



PUBLIC INTEREST ADVOCACY CENTRE  
LE CENTRE POUR LA DÉFENSE DE L'INTÉRÊT PUBLIC

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January 17, 2019

VIA E-MAIL

Christine E. Long  
Registrar and Board Secretary  
Ontario Energy Board  
Toronto, ON

Dear Ms. Long:

**Re: EB-2018-0319 – Application for approval to continue the existing financial terms associated with offering Open Bill Access services for the years 2019 and 2020  
Interrogatories of the Vulnerable Energy Consumers Coalition (VECC)**

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Please find attached the interrogatories of VECC to the HVAC Coalition in the above-noted proceeding. We have also directed a copy of the same to the Applicant.

Yours truly,

Mark Garner  
Consultants for VECC/PIAC

Mr. Jay Shepherd, Shepherd Rubenstein, Counsel HVAC Coalition  
[jay@shepherdrubensteind.com](mailto:jay@shepherdrubensteind.com)

REQUESTOR NAME	VECC
TO:	HVAC Coalition – Evidence of Mr. Roger Grochmal
DATE:	January 17, 2019
CASE NO:	EB-2018-0319
APPLICATION NAME	Approval to continue the existing financial terms associated with offering Open Bill Access

Reference: HVAC

- In your experience what is the median or average service life of 40 and 60 gallon (high efficiency direct power vented and standard mid-efficiency) natural gas storage water tanks?
- What are the most common causes of water tank failure?
- In your experience are high efficiency power vented water tanks more prone to failure than mid-efficiency standard (chimney vented) tanks?

Reference: HVAC

- a) In your experience what is the range of reasonableness for the purchase and installation of 40- and 60-gallon natural gas water tanks (as per 1a both high and mid-efficiency). We are not seeking your specific costs only a range of installed costs observed to be offered in the marketplace to consumers and including your observation of other HVAC companies.
- b) In your experience what is the portion of installations which are high efficiency as compared to standard mid-efficiency water tanks

Reference: HVAC

- Based on your experience would you recommend to a customer to purchase or rent a water heater and for what reasons?
- In your experience what portion of customers choose to rent water tanks for reasons of affordability?
- In your experience and assuming both options are available, would a customer with an affordability issue be better off financially renting a high efficiency water tank or owning a mid-efficiency chimney vented tank?

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