

January 28, 2020

VIA RESS AND COURIER

Ms. Christine E. Long
Registrar & Board Secretary
ONTARIO ENERGY BOARD
P.O. Box 2319, 27th Floor
2300 Yonge Street
Toronto, Ontario
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Dear Ms. Long:

Re: EB-2018-0319 – Enbridge Gas Inc. (EG) – Open Bill Access (OBA) Services.

Vista Credit Corp. (VISTA) Position Statement.

Through Procedural Order No. 10 herein the Board required that parties that plan to cross-examine witnesses at the oral hearing file concise statements of their initial positions on the two unsettled items.

VISTA's initial positions remain as set out in its prefiled evidence at paragraph 13:

- (a) The OBA program rules should be altered so that;
 - (i) *Customers, or their contemporaneously authorized agents, can at any time direct removal of any charges from the bill.*
 - (ii) *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.*
- (b) *Penalties, exit or termination fees or any charges claimed as owing as a result of a customer terminating an agreement with a third party biller or any similar charges*

(collectively referred to in VISTA's evidence as "post contract charges") should not be permitted on the Enbridge bill.

Yours truly,



Ian A. Mondrow

c: G. Leis (Vista)
K. Culbert (EG)
L. Chiasson (EG)
D. Stevens (Aird & Berlis)
D. Lau (OEB Staff)
K. Viraney (OEB Staff)
Intervenors of Record

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