

Appendix H

**Ontario Energy
Board**

**Commission de l'Énergie
de l'Ontario**



EB-2005-0551

NATURAL GAS ELECTRICITY INTERFACE REVIEW

DECISION WITH REASONS

November 7, 2006

7.3 TRANSITION RELATED TO LONG-TERM MARGINS

IGUA/AMPCO and LPMA/WGSPG argued that in the event the Board decides to eliminate the sharing of any margins with ratepayers there should be some mitigation. As a precedent, LPMA/WGSPG referred to the 2003 decision by the Board on the phase-out of the Delivery Commitment Credit (DCC). There the Board recommended a five-year period based on a cost increase of 11.3 cents per GJ on a specific class of customers. LPMA/WGSPG argued that the phase-in period in the current case should be eight years, because the cost impact is a greater impact of 17.5 cents per GJ across all customer classes.

Board Findings

The Board recognizes that, particularly in recent years, Union's ratepayers have had a significant benefit due to sharing the bulk of the margins on long-term deals. The Board would prefer to have a smooth transition away from the status quo rather than an abrupt change in rates.

The Board finds, however, that there is no basis for retaining a requirement that Union share the margins on new long-term storage transactions, that is, long-term deals executed after the Board's forbearance decision. To continue sharing those margins with ratepayers would conflict with the Board's decisions (a) to recognize that part of Union's storage capacity constitutes a non-utility asset, and (b) to forbear from regulating the prices of ex-franchise transactions. Union should reap the benefits and bear the risks of those new transactions.

The margins that will be recorded in future years in respect of existing long-term deals are different. Those margins flow from long-term contracts that were negotiated and priced prior to the Board's forbearance decision and prior to the Board's decision that there is a non-utility part of Union's storage facilities. When those contracts were signed, Union had no reason to expect that it would receive anything more than 10% of

the margin. The Board has concluded that ratepayers should continue to receive some of the margin on those existing contracts.

The Board considered whether to require Union to record the margins on existing long-term contracts separately from the margins on new long-term contracts. Under this approach, ratepayers would be credited with 90% of the margins on existing contracts for the remaining terms of those contracts. This approach conceptually has appeal but could give rise to ongoing implementation questions. For example, the Board might have to consider how contract re-negotiations or defaults by customers are to be treated. This level of complexity and potential ongoing review is unwarranted.

The Board has concluded that it should adopt a simpler phase-out mechanism that is a rough sort of “proxy” for the conceptual approach described above. The phase-out of the sharing of margins on Union’s long-term storage transactions will take place over four years. The share accruing to Union will increase over that period to recognize that contracts will mature and a larger part of Union’s total long-term margins will be generated by new transactions. For 2007, forecast margins (on long-term and short-term transactions) now included in the determination of Union’s rates will remain unchanged. After 2007, Union’s share of long-term margins will be as follows: 2008 – 25%, 2009 – 50%, 2010 – 75%, 2011 and thereafter – 100%.

The Board is currently undertaking a process to determine a multi-year incentive ratemaking framework for Union and Enbridge. That process will address how best to implement the Board’s findings on the transition for long-term storage transaction margins within an incentive ratemaking framework.

7.4 ATCO DECISION

During the oral hearing and in final argument, several parties referred to the recent Supreme Court of Canada decision on the proceeds of an asset sale by ATCO Gas and Pipelines Ltd. Some parties claimed the case supported a cessation of margin sharing

Appendix I

UNION GAS LIMITED
Miscellaneous Non-Energy Charges

Line No.	Service	Fee
	Residential Customer Class Service	
1	Connection Charge	\$35
2	Temporary Seal - Turn-off (Seasonal)	\$22
3	Temporary Seal - Turn-on (Seasonal)	\$35
4	Landlord Turn-on	\$35
5	Disconnect/Reconnect for Non-Payment	\$65
	Commercial/Industrial Customer Class Service	
6	Connection Charge	\$38
7	Temporary Seal - Turn-off (Seasonal)	\$22
8	Temporary Seal - Turn-on (Seasonal)	\$38
9	Landlord Turn-on	\$38
10	Disconnect/Reconnect for Non-Payment	\$65
	Statement of Account/History Statements	
11	History Statement (previous year)	\$15/statement
12	History Statement (beyond previous year)	\$40/hour
13	Duplicate Bills * (if processed by system)	No charge
14	Duplicate Bills * (if manually processed)	\$15/statement
	Dispute Meter Test Charges	
15	Meter Test - Residential Meter	\$50 flat fee for removal and test
16	Meter Test - Commercial/Industrial Meter	hourly charge based on actual costs
	Direct Purchase Administration Charges	
17	Monthly fee per bundled t-service contract	\$75.00
18	Monthly per customer fee	\$0.19

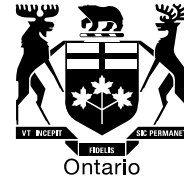
Notes:

- * Duplicate bill charges only apply when customer wants two copies of a bill. List bills from the last billing period will be replaced free of charge.

