundational element of Enbridge Gas's broader approach to customer experience, and is expected to significantly expand the use of Enbridge Gas's myAccount, chat bot and other innovative channels to facilitate a variety of customer service transactions. Adoption of these other channels will yield further reductions to costs, and are forecast to yield approximately \$6 million in further reductions in 2020.

55. The Board's MAADs Decision made a number of determinations regarding Enbridge Gas's proposed rate-setting mechanism, including the use of a stretch factor of 0.3% and a shortened deferred rebasing period of 5 years as opposed to 10 years.<sup>17</sup> Enbridge Gas's eBill practices in 2019 represent an innovation-based stretch in order to improve efficiency among other objectives; shortening the time period over which customer service savings would otherwise be achieved for customers while also speeding the transition to a more convenient and consumer-centric customer experience.

56. The Board also approved an earnings sharing mechanism for Enbridge Gas for the period of 2019 to 2023 in which all earnings will be shared "on a 50/50 basis between [Enbridge Gas] and its customers for all earnings in excess of 150 basis points from the OEB-approved return on equity."<sup>18</sup> The question of whether earnings will be shared in any given year will depend on a number of variables and will not be solely driven by the customer experience savings noted above,

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<sup>17</sup> EB-2017-0306/0307 Decision and Order, August 30, 2018

<sup>18</sup> Ibid., page 29

however these savings could represent a meaningful contribution to any earnings subject to sharing.

57. The intent of incentive regulation (such as the Price Cap incentive regulation under which Enbridge Gas currently operates) is the long-term reduction of costs for customers. Enbridge Gas's 2019 eBill practices will be foundational in the long-term establishment of a customer experience which is more convenient and cost-effective for customers. Upon rebasing effective in 2024, the full cost savings generated by Enbridge Gas's customer experience improvements will be passed through to customers.

#### Future Customer Service Experience Plans

58. Enbridge Gas will continue to innovate and expand the variety of transactions that customers can complete through myAccount. By employing this strategy Enbridge Gas will allow customers to leverage eBilling and myAccount, Enbridge Gas's core digital channels, for the highest volume transaction type; a customer's monthly statement. Having these easy-to-use features helps to ensure maximum adoption and use by customers.

59. As noted above, customers' use of myAccount relies on customers receiving an eBill as these two digital communication channels work in tandem to ensure an optimal customer experience. As such Enbridge Gas will continue to make eBill use the default option for customers to continue the transition away from costly and cumbersome phone and paper transactions, and will likely continue to run eBill adoption campaigns over the course of the deferred rebasing period in pursuit of the same objective.

60. As agreed to in the Board-approved Settlement Agreement in phase 1 of this proceeding, Enbridge Gas has put in place a series of interim measures relating to eBilling while Phase 2 of this application is heard. These interim measures include,

- i) No further conversion of email addresses;
- ii) Suspend default option for eBills in call centre interactions;
- iii) Ensure paper bill option is communicated to customer as part of confirmation of online transactions; and
- iv) No use of monthly fee for paper billing option without OEB approval.

61. Enbridge Gas will continue to offer a paper bill on an exception basis, and will not charge for paper bills without OEB approval.




62. However, the remaining interim measures that place eBilling and paper billing on an equal footing are not consistent with Enbridge Gas's approach to customer experience and the behavioural science which underpins it.






63. Continuing these interim measures will negatively impact the Company's overall goal of driving a simplified low effort experience for customers. As described above, leveraging eBill adoption as a means to shift customers to self-serve has benefits both for their customer experience and Enbridge Gas's cost-to-serve. A critical element of this strategy is shifting existing paper customers to eBill when Enbridge Gas interacts with them through the Company's contact centres. Leaving paper as a default or discrete option for customers will result in lost opportunities to drive these benefits. As also described in this evidence, reduced eBill usage will result in reduced use of other new and innovative channels to complete common customer transactions.

64. The impact of these interim measures will be a decrease in the pace and scale of Enbridge Gas's improved customer experience, which will leave more customers utilizing more costly and less convenient channels to complete transactions with Enbridge Gas. Ultimately the impact of this will be decreased CSAT, and less savings for ratepayers in the short and long-term.
65. Enbridge Gas submits that these are undesirable outcomes, and confirms that, unless the Board orders otherwise, Enbridge Gas will continue with its previous approach of treating eBill as the default option for customers. This will allow Enbridge Gas to facilitate continued benefits for customers in the form of improved customer experience and lower costs.



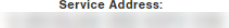

1. Complete an online move request:

 Home My Account  Smell Gas 1-866-763-5427  

 My Bill  My Gas Use  Account Activity  **Manage My Account**  My Gas Meter

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### My Move

Service Address:  Account Number: 

▼

I'm moving  
I would like to ...

☒ Move my gas account to my new address

☐ Close my gas account (ex. I am moving out of your service area)


☐ Open an additional gas account

NEXT

**Are you within our service area?**

Postal code

CHECK POSTAL CODE

[Home](#)[My Account](#)Smell Gas 1-866-763-5427

[My Bill](#)[My Gas Use](#)[Account Activity](#)[Manage My Account](#)[My Gas Meter](#)

### I'm moving

Step 1 of 4

**Your current address**

GRIMSBY, ON, L3M 5A6  
Canada

**Are you within our service area?**

Postal code

[CHECK POSTAL CODE](#)

**Where are you moving?**

**Buying or renting**

☐ Buying


☐ Renting

**New address**


Enter your new postal code

[FIND ADDRESS](#)

**When is your closing or lease end date?**



**When do you take ownership or start your lease?**



[NEXT](#)

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HomeMy Account▼Smell Gas 1-866-763-5427Search

My Bill


My Gas Use

Account Activity


Manage My Account

My Gas Meter

I'm moving  
Step 3 of 4  
Review your information


Your information  
[Change](#)

WILLIAM EWER  
Home phone: 9980939181  
Mobile phone: 2896863752  
Business phone: 2896863752 Ext:  
Email: francis.delacruz@enbridge.com

Moving from

106 OLIVE ST 47  
GRIMSBY, ON, L3M 5A6  
Canada

On: 22-01-2020  
Account: 910025028570

Moving to  
[Change](#)


You are buying:  
50 NORTHCOTE AVE  
TORONTO, ON, M6J 3K3  
CANADA

On: 30-01-2020  
Account: You will be given a  
new account number when  
your account is updated.

Are you within our  
service area?  
Postal code  
  
[CHECK POSTAL CODE](#)


[PREVIOUS: YOUR CONTACT INFORMATION](#)






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## 2. Manage Rental properties:


 Home **My Account**  Smell Gas ▶ 1-866-763-5427

 My Bill  My Gas Use  Account Activity  **Manage My Account**  My Gas Meter

Service Address:  Account Number:

### Your Rental Properties



Below you will find a list of your rental properties, their vacancy status and what you have advised us to do with your gas service when your property is vacant.





You have no rental properties.


Add another rental property


Previous


 Home **My Account** 


Smell Gas ▶ 1-866-763-5427  


 My Bill

 My Gas Use

 Account Activity

 **Manage My Account**

 My Gas Meter

Service Address:  


Account Number:

### Add a rental property

Use our postal code lookup tool to find the address of your rental property.

#### Select Landlord

Select who is the landlord of this property.



