

ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF ENBRIDGE GAS INC.

Enbridge Gas Inc. has applied to change its natural gas rates and other charges.

Learn more. Have your say.

Enbridge Gas Inc. has applied to the Ontario Energy Board to change its natural gas distribution, transportation and storage rates beginning January 1, 2024. If the application is approved as filed, a typical residential customer and a typical commercial customer of Enbridge Gas Inc. would see the following change in their annual natural gas bills:

Rate Zones	Annual Bill Impacts	
	Residential Customer	Commercial Customer
EGD (former customers of Enbridge Gas Distribution Inc.)	\$28 increase	\$88 increase
Union South (former customers of Union Gas Limited)	\$91 increase	\$1,320 increase
Union North West (former customers of Union Gas Limited)	\$65 decrease	\$1,222 decrease
Union North East (former customers of Union Gas Limited)	\$193 decrease	\$5,947 decrease

Other customers, including businesses, may also be affected.

Incentive Rate-setting Mechanism

Enbridge Gas Inc. has also applied for approval of an Incentive Rate-setting Mechanism to set natural gas distribution, transportation and storage rates in each of the years from 2025 to 2028. The Incentive Rate-setting Mechanism consists of a formula which is tied to inflation and other factors intended to promote efficiency and is used to set rates for the years 2025 to 2028.

Rate Harmonization

Enbridge Gas Inc. has filed a plan to harmonize its four rate zones (EGD, Union South, Union North West and Union North East) into a single rate zone and establish new harmonized rate classes and a common suite of services across the harmonized rate zone. Enbridge Gas Inc. is proposing to phase in the implementation of harmonized services and rates between 2024 and 2026 to allow time to implement system changes, inform customers and mitigate bill impacts. If Enbridge Gas Inc.'s harmonization plan is approved as filed, the approximate annual bill change for a typical residential and commercial customer ranges from 0% to an increase of 1% effective April 1, 2025. The annual bill impact for other customer classes ranges from a decrease of -3% to an increase of 5% effective April 1, 2026. The impact of rate harmonization on customer bills excludes any other changes to rates resulting from the Incentive Rate-setting Mechanism and other applications that Enbridge Gas Inc. may file.

Performance Scorecard

Enbridge Gas Inc. has also filed proposals with respect to its performance scorecard, including service quality requirements, in its application.

Additional Filing

Enbridge Gas Inc. states that it will file the remaining sections of its application by November 30, 2022 and that it will include additional information on its rate harmonization proposal, how it proposes to allocate costs across the rate classes and rate design.

The application contains other proposals including requests to harmonize many of Enbridge Gas Inc.'s rate-setting methodologies, deferral and variance accounts and other policies. It is important to review the application carefully to determine whether you may be affected by the changes proposed in the application.

THE ONTARIO ENERGY BOARD WILL HOLD A PUBLIC HEARING

The Ontario Energy Board (OEB) will hold a public hearing to consider Enbridge Gas's application. During this hearing, which could be an oral, written or electronic hearing, we will question Enbridge Gas on its request for rate changes. We will also hear questions and arguments from stakeholders that have registered to participate (called intervenors) in the OEB's hearing. At the end of this hearing, the OEB will decide what, if any, rate changes will be allowed.

If Enbridge Gas's request for an Incentive Rate-setting Mechanism is accepted by the OEB, the OEB's review in 2025 through 2028 may be limited to ensuring the annual rate adjustments are made in accordance with the approved Incentive Rate-setting Mechanism, and as a result you may not get notice of future rate changes made between 2025 and 2028 by applying the OEB-approved Incentive Rate-setting Mechanism.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

BE INFORMED AND HAVE YOUR SAY

You have the right to information regarding this application and to be involved in the process.

- You can review Enbridge Gas's application on the OEB's website now
- You can file a letter with your comments, which will be considered during the hearing
- You can apply to become an intervenor. As an intervenor, you can ask questions about Enbridge Gas's application and make arguments on whether the OEB should approve Enbridge Gas's request. Apply by **December 2, 2022** or the hearing will go ahead without you and you will not receive any further notice of the proceeding
- At the end of the process, you can review the OEB's decision and its reasons on our website

LEARN MORE

Our file number for this case is **EB-2022-0200**. To learn more about this hearing, find instructions on how to file a letter with your comments or become an intervenor, or to access any document related to this case, please select the file number **EB-2022-0200** from the list on the OEB website: www.oeb.ca/notice. You can also phone our Public Information Centre at 1-877-632-2727 with any questions.

FORMAT OF HEARING

There are three types of OEB hearings – oral, electronic and written. Enbridge Gas has applied for an oral hearing. The OEB is considering this request. If you have a preference with respect to the format of the hearing, you can write to the OEB to explain why by **December 2, 2022**.

PRIVACY

If you write a letter of comment, your name and the content of your letter will be put on the public record and the OEB website. However, your personal telephone number, home address and email address will be removed. If you are a business, all your information will remain public. If you apply to become an intervenor, all information will be public.

This rate hearing will be held under section 36 of the Ontario Energy Board Act, 1998, S.O. 1998, c.15, Schedule B.



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