

From: [Office of the Registrar](#)
To: [REDACTED]
Subject: FW: Letter of Comment - EB-2022-0200
Date: Monday, November 21, 2022 1:48:17 PM

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

From: webmaster@oeb.ca <webmaster@oeb.ca>
Sent: Monday, November 21, 2022 8:40 AM
To: Office of the Registrar <Registrar@oeb.ca>
Subject: Letter of Comment - [REDACTED]

The Ontario Energy Board

-- Comment date --
2022-11-21

-- Case Number --
EB-2022-0200

-- Name --
Heather Sansom

-- Phone --
[REDACTED]

-- Company --

-- Address --
[REDACTED]

-- Comments --

This application is obviously a bid by Enbridge to reduce fees to corporate users, while making up for that concession by charging householders more.

First, it is obvious that there needs to be complete transparency regarding the potential for conflict of interest in the arrangements Enbridge has made with corporate clients. Second, and most importantly, Enbridge fees to households almost tripled between January 2020 and November 2022, during a pandemic when all other costs increased by cubic metre just when entire households had to be home for long periods of time, and we produce natural gas domestically so there was no excuse. Also, the increases were 'on the quiet'. In July 2021, just before the first significant rate increase, the Enbridge bill stopped tracking dollars per month on a rolling month by month year to date chart, and started tracking cubic metre usage instead, to further intentionally obscure perception of the sudden enormous difference in the bill. I track all my utility bills in an Excel spreadsheet, and I also track usage. With no usage increase, the rates themselves increased 2.958433 times, or almost 296%. Where I live in rural /small town Canada, Enbridge is the only option for natural gas supply, and the houses are mostly piped for natural gas heating, with natural gas heaters. There is no other option, other than retrofitting the entire heating system. Enbridge has been making money hand over fist by highway robbery of households, already strapped with skyrocketed prices on food and other daily household items. Not heating a home, especially with children and the entire family doing work from home, is not an option. My rate increases do not even reflect a change in my thermostat, which is kept at a brisk and conservative 21.5 degrees in the winter months. Enbridge needs to be held publicly accountable for exorbitant rate increases when people were vulnerable. The application filed here for rate reductions shows no transparency to the special cubic metre rates already provided to Enbridge's corporate clients, which are offset by ruthless and sly increase of burden on households. Also, it would be unconscionable to further increase home-owner rates. I make a modest middle class income. I don't see how anyone on more limited income, or with more mouths to feed on a similar or lesser income can manage a 300% rate increase on basic heating, while their cost of food, fuel

to get to work and back, and everything else has increased as well, when salaries and Government income have not. Please see the attached Excel spreadsheet and bar chart, and please publish the bar chart with this letter. If the Excel file with barchart does not come through with this comment post, please email me at the email provided. I am frankly astounded that the media have not picked up on this issue, when they have been reporting other cost of living increases since the start of the pandemic, regularly. It does make a person wonder about the relationship between media reporting, and Enbridge's budget for controlling its public image. Enbridge should be held publicly accountable, and should be required to reduce its rates to citizens, and not bleed the profit difference lost on corporate clients, from citizens. The Enbridge stock price has gone for a wild ride during that time from just under 40 to just barely over 40 with a range dipping below 40 by almost 13, and above 40 by almost 7. However, it is hard to imagine that an almost 300% rate increase in just under 3 years has not resulted in appreciable profits, particularly since the population and number of housing units has increased in that time as well. There needs to be transparency on executive compensation correlated to the timeline of rate increases to citizen homes.

-- Receive a copy of the decision? --

Yes

-- Attachment --

<https://www.oeb.ca/sites/default/files/uploads/comment-form/Enbridge%20Rate%20Increases%20Almost%20300%25%20Jan%202020-%20Nov%202022.pdf>