#### Enter postal code

### 3. Update contact information:

Contact information

CHEUNG

Business (416) 758-7975

Mobile

Mobile

Mailing address

NORTH YORK, ON, M3A 3C5

CANADA

UPDATE NAME

UPDATE PHONE NUMBER

UPDATE MAILING ADDRESS

rental property.

Contact information

DONNA CHEUNG

UPDATE NAME

Update Name

X

First name \*

Middle name

Last name \*

CHEUNG

Reason for name change

☐ Misspelled

☐ Last name change

☐ Add "estate of" to account name

☐ Spouse has passed away

Note: To change a name on an account due to divorce/separation or for a business account, call 1-877-362-7434.

SUBMIT

Cancel

Golden Age Service (GAS)

Questions? View the Golden Age Service

You are not enrolled in Golden Age Service.  
Golden Age Service offers additional

SIGN UP FOR GOLDEN AGE

Contact information

DONNA CHEUNG


UPDATE NAME


Business (416) 758-7975

UPDATE PHONE NUMBER

Update Phone Numbers

X

 This icon indicates that your phone number will receive text message notifications.

Phone Number	Number Type	Ext	
<input type="text" value="(416) 758-7975"/>	<input type="text" value="Business"/>	<input type="text"/>	REMOVE NUMBER
<input type="text" value=""/>	<input type="text" value="Mobile"/>		REMOVE NUMBER
<input type="text" value=""/>	<input type="text" value="Mobile"/>		REMOVE NUMBER

ADD ANOTHER NUMBER

SUBMIT

[Cancel](#)

FAQs.

benefits to residential customers who are 65 years and older to assist with making their payments.

Contact information	DONNA CHEUNG	UPDATE NAME ▶
	Business (416) 758-7975	UPDATE PHONE NUMBER ▶
	Mobile (416) 909-7667	UPDATE MAILING ADDRESS ▶
	Mobile (416) 433-0582	

Update Mailing Address X

Mail address

☐ PO box

Care of

City \*

NORTH YORK

Street number \*

Suffix

Country \*

Canada ▼

Street name \*

Unit/Apt#

Province

Ontario ▼

Postal code \*

M3A 3C5

SUBMIT

Cancel

eBill

Questions? View the [eBill FAQs](#)

✔ You are enrolled in eBill.

You have selected to receive your Enbridge bill electronically. You will receive an email when your bill is ready.

UPDATE BILLING PREFERENCES ▶



#### 4. Access a home energy report:

The screenshot displays the 'MyEnergyXpert LITE' web interface. The top navigation bar includes the 'MyEnergyXpert LITE' logo with a 'SWITCH TO ADVANCED MODE' link, the 'ENBRIDGE' logo, and a 'Welcome' message. A vertical sidebar on the left contains icons for home, energy, water, TV, light, and a gear. The main content area is titled 'My Home' and features a progress indicator '1 Hi, it's nice to virtually meet you. What's your name?' followed by a text input field and a 'NEXT ✓' button. A 'Learn more' link is located in the top right of the main area. The right sidebar, titled 'MY IMPROVEMENTS & INCENTIVES', contains sections for 'MY IMPROVEMENT PLAN' and 'MY INCENTIVES', both with placeholder text. Below this is a 'MY POTENTIAL SAVINGS' section showing '\$0.00 / year' and a 'Check 3 months' button. At the bottom, a progress bar indicates 'You are 11 of 11 questions away from saving money!' with navigation arrows.

MyEnergyXpert LITE  
SWITCH TO ADVANCED MODE

ENBRIDGE  
Welcome

My Home

Learn more

1 Hi, it's nice to virtually meet you. What's your name?

NAME

NEXT ✓

MY IMPROVEMENTS & INCENTIVES

MY IMPROVEMENT PLAN  
No plan recommended yet.  
Continue answering questions to get results.

MY INCENTIVES  
No visible incentives yet.  
Continue answering questions to get results.




MY POTENTIAL SAVINGS  
\$0.00 / year  
We estimated this number based on information you provided about your home.


Continue answering questions to get results.  
Check 3 months


You are 11 of 11 questions away from saving money!


## 5. Submit a meter read:


### Authenticated Submit a Meter Reading


 Home **My Account**  Smell Gas ▶ 1-866-763-5427  

 My Bill


 My Gas Use


 Account Activity

 Manage My Account

 **My Gas Meter**

Service Address:  Account Number:


  
**SUBMIT METER READING** ✓

  
**SAFETY VIOLATIONS**

**Submit meter reading**  
Report your meter reading online.  
Email   
Current meter reading  
  
[How to read your meter](#)  
**SUBMIT** ▶

### Unauthenticated Submit a Meter reading

**Smell Gas** ▶ **1-866-763-5427**


 **My Account** ▼ **Using Natural Gas** ▼ **Natural Gas and the Environment** ▼ **Safety** ▼ **SIGN IN**

★ **IMPORTANT NOTICE:** Enbridge Gas Distribution and Union Gas have merged into one company, Enbridge Gas Inc. We are working to serve our customers better by combining our websites. If you are unsure which website you need, use our [postal code lookup tool](#) to get to the right information.

[HOME](#) [MY ACCOUNT](#) [MY GAS METER](#)

**Submit meter reading**  
**Step 1**  
[Where can I find this?](#)  
**Account number**  
  
**Postal code**  
  
**CONTINUE** ▶

## 6. View and compare bills:


[Home](#)
[My Account](#)
Smell Gas 1-866-763-5427

My Bill
 My Gas Use
 **Account Activity**
 Manage My Account
 My Gas Meter

Service Address: 
 Account Number:

### Account Activity

Service Address

Activity

Date

Export

FILTER

EXPORT

Select up to 10 accounts. Select 'Filter' to display results.

#### Account activity

Activity	Details	Date
Bills	You were issued a bill.	12/20/2019 12:00 AM
Bills	You were issued a bill.	11/21/2019 12:00 AM
Bills	You were issued a bill.	10/22/2019 12:00 AM
Bills	You were issued a bill.	09/23/2019 12:00 AM
Bills	You were issued a bill.	08/22/2019 12:00 AM
Bills	You were issued a bill.	07/22/2019 12:00 AM
Bills	You were issued a bill.	06/20/2019 12:00 AM
Bills	You were issued a bill.	05/22/2019 12:00 AM
Bills	You were issued a bill.	04/22/2019 12:00 AM
Bills	You were issued a bill.	03/21/2019 12:00 AM
Bills	You were issued a bill.	02/21/2019 12:00 AM
Bills	You were issued a bill.	01/22/2019 12:00 AM
Bills	You were issued a bill.	12/20/2018 12:00 AM
Bills	You were issued a bill.	11/21/2018 12:00 AM
Bills	You were issued a bill.	10/22/2018 12:00 AM

## 7. Notify us of payments:

### Notification preference

**Notifications will be sent to:**  
Email: donna.cheung@enbridge.com  
Text Message: (416) 433-0582

Sign up for notifications to help you manage your account.

**UPDATE NOTIFICATIONS**

[Home](#)
[My Account](#)
[Small Gas 1-866-763-5427](#)

[My Bill](#)
[My Gas Use](#)
[Account Activity](#)
[Manage My Account](#)
[My Gas Meter](#)

Service Address:
Account Number:

### How would you like us to stay in touch?

Choose how you would like us to send the below notifications.  
Note: To add or update a cell number for text message notifications go to the Contact Information section under the Manage My Account tab.

