



Joel Denomy
Technical Manager, Regulatory
Applications

tel 416-495-5499
EGIRegulatoryProceedings@enbridge.com

Enbridge Gas
500 Consumers Road
North York, Ontario M2J 1P8
Canada

January 17, 2020

VIA RESS, EMAIL and COURIER

Christine Long
Ontario Energy Board
2300 Yonge Street, Suite 2700
Toronto, Ontario, M4P 1E4

Dear Ms. Long:

**Re: Enbridge Gas Inc. ("Enbridge Gas")
EB-2018-0319 – Open Bill Access Services
Enbridge Gas Inc. Interrogatories**

In accordance with the Ontario Energy Board's (the "Board") Procedural Order No. 9 dated December 18, 2019, enclosed please find Interrogatories filed by Enbridge Gas to Vista Credit Corporation in the above noted proceeding.

The submission has been filed through the Board's RESS and will be available on the Enbridge website at: www.enbridgegas.com/Regulatory-Proceedings.

Please contact the undersigned if you have any questions.

Yours truly,

(original signed)

Joel Denomy
Technical Manager, Regulatory Applications

IN THE MATTER OF the *Ontario Energy Board Act, 1998*, S.O. 1998, c. 15, Sched. B, as amended;

AND IN THE MATTER OF an application by Enbridge Gas Distribution Inc. for an order or orders approving its proposal for open billing services;

AND IN THE MATTER OF an application by Enbridge Gas Distribution Inc. for an order or orders amending or varying the rates charged to customers for the sale, distribution, transmission, and storage of gas commencing as of January 1, 2019

**WRITTEN INTERROGATORIES OF ENBRIDGE GAS INC. TO
VISTA CREDIT CORPORATION (VISTA)**

Enbridge-1

Please advise of your response to EGI's position on the unsettled items as set out in response to HVAC IR #30.

Enbridge-2

Taking into account that currently most disputes are resolved without a charge being removed from the bill (see Staff Interrogatory #9(a)), please detail your expectation of what will happen with the number of OBA customers over the next four years if the proposal set out in your evidence is accepted and OBA charges are removed immediately when a customer disputes such charges.

Enbridge-3

Please explain in detail your proposal for how a disputed OBA charge would be reinstated on the Enbridge Gas bill, including:

- a) The role to be played by the customer and the Biller.
- b) The manner in which instructions are to be conveyed to Enbridge Gas, so there is clarity that the customer and the Biller have reached consensus about the amount and duration of the re-instated charge(s).
- c) How the proposal made is different from the current process, including (without limitation) any changes to the current authorized agent practice and procedures.
- d) How the Biller fees will be adjusted to account for the extra administration required by Enbridge Gas.

Enbridge-4

Please provide details of the end of contract charges to be paid when a Vista Credit rental customer opts to end their rental contract for a water heater or HVAC product before the end of the rental contract term. Please include details of all such charges, whether they are referred to as termination fees, exit fees, buyout or something different.

- a) Please confirm whether, under your proposal, any of these charges can be included on the Enbridge Gas bill.