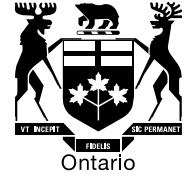


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**BY E-MAIL**

March 16, 2020

Christine E. Long  
Registrar and Board Secretary  
Ontario Energy Board  
2300 Yonge Street, 27<sup>th</sup> Floor  
Toronto, ON M4P 1E4

Dear Ms. Long:

**Re: Enbridge Gas Inc. – EB-2019-0271**  
**Application for continuation of OEB-approved 2020 DSM Plans into 2021**

In accordance with Procedural Order No. 1, please find attached OEB staff's interrogatories in the above noted proceeding.

OEB staff has reviewed the interrogatories filed by Environmental Defence, School Energy Coalition, Pollution Probe, Energy Probe, Low Income Energy Network and Green Energy Coalition and has endeavored not to repeat any questions.

Interrogatory responses are due by April 6, 2020.

Yours truly,

*Original Signed By*

Josh Wasylyk  
Project Advisor – Application Policy & Conservation

**OEB Staff Interrogatories  
2021 Demand Side Management Plans Application**

**Enbridge Gas Inc.  
EB-2019-0271**

**March 16, 2020**

**OEB Staff.EGI.1**

**Reference:** OEB Mid-Term Review Report (EB-2017-0127/0128), pg. 19

As part of the OEB's conclusions included within the DSM Mid-Term Review Report, the OEB stressed that the utilities "should actively screen potential program participants thoroughly, and actively seek out customers who can most greatly benefit from the programs, therefore ensuring program funds are used as effectively as possible."

- a) Please discuss how Enbridge has enhanced its participant screening process to respond to the OEB's direction in the Mid-Term Report.
- b) Please provide specific examples of how Enbridge has responded to the OEB's direction to "actively seek out customers who can most greatly benefit from the programs".
- c) Please discuss any challenges Enbridge has faced in responding to this direction.

**OEB Staff.EGI.2**

**Reference:** OEB Mid-Term Review Report (EB-2017-0127/0128), pg. 26

The OEB supported the continuation of the Union Gas' efforts to create an Open Bill Access program.

- a) Please provide a status update of the Union Gas Open Bill Access program. Within your response, please address the consistency of the Union Gas program to the Enbridge Gas program. If the program is still not complete, please discuss why.

**OEB Staff.EGI.3**

**Reference:** OEB Mid-Term Review Report (EB-2017-0127/0128), pg. 30

The OEB encouraged Union Gas to explore other opportunities for new mass-market programs for residential customers.

- a) Please discuss the progress that has been made in researching and/or developing a new mass market program for residential customers throughout Ontario.
- b) If little to no progress has been made, please discuss the challenges Enbridge has faced.

#### **OEB Staff.EGI.4**

**Reference:** OEB Mid-Term Review Report (EB-2017-0127/0128), pg. 30

The OEB encouraged the utilities to continue to identify areas of optimization related to administrative costs.

- a) Please discuss how Enbridge is optimizing administrative costs. Within your response, please provide an indication for how Enbridge plans to optimize its administrative costs during the transition period and into the future.

#### **OEB Staff.EGI.5**

**Reference:** 2017 and 2018 Natural Gas DSM Annual Verification Reports, Section 5.1 – Overall Annual Verification Recommendations

2017-2018 Natural Gas DSM Custom Savings Verification Report, Section 5.3 – Documentation and Support Recommendations

School Energy Coalition, IR.13

The OEB's Evaluation Contractor provided a number of findings and recommendations related to the utilities' programs.

- a) In addition to the response to SEC.IR.13, please provide a similar response for all recommendations made since the 2015 Annual Verification, including: the evaluator's recommendation, the utility's response to the recommendation, and the status of any planned changes in response to the recommendation.
- b) Among the recommendations in the 2017 and 2018 Annual Verification Reports the EC indicated that the utilities should implement an electronic data tracking system that archives all materials, includes site-level information for all measures, delivers tracking data in a single flat file and increases explicit documentation for all program stages, specifically for non-savings metrics. In addition to the general response to each recommendation requested in (a) above, please address each data management recommendation in the 2018 Annual Verification report explicitly and discuss more broadly how Enbridge has developed its tracking database to respond to the evaluator's data tracking and

documentation management recommendations. Within your response please provide expected dates for data tracking system improvements and outline any challenges in responding to the evaluator's recommendations.