Email

Text Message

### Bill Delivery

#### Electronic Bill (eBill)

You will receive an email when your bill is ready for you to view.  
Do you want to include a copy of your bill?

☐ No thanks, I will log in to MyAccount to get a copy of my bill.  
☐ Yes, send via email.  
☒ Yes, send via text\*\*.

\* All accounts attached to this profile will be updated to the option you choose.  
\*\*Standard text messaging rates will apply. If you ever change your cell phone number, you can update it under the Manage My Account tab.

[Learn More](#)

### Notification Preferences

#### Payment Reminder

Receive an email or text a week before payment is due to remind you of your balance.

Email
Text
None

#### Payment Notification

Receive an email or text letting you know your payment has been received and processed.

Email
Text
None

#### Meter Reading Reminder

Receive an email or text to remind you when it is time to read your meter.

Email
Text
None

#### Service Notification

Receive an email or text with details about any service appointments you book.

Email
Text
None

**Submit**

[Back to Manage My Account](#)

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[Rural Properties](#)  
[Community Engagement](#)


## 8. Create/View EBP (soon to be EMPP):

when your bill is ready.





### Budget Billing Plan (BBP)


[Learn more about BBP.](#)


 You are not currently on BBP.


Sign up for BBP to have your yearly natural gas charges distributed over 12 months.


**SIGN UP** 





[Home](#) [My Account](#) 


Smell Gas  1-866-763-5427

[My Bill](#)

[My Gas Use](#)

[Account Activity](#)

[Manage My Account](#)

[My Gas Meter](#)

Service Address:

Account Number:

### How does the Budget Billing Plan (BBP) work?

Most households spend the most money on natural gas during the three coldest months of the year. BBP sets monthly installment amounts, based on your historical gas usage, that spread your yearly gas costs over 12 months. [Learn more.](#)

### Should I enroll in BBP?

It's a good option if you want more predictability from your monthly bills to help manage your budget.

#### BBP Estimator

Get an estimate


This is an estimate of your monthly gas charges.  
Charges from other companies are not included.


#### Ready to enroll?

Once you enroll you can track your BBP balance on your bill.


Enroll in BBP

Previous: Manage My Account



[Home](#) [My Account](#) 

Smell Gas ▶ 1-866-763-5427



  
My Bill

  
My Gas Use

  
Account Activity

  
Manage My Account

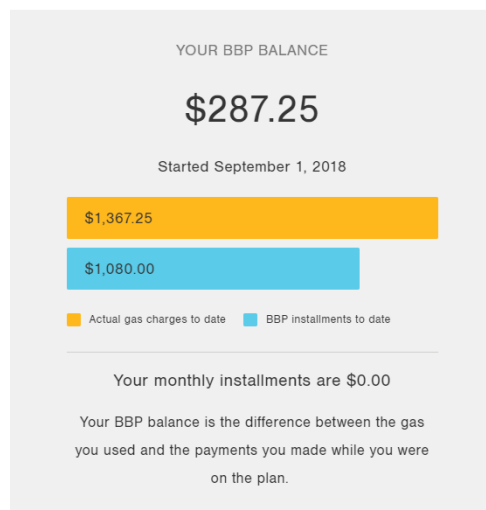
  
My Gas Meter

Service Address:

Account Number:

## How does the Budget Billing Plan (BBP) work?

Most households spend the most money on natural gas during the three coldest months of the year. BBP sets monthly installment amounts, based on your historical gas usage, that spread your yearly gas costs over 12 months. [Learn more.](#)




## Want to cancel BBP?


Once you cancel BBP you will be billed for your monthly gas use. Your bills will fluctuate with the seasons, higher in the winter when you use more gas and lower in summer when you use less.


Cancel BBP


Previous: [Manage My Account](#)


## 9. View Payment history:



[Home](#)
[My Account](#)
Smell Gas 1-866-763-5427

 My Bill

 My Gas Use

 **Account Activity**

 Manage My Account

 My Gas Meter

Service Address: 
Account Number:

### Account Activity

Service Address: 
Activity: 
Date: 
Export:


Select up to 10 accounts. Select 'Filter' to display results.

#### Account activity

Activity	Details	Date
Pre-authorized Payment	A pre-authorized payment of \$141.19 was withdrawn from your account.	01/09/2020 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$142.04 was withdrawn from your account.	12/11/2019 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$77.16 was withdrawn from your account.	11/12/2019 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$65.20 was withdrawn from your account.	10/15/2019 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$74.79 was withdrawn from your account.	09/11/2019 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$80.24 was withdrawn from your account.	08/12/2019 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$72.43 was withdrawn from your account.	07/10/2019 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$92.71 was withdrawn from your account.	06/11/2019 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$127.06 was withdrawn from your account.	05/13/2019 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$161.93 was withdrawn from your account.	04/10/2019 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$190.46 was withdrawn from your account.	03/13/2019 12:00 AM
Pre-authorized Payment	A pre-authorized payment of \$160.11 was withdrawn from your account.	02/11/2019 12:00 AM



## 10. View Bill history:


Home
My Account ▾
Smell Gas ▶ 1-866-763-5427

My Bill
My Gas Use
Account Activity
Manage My Account
My Gas Meter

Service Address: 
Account Number:

### Account Activity

Service Address: 
Activity: 
Date: 
Export:

Select up to 10 accounts. Select 'Filter' to display results.

#### Account activity

Activity	Details	Date
Bills	You were issued a bill.	12/20/2019 12:00 AM
Bills	You were issued a bill.	11/21/2019 12:00 AM
Bills	You were issued a bill.	10/22/2019 12:00 AM
Bills	You were issued a bill.	09/23/2019 12:00 AM
Bills	You were issued a bill.	08/22/2019 12:00 AM
Bills	You were issued a bill.	07/22/2019 12:00 AM
Bills	You were issued a bill.	06/20/2019 12:00 AM
Bills	You were issued a bill.	05/22/2019 12:00 AM
Bills	You were issued a bill.	04/22/2019 12:00 AM
Bills	You were issued a bill.	03/21/2019 12:00 AM
Bills	You were issued a bill.	02/21/2019 12:00 AM
Bills	You were issued a bill.	01/22/2019 12:00 AM
Bills	You were issued a bill.	12/20/2018 12:00 AM
Bills	You were issued a bill.	11/21/2018 12:00 AM
Bills	You were issued a bill.	10/22/2018 12:00 AM

## 11. View Consumption history:

You used

**259m<sup>3</sup>**

Approximately 9.25m<sup>3</sup> per day

This cost you

**\$106.17**

Approximately \$3.79 per day

Energy efficiency

[Home](#)
[My Account](#)
Smell Gas 1-866-763-5427

[My Bill](#)
[My Gas Use](#)
[Account Activity](#)
[Manage My Account](#)
[My Gas Meter](#)

Service Address: 
Account Number:

View your gas use history ✓

View annual statement for taxes

Compare Your Home

Gas Usage History

Filter By Months  
Past 24 months

Export Activity  
Excel

FILTER
EXPORT

Billing Period From	Billing Period To	Consumption	Gas Charge	Gas Charge HST
Nov 21, 2019	Dec 18, 2019	258	\$93.96	\$12.21
Oct 19, 2019	Nov 20, 2019	263	\$94.71	\$12.31
Sep 20, 2019	Oct 18, 2019	57	\$37.29	\$4.85
Aug 21, 2019	Sep 19, 2019	18	\$26.54	\$3.45
Jul 20, 2019	Aug 20, 2019	48	\$35.03	\$4.55

About Enbridge

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[Careers](#)

Questions?

