



43 Stewart Road  
Collingwood, Ontario  
Canada  
[epcor.com](http://epcor.com)

June 15, 2022

**Sent by EMAIL, RESS e-filing**

Ms. Nancy Marconi  
Registrar  
Ontario Energy Board  
27-2300 Yonge Street  
Toronto, ON M4P 1E4

Dear Ms. Marconi:

**Re: EB-2022-0173: Quarterly Rate Adjustment Mechanism (“QRAM”) Application  
EPCOR Natural Gas LP (“EPCOR”) Aylmer for rates effective July 1, 2022**

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In response to OEB Staff’s letter of comment received June 15, 2022, specifically page 3:

*EPCOR’s application does not indicate EPCOR’s approach to customer notification of bill changes. EPCOR, in its reply letter, may wish to describe the process for customer notification of bill changes arising from decisions on EPCOR’s QRAM applications. As part of the response, EPCOR should advise whether it sends printed customer notices/bill inserts to its customers.*

EPCOR confirms that it does send printed customer notices/bill inserts for customers who are not on electronic billing, which accompany the next issued bill. Customers who are on electronic billing receive a link to the notice posting on EPCOR’s website, included with their bill notification. Approximately 8% of customers are enrolled with electronic billing at this time.

Sincerely,

A handwritten signature in blue ink, appearing to read "T. Hesselink", with a stylized flourish at the end.

Tim Hesselink, CPA, CGA  
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EPCOR Natural Gas Limited Partnership  
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