

**ONTARIO ENERGY BOARD**

**IN THE MATTER OF** the *Ontario Energy Board Act, 1998*, S.O. 1998, c.15 Schedule B;

**AND IN THE MATTER OF** an Application by Enbridge Gas Inc., pursuant to Section 36(1) of the *Ontario Energy Board Act, 1998*, for an order or orders approving of fixing just and reasonable rates and other charges for the sale, distribution, transmission, and storage of gas as of January 1, 2024.

**INTERROGATORIES OF  
THE QUINTE MANUFACTURERS ASSOCIATION TO  
ENBRIDGE GAS INC. ("Enbridge")**

**1.2- QMA-1**

[Ref: E1/T2/S1/p.2] Enbridge states in the Executive Summary for the Application that its customers "...are an integral part of Enbridge Gas's business planning and decision-making processes, and their feedback, gathered through extensive engagement, directly informs this rate rebasing application...". Please confirm that customer engagement activity covers/includes customers in all rate classes across the entire Enbridge service territory in Ontario.

**1.6-QMA-2**

[Ref: E1/T6/S1/p.4] Concerning customer engagement and ensuring a positive customer experience, reference is made to "...limiting the number of times the same customers were solicited for feedback...". Please identify the general geographic location within the Enbridge service territory where there are legacy Enbridge Gas Distribution Inc. and legacy Union Gas General Service business customers that are regularly surveyed by Enbridge.

**1.6-QMA-3**

[Ref: E1/T6/S1/p.4-5] Enbridge states that it "...conducts daily and monthly surveys with randomly selected general service customers...". Please explain the survey process and types of surveys Enbridge uses to engage general service ("GS") business customers. How many GS business surveys would normally be conducted on a daily and monthly basis? Please provide a sample of a typical business customer survey.

**1.6-QMA-4**

[Ref: E1/T6/S1/A1/p.9] During the course of customer engagement exercise undertaken by Innovative Research Group Inc. ("Innovative"), did customers have a good understanding and knowledge of what energy transition means? Was there a common definition of "energy transition" used with survey respondents and focus group participants? Was there a difference in the level of knowledge and

understanding of energy transition between GS residential customers and GS business customers and was that difference significant?

**1.6-QMA-5**

*[Ref: E1/T6/S1/A1/p.27] and [E1/T6/S1/A1/p.276 (chart) and P.277 (table)]*

Please explain what is meant by “Social Permission” within the context of the customer engagement exercise; and the results shown on the chart and table referenced.

**1.6-QMA-6**

*[Ref: E1/T6/S1/A1/p.256]* Regarding hydrogen gas and Enbridge’s intent “... to launch a feasibility study that assesses the full system’s readiness for more hydrogen to be included in the system.” Please provide a table that shows the estimated annual cost for all the planned H<sub>2</sub> study work that is expected to be allocated to GS business customers for the rate years 2024; 2025 and 2026; and 2027 and 2028.

**1.6-QMA-7**

*[Ref: E1/T6/S1/A1/p.310]* Business customers were asked to agree or disagree with the statement that reads: “Customers are well served by the energy system in Ontario.” [QMA emphasis] where 79% of the surveyed respondents “agreed” with the statement. Was it made clear to the survey respondents what the “energy system” means? In other words, was it defined to mean natural gas only or could it have been interpreted to include electricity, natural gas, propane and oil? Please explain.

**1.6-QMA-8**

*[Ref: E1/T6/S1/A1/p.330 and p.432]* The two charts concerning annual forecasted bill impacts (including the carbon charge) compared to current rates that appear on the referenced pages of Attachment 1 are almost identical. However, they are confusing. The statement below each chart reads: “These charges for business customers [QMA emphasis] may vary somewhat by rate class, and in all cases where we’re showing a rate impact, it is the highest potential impact across rate classes.” The asterisk on the page 330 chart for annual bill impacts notes the average customer consuming 2,400m<sup>3</sup> NG/yr., which appears to be a reference to residential volumes rather than the average commercial customer discussed in the paragraph above the chart. There are no comparable gas consumption volumes shown for small and medium/large businesses for the chart on page 432. Please explain and clarify.

**1.10-QMA-9**

*[Ref: E1/T10/S4/p.15-16]* Please explain the process Enbridge will follow to actively involve business customers in regional IRP consultations over the rebasing period.

**1.10-QMA-10**

*[Ref: E1/T10/S6]* Given the significant uncertainty and challenges concerning Ontario’s energy pathway transition and Enbridge’s proposed “safe bet” actions; and recognizing that related provincial go-forward policy is under development, how does Enbridge propose to keep its GS business customers up-to-date on what may become potentially fluid energy transition plans and directions that could have a direct impact on business and business activities that rely on Enbridge service?

**1.10-QMA-11**

*[Ref: E1/T10/S6/p.39-40]* Following QMA-10, please detail and explain what thoughts and plans are being considered now for “direct engagement” with customers by way of industry associations, municipalities,

regions, and geo-targeting. How does Enbridge propose to roll-out this work during the rebasing period to 2030?

**1.4-QMA-11**

*[Ref: E1/T4/S1]* Please provide an Enbridge system map that shows the new boundaries of the Company's operating regions in Ontario.