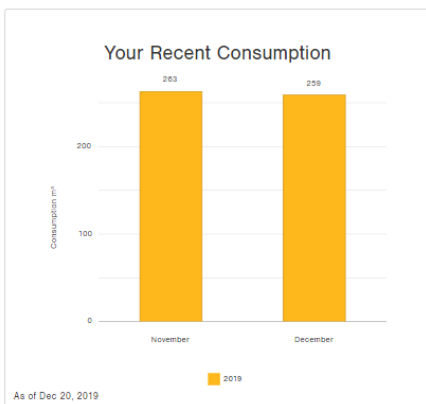
[Contact Us](#)
[Frequently Asked Questions](#)
[Understanding Gas Rates](#)

Other Services

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[Community Expansion](#)

## Insights

Want to learn more about your gas consumption? Use this graph to help you monitor your consumption and use less.



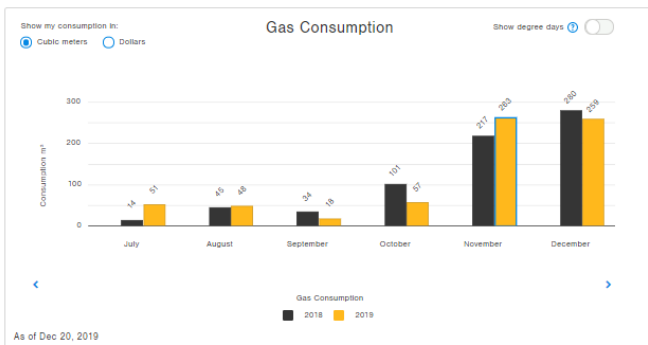
**What is the square footage of your home?**

Square footage  
Enter

Submit

## Consumption History

Show me: Same time last year



**Details: November 2019**  
Based on: Actual consumption



**13** HDD

Average Heating Degree Days

**November 2019** Compared to last year

Gas Consumption	263m <sup>3</sup>	+21.20%
Charges for Natural Gas	\$95	+21.79%
Heating Degree Days	13	-7.14%



**What is the square footage of your home?**

Square footage  
Enter

Submit

Collapse



We offer many convenient ways to pay your bill.

LEARN MORE






Energy savings advice


GET STARTED


By clicking "Get Started" you will be directed to a third party website and agree to our Terms and Conditions.


## 12. View Annual Statement for Taxes:


[Home](#)[My Account](#) Smell Gas 1-866-763-5427

  
My Bill

  
My Gas Use


  
Account Activity



  
Manage My Account


  
My Gas Meter


Service Address:   
Account Number:


My Gas Use

  
View your gas use history


  
View annual statement for taxes  



  
Compare Your Home

 YOUR ENBRIDGE GAS ANNUAL STATEMENT

PREVIOUS YEAR 

THIS YEAR

  
12 GROVELAND CRES  
NORTH YORK, ON, M3A 3C5  
Canada

  
CHEUNG  
Account Number:


2019  
From January to December

This amount is only for natural gas charges before tax.

You used  
2,150 m<sup>3</sup>

This cost you  
\$846.92

DOWNLOAD PDF



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### 13. Compare to Similar Homes:

Home
My Account
Small Gas 1-866-763-5427

My Bill
My Gas Use
Account Activity
Manage My Account
My Gas Meter

Service Address:
Account Number:

My Gas Use

View your gas use history
View annual statement for taxes
Compare Your Home

#### Compare Your Home

Use this graph to compare your gas use from this year to last, as well as see how you compare to similar homes.

Show me:
Similar homes in my area

Category	Consumption (cf)
Efficient Home	223
Your Home	259
Average Home	309

You're more efficient than **73%** of the other homes in your area.

Want to save more on your bill? Complete a home energy assessment.

[Learn more](#)

#### Your Home Profile

Tell us more about your home so we can better compare your gas use to other homes in your area. The chart above will reflect your answers after you receive your next bill.

1. Do you have a pool that is heated by natural gas?
2. What is the square footage of your home?
3. What year was your home built?
4. What type of home do you live in?

No
Square Footage  
Enter
Month (Optional)  
Select
Year  
Enter
Detached

Submit

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#### 14. Add Associated Accounts/Set Default:

##### Associated accounts

All Enbridge accounts associated with your online account.

You can add, set a default account and see the status of each account associated with your profile.

ADD AN ACCOUNT

SET DEFAULT ACCOUNT

The screenshot shows a web interface with a sidebar on the left containing links for 'Associated accounts', 'Rental Properties', 'Contact Information', and 'Online account profile'. The main content area displays the 'Associated accounts' section with a description and two buttons: 'ADD AN ACCOUNT' and 'SET DEFAULT ACCOUNT'. A modal window titled 'Add an associated account' is open, featuring a close button (X) in the top right. The modal contains the text 'Add an additional account to your profile.' followed by two input fields: 'Account number' and 'Postal code'. Below these fields are two buttons: 'SUBMIT CHANGES' and 'Cancel'. A note below the 'Account number' field states: 'If you have a 6 digit account number, you will need to add six zeros in front of your account no. For example 00 00 00 12 12 12'.

The screenshot shows the 'Set default account' modal window, which has a close button (X) in the top right. The modal displays a table with two columns: 'Active' and 'Account'. The 'Active' column shows a green dot for the first account. The 'Account' column lists two accounts with their respective details. The first account is 'Account No: [redacted]' with address 'NORTH YORK, ON, M3A 3C5 CANADA'. The second account is 'Account No: [redacted]' with address 'MISSISSAUGA, ON, L5V 2Z8 CANADA'. A blue link 'Make default' is positioned to the right of the second account. Below the table is a pagination control showing '1' in a box, flanked by navigation arrows. At the bottom, it says 'Showing 1 of 1 pages.'.

## 15. Update Account Profile:

**Online account profile**

Sign in information:

**Email login:** donna.cheung@enbridge.com

**Password:** xxxxxxxx

**Secret question:** In what city were you born?

**Secret question answer:** xxxxxxxx

[UPDATE EMAIL LOGIN](#)  
[UPDATE PASSWORD](#)  
[UPDATE SECRET QUESTION](#)

**Update email login**

Current password

[SHOW](#)

Current email

g@enbridge.com

New email

This will be your email for logging in.

Confirm new email

[SUBMIT CHANGES](#)  
[Cancel](#)

**Update password**

Current password

[SHOW](#)

New password

Your password should have at least:

- 8 characters
- 1 number
- 1 upper case letter
- 1 lower case letter

[SHOW](#)

Retype new password

[SHOW](#)

[SUBMIT CHANGES](#)  
[Cancel](#)

The screenshot shows a modal window titled "Update secret question" with a close button (X) in the top right corner. Inside the modal, there are three input fields: "Current password" with a "SHOW" button, "Secret question" with a dropdown menu labeled "Choose a secret question", and "Your answer". At the bottom of the modal are two buttons: "SUBMIT CHANGES" and "Cancel".

