

**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 Vista Credit Corporation's evidence. Enbridge Gas and all intervenors have been copied on this filing.

Vista Credit Corporation's 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 Vista Credit Corporation (Vista) Interrogatories**  
**Application for Open Bill Access (OBA) Services**  
**Enbridge Gas Inc. (Enbridge Gas)**  
**EB-2018-0319**  
**January 17, 2020**

**4V-Staff-1**

**Dispute Cases**

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

Vista stated that there are other examples similar to the five cases that it provided and this illustrates the need to alter the OBA program rules and their administration.

- a) Please provide the total number of cases similar to the ones provided in Vista's evidence for the last five years.

**4V-Staff-2**

**Dispute Cases**

**Ref 1: Vista Evidence - Attachment B – Case A, B, C, D, E**

**Ref 2: Enercare Water Heater Terms and Conditions**

**(<https://www.enercare.ca/water-heating/water-heater-terms-and-conditions>)**

Vista provided five cases where there was a dispute on the rental buyout charge on customers' bills. In the email correspondence, Vista was referenced to Enercare's Water Heater Terms and Conditions. On Enercare's website, there are three different Terms and Conditions documents depending on the time-period the water heater was installed. The difference between the Terms and Conditions is that for water heaters installed before September 15, 2010 the customer may terminate the rental and return the water heater but after September 15, 2010, the customer must purchase the water heater.

- a) Please provide the relevant time-period for each case Vista provided.
- b) In the cases in reference 1, Enercare provided Vista with a copy of the customers rental contract. Please confirm if the rental contract is consistent with those found on Enercare's website in reference 2.
- c) Please confirm, for each case, if Enercare was able to provide Vista with evidence to support the charge.

#### **4V-Staff-3**

##### **Dispute Cases – Case D**

##### **Ref 1: Attachment B – Case D**

In reference 1, Vista provided Case D, in which Vista included a scan of an Enbridge Collections Notice. The notice included a disconnection notice due to overdue charges.

- a) Please confirm if the amount (\$1171.78) shown in the Enbridge Collections Notice is fully related to OBA charges or does it include other amounts related to Enbridge Gas charges.

#### **4V-Staff-4**

##### **Customer Control**

##### **Ref 1: Vista Evidence, p. 9**

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

Vista's position on the customer's control of the bill is the following:

- Customers, or their contemporaneously authorized agents, can at any time direct removal of any charges from the bill
- Once a charge is removed from the bill, it can be reinstated only by the customer or with the customer's contemporaneous authorization a copy of which must be provided by the authorized party along with the request for reinstatement

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 Vista find this acceptable?