

EB-2018-0319 Enbridge Open Bill Program

Energy Probe Interrogatories on HVAC Coalition Evidence

January 17, 2020

EP-HVAC-1

Reference: HVAC Coalition Evidence, page 4

Preamble: *“In my view, it is unlikely that there will be increased penetration of the program in the contractor community. The administrative costs of using the Open Bill Program are significantly higher than using alternatives, including pre-authorized payments through the banks and credit cards, or even post-dated cheques. Most contractors will not offer Open Bill unless the customer specifically prefers this billing method, and this mostly happens in circumstances where the customer is already renting, and would prefer to continue with that form of monthly payment. The opportunity to take advantage of this service has been available to contractors for more than 10 years, and it has been well-promoted. I believe that those contractors and other suppliers who were inclined to incorporate the utility bill into their business model have already done so”.*

Question:

- a) Please provide a numerical table that compares the cost of using the Open Bill Program to alternative methods of billing. Please identify any assumptions.
- b) Are contractors that use the Open Bill Program able to pass the higher administrative costs to the customers that want to be billed through Enbridge bill?
- c) Please confirm that HVAC Coalition does not support Enbridge spending ratepayer money on promotion of the Open Bill Program.
- d) Please confirm that HVAC coalition does not consider Enbridge Open Bill Program as essential for the operation of a market for competitive gas energy services in Ontario. Please explain your answer.

EP-HVAC-2

Reference: HVAC Coalition evidence, page 6

Preamble: *“My electricity, telephone, cell phone, and cable bills don’t have anything on them except the charges from those companies that I have agreed to.”*

Question:

- a) To the best of HVAC's knowledge do any Ontario electricity distributors allow energy service providers to use their bill? If the answer is yes, please list the distributors and the types of services they offer.
- b) Are rental electric water heaters available in Ontario? If the answer is yes, to the best of HVAC's knowledge please describe the rental electric water heater market including any services that HVAC Coalition members provide, the extent of competition, the billing practices, termination fees and penalties if any.

Respectfully submitted on behalf of Energy Probe,

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