## 16. Golden Age Service:

**Golden Age Service (GAS)**

Questions? [View the Golden Age Service FAQs.](#)

**You are not enrolled in Golden Age Service.**

Golden Age Service offers additional benefits to residential customers who are 65 years and older to assist with making their payments.

**SIGN UP FOR GOLDEN AGE**

The screenshot shows a modal window titled "Sign up for Golden Age" with a close button (X) in the top right corner. Inside the modal, there is a paragraph of text: "Golden Age Service (GAS) is an Enbridge program providing added benefits to residential customers aged 65 years or older." Below this is a note: "\*Indicates required fields". Then there is a "Date of birth\*" field with a placeholder "DD-MM-YYYY" and a calendar icon. At the bottom of the modal are two buttons: "SUBMIT CHANGES" and "Cancel".

## 17. Report A Payment:

**Report a Payment**

**Let us know about a recent payment you have made.**

We make reporting a payment easy.

**REPORT A PAYMENT**



Let us know about a recent payment you have made. **REPORT A PAYMENT**

**Report a Payment** X

Account Number: [REDACTED]

Service Address:

[REDACTED]


NORTH YORK, ON, M3A 3C5  
Canada

Current Balance: \$0.00

Enter amount and date paid

How much did you pay? (\$)


When did you pay?



**SUBMIT REPORT**

[Cancel](#)


## 18. Pre Authorized Payments:

**Pre-authorized payments**

Questions? View the [pre-authorized payment FAQs](#)

✔ You are on pre-authorized payments.

Your balance due will be automatically withdrawn from your bank account on the day before your late payment effective date.

**UPDATE PAP** 

Let us know about a recent payment you have made.  
We make reporting a payment easy.

REPORT A PAYMENT

✓ You are on pre-authorized payments.

UPDATE PAP

### Pre-authorized payments

Your balance due will be withdrawn from your bank account a day before your due date.

- Withdrawals will start on your next bill.
- Questions? [Learn more about PAP.](#)

**Details**

**Account:** 910012485754

**Service address:**  
NORTH YORK, ON, M3A 3C5  
Canada

**Financial institution (FI)\*:**

**FI transit number\*:**

**FI account number\*:**  
xxxxxxxx6131

**Terms & Conditions**


I/we authorize Enbridge Inc. and its affiliates and agents (Enbridge) and the financial institution designated (or any other financial institution I/we may authorize at any time) to begin deductions as per my/our instructions for monthly regular recurring payments and/or one-time payments from time to time, for payment of all charges arising under my/our Enbridge account. Regular monthly payments for the full amount of the Enbridge monthly bill will be debited to my/our specified account. Monthly debits will be made on the day before any Enbridge late payment penalties are incurred. The late payment effective date is indicated on each monthly Enbridge bill. I/we hereby waive my/our right to receive pre-notification of the amount of the PAP and agree that you do not require advance notice of the amount

☐ I agree to the terms and conditions

SUBMIT

[Cancel](#)

## 19. OBA Dispute:




### Charges from Other Companies

You may have Charges from Other Companies on your bill.

Learn more and dispute a charge if it is incorrect.

[LEARN MORE](#)



Home **My Account**

Smell Gas 1-866-763-5427

My Bill

My Gas Use

Account Activity

**Manage My Account**

My Gas Meter

Service Address:

Account Number:

### Charges from other companies

Enbridge provides a billing service to energy-service companies that are not owned by or affiliated with Enbridge. If you decide to buy a product or service from a participating company, their charges will appear in the section of your bill called Charges From Other Companies.

#### Charges on your latest bill


Home Comfort Services - Rental Water Heater Nov 20, 2019 - Dec 18, 2019	\$31.16
Home Comfort Services - Tax	\$4.05
<b>TOTAL</b>	<b>\$35.21</b>

#### Explore a charge on your bill


Select a product in the list below to learn more about the charge. If a charge looks incorrect, you can create a dispute with the biller. This charge will be investigated and refunded back to you if the dispute is valid.

Product

Topics of Interest



Select a product above to learn more about the charges.



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About Us  
Careers

**Questions?**  
Contact Us  
Frequently Asked Questions  
Understanding Gas Rates

**Other Services**  
Commercial and Industrial  
Builders and Contractors  
Rental Properties



## 20. Make a Payment

Make a Payment


You don't currently have a payment being processed.


Use your banking information to pay your balance.


PAY BALANCE


 Home **My Account** 


Smell Gas ▶ 1-866-763-5427

 My Bill

 My Gas Use

 Account Activity

 **Manage My Account**

 My Gas Meter

Service Address:

Account Number:

### Pay Balance

Make a single payment directly from your bank account.

Amount Due:  
**\$171.11**

Pay Balance

Previous

#### Credit Card


Pay your Enbridge bill by credit card using KUBRA EZ-PAY. MasterCard, VISA or VISA Debit are accepted.

Pay with Credit Card

#### Other Payment Options

You can also pay with pre-authorized payment or through online banking.

Learn More

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About Us  
Careers  
News Releases

**Questions?**  
Contact Us  
Frequently Asked Questions  
Understanding Gas Rates  
Start Co-Browsing

**Other Services**  
Commercial and Industrial  
Builders and Contractors  
Rental Properties  
Community Expansion

## 21. Payment Arrangement

### Payment Arrangement

Need help paying your balance? We can help.

☐ You don't have a payment arrangement.

Payment arrangements allow you to make installment payments against your balance and prevent collection activity on your account.

[CREATE PAYMENT ARRANGEMENT](#)

Home **My Account** Smell Gas 1-866-763-5427 Search

[My Bill](#) [My Gas Use](#) [Account Activity](#) **[Manage My Account](#)** [My Gas Meter](#)

Service Address:  Account Number:

### Payment Arrangement

Step 1 of 3  
**Create**

To help manage your account, we offer flexibility through payment arrangement plans. Based on your account status, you can choose the number of installments, amounts, and payment dates.

#### Service Address

106 OLIVE ST 47, GRIMSBY, ON, L3M 5A6, Canada

---

#### Current Balance

**\$171.11**

#### Create Payment Arrangement

You are allowed up to 2 installments for this payment arrangement. Select an amount and date for each installment. If you select a holiday, we'll automatically adjust to the next business day.

1	<input type="text" value="85.55"/>	On	<input type="text" value="27-01-2020"/>		X
2	<input type="text" value="85.56"/>	On	<input type="text" value="10-02-2020"/>		X

In 2 installment(s), you will pay:

**\$171.11**

[REVIEW PAYMENT ARRANGEMENT](#)

[PREVIOUS](#)

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[Careers](#)  
[News Releases](#)

#### Questions?





[Contact Us](#)  
[Frequently Asked Questions](#)  
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#### Other Services


[Commercial and Industrial](#)  
[Builders and Contractors](#)  
[Rental Properties](#)  
[Community Expansion](#)

[SITEMAP](#) | [PRIVACY POLICY](#) | [TERMS OF USE](#)  
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## 22. Safety Violations



 Home **My Account**  Smell Gas  1-866-763-5427  


 My Bill  My Gas Use  Account Activity  Manage My Account ** My Gas Meter**

Service Address: 106 OLIVE ST 47 GRIMSBY  Account Number: 910025028570

**My Gas Meter**

 SUBMIT METER READING

 SAFETY VIOLATIONS 




### Safety Violations


If a Safety Violation has been placed on your natural gas equipment, it means it is not operating safely. Depending on the violation your gas service may have been turned off until the equipment is fixed.

