

**BY E-MAIL**

January 17, 2020

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

Dear Ms. Long:

**Re: Enbridge Gas Inc. (Enbridge Gas)  
2019 Open Bill Access Application  
Ontario Energy Board (OEB) File No. EB-2018-0319**

In accordance with Procedural Order No. 9, please find attached OEB staff's interrogatories in the above noted proceeding for Heating Ventilation and Air Conditioning (HVAC) Coalitions' evidence. Enbridge Gas and all intervenors have been copied on this filing.

HVAC Coalitions' responses to interrogatories are due by January 24, 2020.

Yours truly,

*Original Signed By*

Donald Lau  
Project Advisor – Electricity Distribution: Major Rate Applications & Consolidations

Encl.

**OEB Staff Heating Ventilation and Air Conditioning (HVAC) Coalitions  
Interrogatories  
Application for Open Bill Access (OBA) Services  
Enbridge Gas Inc. (Enbridge Gas)  
EB-2018-0319  
January 17, 2020**

**4H-Staff-1**

**HVAC's Written Evidence**

**Ref 1: HVAC Evidence, pp. 4-5**

In the written evidence of Roger Grochmal, he asserted that customers are more likely to pay a charge on the Enbridge Gas bill than they otherwise would have. The reasons provided were that customers had concern their gas would be cut off or that it was a hassle to resolve disputed charges with Enbridge Gas and the third party.

- a) Please provide evidence supporting the claim that customers are more likely to pay a charge on the Enbridge Gas bill than they otherwise would have.
- b) Please provide evidence supporting the claim that the reasons customers are more likely to pay are because customers have a concern their gas would be cut off or that it was a hassle to resolve disputed charges with Enbridge Gas and the third party.

**4H-Staff-2**

**HVAC's Written Evidence**

**Ref 1: HVAC Evidence, p. 7**

In the written evidence of Roger Grochmal, he stated that even giving customers more control over their own bills would not protect the most vulnerable customers. He provided an example of a senior living alone or a new immigrant grappling with Canadian practices, who may be less likely to object or ask questions of a utility bill. They will assume they have to pay.

- a) If a vulnerable customer assumes they have to pay an Enbridge bill, how will a bill from a third party be different?

Roger Grochmal's evidence stated "if customers had more control, fewer companies would use these extra fees as a way of forcing customers to remain with them, rather than looking at other suppliers".

- b) Are these fees typically agreed to in a customer's contract?

- c) If the intent is to force customers to remain with the third party through these fees, please explain the difference, from a customer's perspective, between the fees being collected through Enbridge Gas or the third party.

#### **4H-Staff-3**

##### **Customer Control**

**Ref 1: HVAC Evidence, p. 7**

**Ref 2: Retail Settlement Code, Revised on January 1, 2017, Section 10.5.5**

In the written evidence of Roger Grochmal, he suggests that if a customer says no to a third party charge then the utility would be out of the loop and the customer and third party would have to work it out directly.

In Section 10.5.5 of the Retail Settlement Code, it describes a process where a customer submits a request to its distributor and the request is to be processed in ten business days unless a customer, by way of written authorization, terminates the request.

- a) Under a similar principal as the Retail Settlement Code, if a customer requests that a third party charge be removed from the Enbridge Gas bill and the request is processed in ten business days unless a customer, by way of written authorization, terminates the request, would HVAC find this acceptable?