

**EB-2018-0319 Enbridge Open Bill Program**

**Energy Probe Interrogatories on Vista Credit Corp. Evidence**

**January 17, 2020**

**EP-VISTA-1**

**Reference: VISTA Credit evidence page 1**

**Preamble:** *Vista Credit Corp. (VISTA) is a service finance company. VISTA is Ontario's leading provider of finance and rental program administrative services to independent heating, ventilation and air conditioning (HVAC) contractors across Ontario.*

**Question:**

- a) Does VISTA provide finance and rental program administrative services to independent electricity HVAC contractors? If the answer is yes, please describe the services. If the answer is no, please describe why not.
- b) To the best of VISTA's knowledge, please describe the market for residential electricity energy services in Ontario electricity distribution sector, including rental of electric water heaters, billing practices, use of electricity distributors billing and collection services by energy service providers, penalties and termination charges. Please contrast it to similar services in the gas distribution sector.

**EP-VISTA-2**

**Reference: VISTA evidence page 2**

**Preamble:** *VISTA supports the continuation of the OBA program. It is VISTA's belief, informed by having participated in the competitive HVAC services market prior to, during, and since, introduction of the OBA program, that OBA has enhanced competition in the market for energy services where it is available. This enhanced competition has benefited VISTA, its hundreds of HVAC contractor partners, and the thousands of energy services customers that together we serve.*

**Question:**

- a) Please confirm that OBA program was and is only available in the legacy Enbridge Gas Distribution franchise areas of Ontario.
- b) Does VISTA provide services in parts of Ontario that are within the franchise of legacy Enbridge Gas Distribution? If the answer is yes, please list the services offered and areas of Ontario, and the billing methods used by VISTA's clients.

- c) Does VISTA have any information that compares competition in the market for energy services between areas of Ontario where OBA is available and where it is not available? If the answer is yes, please file it. If the answer is no, please explain why not.

### **EP-VISTA-3**

**Reference:** VISTA Evidence, page 3

**Preamble:** *An Enbridge report on third party billing customer research from 2011 (Attachment A to this evidence) confirms VISTA's view that customers;*

*(a) clearly (87%) prefer to have their energy services charges consolidated on one bill; and  
(b) agree (63%) that the availability of such consolidation impacts their buying or renting decisions.*

**Question:**

- a) Please provide VISTA's interpretation of the result that 63% of the customers who responded to the survey would be influenced in the choice of the energy services provider by the ability of such provider to use the Enbridge bill. Please discuss the impact of this influence on competition for energy services.
- b) Does VISTA have any information on how much customers are willing to pay for a consolidated bill? If the answer is yes, please provide the information.

### **EP-VISTA-4**

**Reference:** VISTA evidence, pages 6 and 7

**Preamble:** *The rental contract provided by the biller to justify the charges was not with the customer disputing the charges, but rather with a previous owner of the premises.*

**Question:**

- a) Based on VISTA's experience does Enercare have signed contracts with all water heater rental customers?
- b) Please file any Enercare water heater rental contracts that VISTA obtained in its dispute resolution work on the cases referred to in evidence, pages 6 and 7, redacting confidential information.

Respectfully submitted on behalf of Energy Probe,

Tom Ladanyi  
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