[View your Historical Safety Violations.](#)

Below are the Safety Violations at your property.



You have no outstanding Category A or B Safety Violations reported to Enbridge.



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Commercial and Industrial  
Builders and Contractors  
Rental Properties  
Community Expansion

## MYACCOUNT FUNCTIONALITY (SCREENSHOTS) – UNION RATE ZONES

### 1. Complete an online move request:

Account Summary	Bills & Payments	Service Orders	Rates & Usage	Update My Info	My Rental Properties	I'm Moving
-----------------	------------------	----------------	---------------	----------------	----------------------	------------

Move Request

Move History

☒ **Stop Gas Service**

To stop gas service at your existing address or if you are moving outside Enbridge Gas' service area, choose this option to close your account.

☐ **Transfer Your Gas Service**

If you're planning to move to another home or business facility within our service area, choose this option to transfer your gas service.

If you require gas service at your new property prior to moving from your old address, please select the **Start Gas Service** option. You must then select the **Stop Gas Service** option to choose the date you wish to close your gas account at the old address.

☐ **Start Gas Service**

If you want to open an additional gas account at a home or business within our service area, choose this option to start gas service.

SUBMIT

**Moving Information**

Moving? Simply choose one of these three options and we'll take care of the rest.

**What to expect on Moving Day**

On your selected moving day, we will:

- Prepare a final bill for your old account
- Open a new gas account at your new address

**One-time connection transfer fee**

A one-time service fee will be charged on the first bill for your new address.

- Residential accounts: \$35
- Commercial accounts: \$38

For further information please view our [Conditions of Service](#).

## 2. Manage Rental properties:

Account Summary	Bills & Payments	Service Orders	Rates & Usage	Update My Info	<b>My Rental Properties</b>	I'm Moving
-----------------	------------------	----------------	---------------	----------------	-----------------------------	------------

With the Property Owner and Management Agreement Program, you can provide Enbridge Gas with instruction to manage gas service, when a tenant moves out of a rental property

[CREATE NEW AGREEMENT](#)

Transfer Options:

Option 1

- Transfer gas to your account between tenants. There will be no connection/transfer fee or deposit charge applied.

Option 2

- Transfer gas to your account if property is vacant between November 1 and April 30 and disconnect the gas service if the tenant moves out between May 1 and October 31.

Option 3

- Disconnect gas service automatically when a tenant moves out.

Benefits:

- Account connection/transfer charge waived if you choose to always transfer the rental property to your name
- Continuance of gas service to your rental property between tenants
- No need to contact Enbridge Gas each time a tenant moves out
- You receive an annual confirmation of your transfer instructions for your rental properties on an agreement

---



### 3. Update contact information:

Account Summary	Bills & Payments	Service Orders	Rates & Usage	Update My Info	My Rental Properties	I'm Moving
-----------------	------------------	----------------	---------------	----------------	----------------------	------------

Contact Information

myaccount Profile

Add An Account

Remove An Account

**Current Mailing Address**  
☐ For mailing address changes  
Address in: Canada  
Mailing Address: Primary  
Address Line 1: 1404 MCMAHON CRES  
Address Line 2:  
Unit Type: Unit Number:  
City: BELLE RIVER Province: ON  
Postal Code: N0R 1A0

**Current Telephone Information**  
☐ For telephone number changes  
Primary Unlisted  
Home: (226) 363-0417  
Cell: (519) 890-8526 ✓  
Work:  
Fax:  
Other:

**Update Current Mailing Address**

- Check the update change mailing address box
- Addresses that are outside of Canada and the United States, please call our Customer Contact Centre at 1-888-774-3111.
- If you are entering a temporary mailing address please be sure to specify a start and end date.

**Note:**

All address changes will be processed within 2 to 3 business days.

For more detailed instructions on updating your [bill mailing address](#) and [telephone number](#), please select this link.

#### 4. Access a home energy report:

Current Rates	Gas Supplier	Usage History Detail	Usage Graph	Submit a Meter Read	<b>Energy Data</b>
---------------	--------------	----------------------	-------------	---------------------	--------------------

### Home Energy Report

We've put together this report to help you understand your energy use in comparison to your neighbours and what you can do to save on your monthly gas bill.

Click [here](#) to access your Home Energy Report. To access your Home Energy Report, you must first create a User Profile using your 14-digit Enbridge Gas account number.

### Download All Energy Management Data

The new Energy Data feature on myaccount lets you download natural gas energy values for your energy management software. Energy Data provides gas rates and usage volumes only and is not intended for payment or billing purposes. Please go to the "Bills & Payments" tab to download billing information.

Click [here](#) for sample of the csv download file format.

#### Select Date Range

☒ All Available Dates   ☐ Current Bill   ☐ Date Range

From

2020/01/10

To

2020/01/10

#### Select Accounts

(Click the button at the bottom to initiate download for the following accounts)

☒ Select/Deselect All

☒ 356-6866 190-4777

☒ 356-6866 246-2444

START DOWNLOAD

## 5. Submit a meter read:

Current Rates

Gas Supplier

Usage History Detail

Usage Graph

**Submit a Meter Read**

Energy Data

**Meter Details**

Meter Number

1943841

Your Last Billed Reading

33445

Your Last Reading Type

Estimate

Your Last Billed Reading Date

Dec 10/19

Your Next Scheduled Reading Window

Jan 8/20 to Jan 14/20

Receive monthly email reminders when it's time to submit your meter reading.

☐ Yes
 ☒ No
 

UPDATE

**Submit a Reading**

Date of Meter Reading

2020/01/10

Select Meter Type

Digital

Enter your reading exactly as shown on your meter.

SUBMIT METER READ

0

0

0

0

0

**Meter Reading Calendar**

Submit your meter reading only on one of the highlighted dates.

January 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

VIEW PRINTABLE CALENDAR

## 6. View and compare bills:

Account Summary	<b>Bills &amp; Payments</b>	Service Orders	Rates & Usage	Update My Info	My Rental Properties	I'm Moving	
History	Payments	Bill Delivery	EBP	APP	Payment Notification	<b>Compare Bills</b>	Download All Data

SELECT BILLS	DETAIL VIEW	USAGE GRAPH	AMOUNT GRAPH
--------------	-------------	-------------	--------------

View and compare up to 24 bills.

**Instructions:** Place a check mark beside bills that you wish to compare and select a view using one of the three buttons above.

