

Enbridge Gas Inc.  
Application for Approval of Rates and Other Charges  
Commencing January 1, 2020

**EB-2019-0194**

**Phase 2 Interrogatories of the  
Quinte Manufacturers Association**

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**Interrogatories**

**QMA #1**

Ref: ScottMadden Report on Unaccounted for Gas ("UFG Report")

On page 8 of the UFG Report regarding *investments in facilities*, it suggests that "investments" will be made at industrial locations that will include the installation of "dual valves" to more accurately measure and record low-flow volumes at meters designed for large volume customers.

- a) Please explain what dual valves are, how and where they are installed, and how they will improve the accuracy of measuring and recording volumes of meters currently installed at manufacturing plants.
- b) Will Enbridge Gas Inc. own this equipment or will it be owned by the customer?
- c) Please explain how will the cost for this new equipment be recovered from customers across the commercial rate classes?

**QMA #2**

Ref: UFG Report

On page 27 of the UFG Report concerning *Processes and Procedures* please explain:

- a) What is involved in conducting audits of manufacturing facilities based on failure trends and roll-out of new products;
- b) How have the failure trends been determined at manufacturing facilities to date, over what period of time, and in what area of legacy Union South; and
- c) How will audit costs be recovered?

**QMA #3**

Ref: UFG Report

On page 31 of the UFG Report concerning *Section V. Retail Meter Variations, Processes and Procedures*, at the fifth bullet point, please explain:

- a) How and why would Enbridge Gas Inc. "Deploy internal controls associated with the Sarbanes-Oxley Act... to ensure accurate measurement and recording of volumes"; rather than the requirements of Government of Canada's Bill 198 (often referred to as "C-SOX") and regulations that apply within the same context?

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**QMA #4**

Ref: Exhibit, Tab 3, Schedule 1, Pg. 9 of 29 (updated)

Paragraph 17 of the evidence states that in 2017 legacy Enbridge Gas Distribution initiated a customer experience program ("CX Program") to focus on how customers are served, but this has not yet been extended to legacy Union South customers. Further, the evidence indicates that extending the CX Program will be a priority of Enbridge Gas Inc. Please explain:

- a) The timing of the rollout for legacy Union Gas customers in southeastern Ontario; and
- b) What is the planned process that will be used to engage manufacturing and industrial customers in the legacy Union Gas South rate zone?

**QMA #5**

Ref: Exhibit, Tab 3, Schedule 1, Pg. 20 of 29 (updated)

The evidence points to increased savings as the migration of customers from paper billing to eBilling continues. At paragraph 39, Table 3, eBill by rate class in Union Rate Zones, please explain:

- a) Why is there such a low up-take in eBill usage in the commercial sector and is there a particular area of that sector that appears to be adopting e-Bill readily?
- b) What action Enbridge Gas Inc. is going to take to improve the number of commercial customers switching to eBills in the Union Rate Zone and how quickly this activity will be rolled out; and,
- c) Does the "commercial sector" referred to in Table 3 include customers in all areas of the manufacturing sector?

**QMA #6**

Ref: Exhibit, Tab 3, Schedule 1, Pg. 25 of 29 (updated)

Concerning the *Financial Benefits of Enbridge Gas's CX Program & E-Bill Practices*, paragraph 52 of the evidence indicates that the cost difference between paper billing and eBilling is approximately \$10 per customer per year. Is this the approximate cost difference for the typical residential customer? Does this cost also reflect a similar cost difference for manufacturers or commercial customers? If not, please explain the difference.