

February 2, 2020

Kirsten Walli
Board Secretary
Ontario Energy Board
2300 Yonge Street
P.O. Box 2319
Toronto, Ontario
M4P 1E4

Dear Ms. Walli:

EB-2019-0194 - Enbridge Gas Inc. – 2020 Rate Adjustment

Please find, attached, interrogatories on behalf of the Consumers Council of Canada for Enbridge Gas Inc. pursuant to the above-referenced proceeding.

Please feel free to contact me if you have questions.

Yours truly,

Julie E. Girvan

Julie E. Girvan

CC: EGI, Regulatory Affairs
All Parties

INTERROGATORIES FOR ENBRIDGE GAS INC.
FROM THE CONSUMERS COUNCIL OF CANADA

RE: EB-2019-0194

CCC- 1

Re: Ex. B/T3/S1/p. 2

The evidence states that customers have responded positively to the changes EGI has made to its e-billing practices. Please provide evidence to support this. Please provide copies of all relevant customer research specific to EGI undertaken prior to making these changes.

CCC-2

Re: Ex. B/T3/S1/p. 1

EGI has made e-billing the default billing method for new customers and has switched existing paper bill customers to e-billing for all customers who, for any reason, had previously provided an email address to the Company without prior consent on their part. Did EGI undertake any customer research regarding the decision to switch customers to e-billing without their prior consent? If so, what were the results of this research?

CCC-3

Re: Ex. B/T3/S1/p. 5

The evidence states that EGI will continue to develop strategies that increase myAccount adoption to all customers. Please explain the ways in which EGI will increase myAccount adoption.

CCC-4

Re: Ex. B/T3/S1/p. 15

The evidence indicates that from January 2018 to November 2019 e-billing adoption went from 32% to 57%. To what extent was this adoption related to switching customers without their prior consent?

CCC-5

Re: Ex. B/T3/S1/p. 17

Please identify when the decision was made to move customers who had provided EGI an email address to e-billing? Was there a business case developed in support of this decision. If so, please provide that business case analysis.

CCC-6

Re: Ex. B/T3/S1

What have been the annual savings achieved by EGI in 2018 and 2019 as a result of the conversions to e-billing? What are the overall savings expected for 2020? Please explain how these amounts were derived.

CCC-7

Re: Ex. B/T3/S1/p. 25

The evidence indicates that Late Payment Charges in 2019 were \$18.7 million.

Please explain why LPP charges are so high? What is the LPP amount embedded in base rates?