☒ Select / Clear All

	Bill Date	Billing Period	Total	Select		Bill Date	Billing Period	Total	Select
	<a href="#">2019/12/13</a>	2019/11/11 - 2019/12/10	\$79.00	<input checked="" type="checkbox"/>		<a href="#">2018/11/15</a>	2018/10/12 - 2018/11/09	\$72.00	<input checked="" type="checkbox"/>
◆	<a href="#">2019/11/15</a>	2019/10/10 - 2019/11/11	\$79.00	<input checked="" type="checkbox"/>	◆	<a href="#">2018/10/17</a>	2018/09/12 - 2018/10/12	\$72.00	<input checked="" type="checkbox"/>
◆	<a href="#">2019/10/16</a>	2019/09/11 - 2019/10/10	\$79.00	<input checked="" type="checkbox"/>		<a href="#">2018/09/17</a>	2018/08/11 - 2018/09/12	\$73.06	<input checked="" type="checkbox"/>
	<a href="#">2019/09/17</a>	2019/08/12 - 2019/09/11	\$58.15	<input checked="" type="checkbox"/>		<a href="#">2018/08/16</a>	2018/07/12 - 2018/08/11	\$1.06	<input checked="" type="checkbox"/>
◆	<a href="#">2019/08/16</a>	2019/07/10 - 2019/08/12	-\$20.85	<input checked="" type="checkbox"/>		<a href="#">2018/07/17</a>	2018/06/11 - 2018/07/12	\$48.00	<input checked="" type="checkbox"/>
◆	<a href="#">2019/07/16</a>	2019/06/10 - 2019/07/10	\$72.00	<input checked="" type="checkbox"/>		<a href="#">2018/06/15</a>	2018/05/10 - 2018/06/11	\$48.00	<input checked="" type="checkbox"/>
	<a href="#">2019/06/17</a>	2019/05/10 - 2019/06/10	\$72.00	<input checked="" type="checkbox"/>		<a href="#">2018/05/15</a>	2018/04/10 - 2018/05/10	\$48.00	<input checked="" type="checkbox"/>
	<a href="#">2019/05/15</a>	2019/04/08 - 2019/05/10	\$72.00	<input checked="" type="checkbox"/>	◆	<a href="#">2018/04/16</a>	2018/03/09 - 2018/04/10	\$48.00	<input checked="" type="checkbox"/>
◆	<a href="#">2019/04/15</a>	2019/03/11 - 2019/04/08	\$72.00	<input checked="" type="checkbox"/>		<a href="#">2018/03/15</a>	2018/02/08 - 2018/03/09	\$92.00	<input checked="" type="checkbox"/>
	<a href="#">2019/03/15</a>	2019/02/09 - 2019/03/11	\$72.00	<input checked="" type="checkbox"/>	◆	<a href="#">2018/02/14</a>	2018/01/09 - 2018/02/08	\$92.00	<input checked="" type="checkbox"/>
	<a href="#">2019/02/14</a>	2019/01/10 - 2019/02/09	\$72.00	<input checked="" type="checkbox"/>	◆	<a href="#">2018/01/16</a>	2017/12/07 - 2018/01/09	\$92.00	<input checked="" type="checkbox"/>
◆	<a href="#">2019/01/16</a>	2018/12/07 - 2019/01/10	\$72.00	<input checked="" type="checkbox"/>		<a href="#">2017/12/13</a>	2017/11/09 - 2017/12/07	\$92.00	<input checked="" type="checkbox"/>
	<a href="#">2018/12/13</a>	2018/11/09 - 2018/12/07	\$72.00	<input checked="" type="checkbox"/>					

✗ Cancelled bill (can not be selected)

◆ Rate Change

■ Multi-period bill



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## 7. Notify us of payments:


Account Summary	<b>Bills &amp; Payments</b>	Service Orders	Rates & Usage	Update My Info	My Rental Properties	I'm Moving
-----------------	-----------------------------	----------------	---------------	----------------	----------------------	------------

History	Payments	Bill Delivery	EBP	APP	<b>Payment Notification</b>	Compare Bills	Download All Data
---------	----------	---------------	-----	-----	-----------------------------	---------------	-------------------

### Payment Notification

To avoid disruption of your gas service, if you have received a **Notice of Disconnection** that may be completed within the next **three** business days, please notify us of your payment by contacting our Contact Centre at 1-888-774-3111.

To notify Enbridge Gas of a recent payment on your account, complete the following form.

Payment Date:  

Payment Type:

Payment Verification #:

Financial Institution:

Payment Amount:

Contact Phone Number: () - Ext.

**SUBMIT**

### Not enrolled in the Automatic Payment Plan?

If you are not registered for the Automatic Payment Plan (APP) and would like more information or to register, [click here now](#).

**For even more convenience...consider taking advantage of our other billing and payment options:**

- [Equal Billing Plan](#)
- [Bill Delivery Options](#)

## 8. View EBP (soon to be EMPP):

Account Summary
Bills & Payments
Service Orders
Rates & Usage
Update My Info
My Rental Properties
I'm Moving

History
Payments
Bill Delivery
EBP
APP
Payment Notification
Compare Bills
Download All Data

### Your Equal Billing Plan Update (EBP)

New charges added to your EBP this month **\$86.93**

EBP instalment **\$79.00**

Adjustments This Month **\$0.00**

**Total Charges to Date \$227.02**

**Total EBP instalments billed \$316.00**

After paying this bill you have paid **\$88.98** more than you have used.

#### Actual vs. EBP

Period	Actual	EBP
Dec 07 - Jan 10	\$95.00	\$79.00
Jan 10 - Feb 09	\$110.00	\$79.00
Feb 09 - Mar 11	\$105.00	\$79.00
Mar 11 - Apr 08	\$85.00	\$79.00
Apr 08 - May 10	\$75.00	\$79.00
May 10 - Jun 10	\$70.00	\$79.00
Jun 10 - Jul 10	\$65.00	\$79.00
Jul 10 - Aug 12	\$55.00	\$79.00
Aug 12 - Sep 11	\$85.00	\$79.00
Sep 11 - Oct 10	\$75.00	\$79.00
Oct 10 - Nov 11	\$70.00	\$79.00
Nov 11 - Dec 10	\$86.93	\$79.00

#### Equal Billing Plan Summary (Your instalment amount includes HST)

Bill Date	EBP Monthly Instalment	Charges This Month	EBP Variance This Month	EBP Balance After This Bill Is Paid
<a href="#">2019/12/13</a>	\$79.00	\$86.93	\$7.93	-\$88.98
<a href="#">2019/11/15</a>	\$79.00	\$61.81	-\$17.19	-\$96.91
<a href="#">2019/10/16</a>	\$79.00	\$39.09	-\$39.91	-\$79.72
<a href="#">2019/09/17</a>	\$79.00	\$39.19	-\$39.81	-\$39.81

CANCEL EBP
PRINTER FRIENDLY
DOWNLOAD SPREADSHEET

We encourage you to speak to one of our Customer Service Representatives before cancelling your Equal Billing Plan to determine if there are any gas charges due or if a security deposit is required for this account. Please call our Customer Contact Centre at 1-888-774-3111 between 8:00 a.m. and 6:00 p.m. Monday to Friday.

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## 9. View Payment history:

Account Summary

Bills & Payments

Service Orders

Rates & Usage

Update My Info

My Rental Properties

I'm Moving

History

Payments

Bill Delivery

EBP

APP

Payment Notification

Compare Bills

Download All Data

Payment History

Payments made on your account within the last 24 months

Payment Date	Amount		Payment Date	Amount	
2020/01/02	\$79.00		2019/01/02	\$72.00	
2019/12/05	\$79.00		2018/12/05	\$72.00	
2019/11/05	\$79.00		2018/11/06	\$72.00	
2019/10/07	\$58.15		2018/10/09	\$73.06	
2019/08/06	\$72.00		2018/08/07	\$48.00	
2019/07/08	\$72.00		2018/07/05	\$48.00	
2019/06/04	\$72.00		2018/06/04	\$48.00	
2019/05/06	\$72.00		2018/05/07	\$48.00	
2019/04/04	\$72.00		2018/04/04	\$92.00	
2019/03/06	\$72.00		2018/03/06	\$92.00	
2019/02/05	\$72.00		2018/02/05	\$92.00	

PRINTER FRIENDLY

DOWNLOAD SPREADSHEET

## 10. View Bill history:

Account Summary

Bills & Payments

Service Orders

Rates & Usage

Update My Info

My Rental Properties

I'm Moving

History

Payments

Bill Delivery

EBP

APP

Payment Notification

Compare Bills

Download All Data

Bill History Detail: To view your bill select the bill date you want to view.

