

From: [Office of the Registrar](#)
To: [REDACTED]
Subject: Letter of Comment OEB-2022-0200 Enbridge Gas Rate Increase
Date: Saturday, November 19, 2022 2:25:00 PM

-----Original Message-----

From: WILLIAM BOWDEN [REDACTED]
Sent: Saturday, November 19, 2022 11:26 AM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: File No. OEB-2022-0200 Enbridge Gas Rate Increase

I am filing these comments about the rate increase application by Enbridge Gas:

1. I note in the filing that Enbridge has included performance measurements in its application. I have had gas service from several providers in Canada and the US since 1979 and have NEVER encountered such poor customer service since Enbridge recently acquired Union Gas. Specifically:

- I received a very large bill in June, 2022 because Enbridge had not checked my gas meter since September 2021 and its estimated bills were grossly inadequate. It was only then that they offered me the option of reading the meter myself. Meters from other service providers have had remote usage readers for a number of years.
 - Enbridge's customer website shows monthly bills to and including September 2, 2022. I am quite sure they did not send me bills every month in 2022, and as of November 18, 2022 they have not billed for October 2 or November 2. Failure to bill monthly causes hardship for people on fixed monthly incomes.
 - Their account holder website promotes a chat bot called "CoZee" which is completely useless - slow to the point of intolerable, and unable to answer basic questions.
 - Their account holder website does not offer an easy to find phone number and address. Customers have to find that information elsewhere on the website. (When I was able to reach an actually Call Centre employee they were very helpful, but could not explain the failure to bill monthly.)
 - Their website homepage has 2 "Sign In" buttons which is confusing.
 - Their online bill notes, in a very small font size, that I can see bill details on page 2, but the only way to see page 2 is to download and open a PDF of the paper bill, which is inconsistent with the efficiency of e-billing.
- The OEB should demand substantial improvements in customer service before approving any increase in Customer and Delivery rates.

2. The basic monthly connection fee increase for former Union Gas customers is obscene. My current Customer and Delivery charge is \$29.00 monthly. That means the smallest increase Enbridge proposes will more than double these charges, and some unfortunate customers face an increase of \$192 monthly. The OEB should demand substantial reductions in the requested rate increases.

3. The rate proposal includes provision for further inflationary increases through 2028 without OEB approval. If approved, Enbridge would be immune to the anti-inflation measures of central banks around the world, placing the full burden on consumers, regardless of their ability to pay. Corporations (and shareholders) could contribute to the necessary steps to reduce inflation by reducing, by a small percentage, the target rate of return on equity in their financial management. The alternative (simply increasing the assumed cost of capital to reflect increased interest rates) will unnecessarily reward shareholders.

I'm sure the Ontario Energy Board knows that Enbridge has a monopoly on gas service in our region of Ontario. I can't help but think that the lack of competition is a major cause of the poor service and unreasonable and inflationary rate increase request.

Please include me in distribution of further information about rate application OEB 2022-0200.

Thank you.

William J. (Bill) Bowden

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