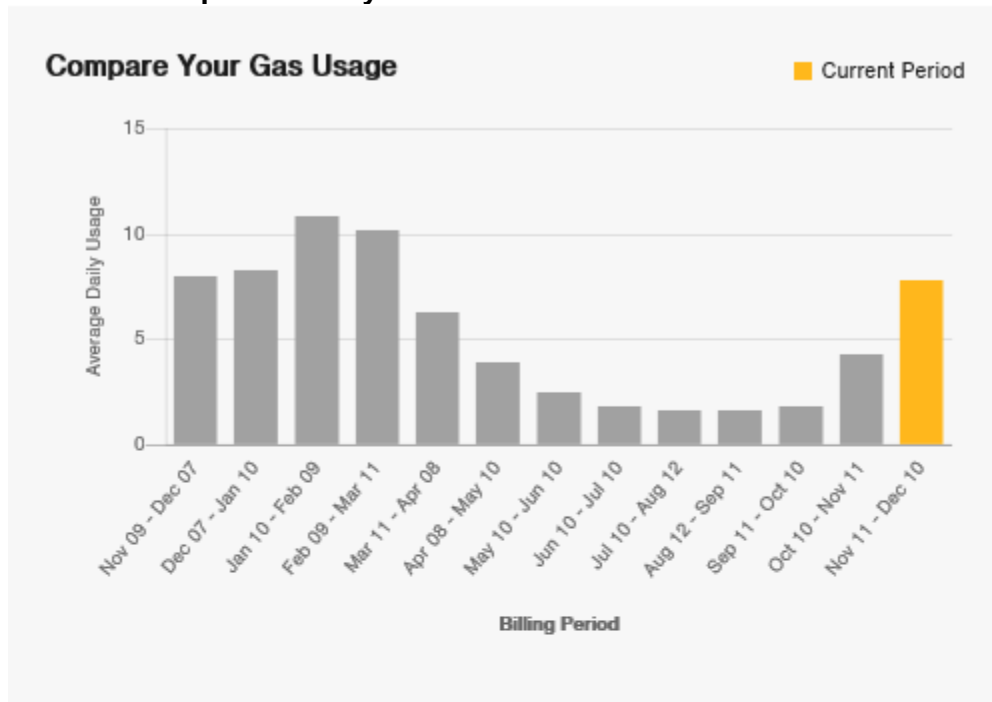
Bill Date	Billing Days	Total Usage (m³)	Balance Forward	Gas Charges (Excl. Taxes)	Other Charges (Excl. Taxes)	Taxes	Equal Billing Plan (Incl. Taxes)	Amount Due (Incl. Taxes)	Charges from other companies
<a href="#">2019/12/13</a>	29	226.818	\$0.00	\$76.95		\$9.98	\$79.00	\$79.00	\$0.00
<a href="#">2019/11/15</a>	32	136.890	\$0.00	\$54.70		\$7.11	\$79.00	\$79.00	\$0.00
<a href="#">2019/10/16</a>	29	51.958	\$0.00	\$34.59		\$4.50	\$79.00	\$79.00	\$0.00
<a href="#">2019/09/17</a>	30	47.962	-\$20.85	\$34.67		\$4.52	\$79.00	\$58.15	\$0.00
<a href="#">2019/08/16</a>	33	52.958	\$0.00	\$34.68	\$0.00	\$4.51	-\$60.04	-\$20.85	\$0.00
<a href="#">2019/07/16</a>	30	54.956	\$0.00	\$33.89		\$4.40	\$72.00	\$72.00	\$0.00
<a href="#">2019/06/17</a>	31	74.940	\$0.00	\$38.17		\$4.97	\$72.00	\$72.00	\$0.00
<a href="#">2019/05/15</a>	32	123.901	\$0.00	\$49.33		\$6.42	\$72.00	\$72.00	\$0.00
<a href="#">2019/04/15</a>	28	175.859	\$0.00	\$62.81		\$8.18	\$72.00	\$72.00	\$0.00
<a href="#">2019/03/15</a>	30	303.757	\$0.00	\$93.39		\$12.15	\$72.00	\$72.00	\$0.00
<a href="#">2019/02/14</a>	30	324.740	\$0.00	\$98.24		\$12.76	\$72.00	\$72.00	\$0.00
<a href="#">2019/01/16</a>	34	281.774	\$0.00	\$83.04		\$10.81	\$72.00	\$72.00	\$0.00
<a href="#">2018/12/13</a>	28	223.821	\$0.00	\$68.75		\$8.95	\$72.00	\$72.00	\$0.00
<a href="#">2018/11/15</a>	28	134.892	\$0.00	\$49.91		\$6.48	\$72.00	\$72.00	\$0.00
<a href="#">2018/10/17</a>	30	63.949	\$0.00	\$35.30		\$4.58	\$72.00	\$72.00	\$0.00
<a href="#">2018/09/17</a>	32	59.952	\$1.06	\$34.88		\$4.55	\$72.00	\$73.06	\$0.00
<a href="#">2018/08/16</a>	30	50.959	\$0.00	\$32.79		\$4.28	-\$36.01	\$1.06	\$0.00
<a href="#">2018/07/17</a>	31	66.946	\$0.00	\$36.51		\$4.74	\$48.00	\$48.00	\$0.00
<a href="#">2018/06/15</a>	32	67.946	\$0.00	\$36.74		\$4.78	\$48.00	\$48.00	\$0.00
<a href="#">2018/05/15</a>	30	141.886	\$0.00	\$53.76		\$6.99	\$48.00	\$48.00	\$0.00
<a href="#">2018/04/16</a>	32	233.813	\$0.00	\$78.82		\$10.24	\$48.00	\$48.00	\$0.00
<a href="#">2018/03/15</a>	29	239.808	\$0.00	\$82.22		\$10.69	\$92.00	\$92.00	\$0.00
<a href="#">2018/02/14</a>	30	326.738	\$0.00	\$102.64		\$13.35	\$92.00	\$92.00	\$0.00
<a href="#">2018/01/16</a>	33	379.696	\$0.00	\$118.36		\$15.39	\$92.00	\$92.00	\$0.00
<a href="#">2017/12/13</a>	28	187.850	\$0.00	\$70.44		\$9.15	\$92.00	\$92.00	\$0.00

PRINTER FRIENDLY

DOWNLOAD SPREADSHEET



# 11. View Consumption history:



You used 227 m<sup>3</sup> (cubic metres) of gas in this billing period.

	This month	Last month	This month last year
Number of billing days	29	32	28
Your average daily gas use in cubic metres	8	4	8
Average outdoor temperature	1°C	7°C	0°C
Heating degree days	486.3	349.4	498.6