Appendix J

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NATURAL GAS REPORTING & RECORD KEEPING REQUIREMENTS (RRR)

RULE FOR GAS UTILITIES

December 22, 2004

NATURAL GAS REPORTING & RECORD KEEPING REQUIREMENTS (RRR) RULE FOR GAS UTILITY

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NATURAL GAS REPORTING & RECORD KEEPING REQUIREMENTS (RRR) RULE FOR GAS UTILITY

1 GENERAL AND ADMINISTRATIVE PROVISIONS

1.1 The purpose of these reporting and record keeping requirements

These reporting and record keeping requirements set the minimum reporting and record keeping requirements with which a natural gas utility must comply. They supercede all other requirements existing on the date this rule comes into effect. New requirements may arise in Ontario Energy Board (Board) decisions, orders or directions issued, and licences and regulatory instruments issued or amended, after this date. From time to time the Board may request additional or different information from natural gas utilities in order to fulfill its mandate.

1.2 Definitions

“information services” means computer systems, services, databases and persons knowledgeable about the utility’s information technology systems;

“uniform system of accounts” means the Uniform System of Accounts for Class “A” Gas Utilities dated April 1, 1996 deemed to be a rule of the Board by section 130 of the *Ontario Energy Board Act, 1998 (the “Act”), C. 15, Schedule B.*

“utility” means a gas distributor, gas transmitter or gas storage company.

1.3 Interpretations

Unless otherwise defined in these reporting and record keeping requirements, words and phrases that have not been defined shall have the meaning ascribed to them in the *Act*. Headings are for convenience only and shall not affect the interpretation of this Rule. Words importing the singular include the plural and vice versa. A reference to a document or a provision of a document includes an amendment or supplement to, or a replacement of, that document or that provision of that document.

1.4 To whom these reporting and record keeping requirements apply

These reporting and record keeping requirements apply to all rate regulated gas utilities.

NATURAL GAS REPORTING & RECORD KEEPING REQUIREMENTS (RRR) RULE FOR GAS UTILITY

1.5 Manner and format of reporting and record keeping

The reporting and record keeping requirements will be in the manner and format as prescribed by the Board.

1.6 Confidentiality of information

The Board intends to treat information filed under the specific sections of these Natural Gas Reporting and Record Keeping Requirements listed below in confidence. All other information filed will be placed on the public record directly.

2.1.4, 2.1.7, 2.3.1, 2.3.3, 2.3.5(a), 2.3.7.2 (a), (c) to (e), 2.3.8, 2.3.9, 2.3.10, 2.3.14 and 2.3.17.

The Board reserves the right to disclose aggregated information where the identity of any individual person cannot be determined. The Board cautions parties that information treated as confidential may still be disclosed in a proceeding before the Board. This information may be introduced by an inspector under section 110 of the *Ontario Energy Board Act, 1998*, by a party to the proceeding or by the Board itself. However, a party would be able to request the Board to hold the document in confidence in that proceeding. The Board further cautions parties that it is subject to the *Freedom of Information and Protection of Privacy Act*.

1.7 Exemptions

The Board may grant an exemption to any provision of this Rule. An exemption may be made in whole or in part and may be subject to conditions or restrictions.

1.8 Coming into Force

This Rule shall come into force on July 1, 2005.

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2 UTILITY

2.1 Reporting

2.1.1 A utility shall provide in the form and manner required by the Board, quarterly, on the last day of the second month following the quarter end for the first three quarters and the last day of the fourth month following the quarter end for the last quarter, a detailed economic evaluation including Net Present Value and Profitability Index of the rolling distribution system expansion project portfolio for a 12 month period, referenced in EBO 188, Appendix B, section 3.1.

2.1.2 A utility shall provide in the form and manner required by the Board, quarterly, on the last day of the second month following the quarter end for the first three quarters and the last day of the fourth month following the quarter end for the last quarter, quarterly information on non-gas supply deferral accounts. A utility shall include gas supply information in quarters when a quarterly rate adjustment (QRAM) application is not made.

2.1.3 A utility shall provide in the form and manner required by the Board, quarterly, on the last day of the second month following the quarter end for the first three quarters and the last day of the fourth month following the quarter end for the last quarter, the total number of consumers on system gas for each rate class subdivided by low volume and large volume consumers, measured at the last day of the reporting period.

All measurement data is for successfully completed enrollments only.

2.1.4 A utility shall provide in the form and manner required by the Board, quarterly, on the last day of the second month following the quarter end for the first three quarters, and on the last day of the fourth month following the quarter end for the fourth quarter, a statement determining annualized revenue deficiency or sufficiency. If the reported period has served as a test period, the last Board-approved forecasts shall be replaced with actual results for the previous quarter(s), in both weather normalized and un-normalized basis where applicable. If the reported period has not served as a test period, the utility shall use its

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forecasts or projections. The statement shall be supported by statements of rate base, utility income, and capitalization/cost of capital. Where the information described herein is included in a rates case, the information filed in a rates case will replace the specific quarterly filing required in the RRRs in the applicable period covered in the rates case.

- 2.1.5 A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, regulatory financial information for the preceding financial year:
- (a) information necessary to effect any earnings sharing mechanism approved by the Board; and
 - (b) information on any formula-based pass through items approved by the Board showing the variance of actual from forecast;

where there is a valid Board order in effect which specifies such mechanism.

- 2.1.6 A utility shall provide the Board annually, by the last day of the fourth month after the financial year end, audited financial statements for the preceding financial year for the corporate entity regulated by the Board. Where the financial statements of the corporate entity regulated by the Board contain material businesses not regulated by the Board, the utility shall disclose the information separately according to the segment disclosure provisions in the Canadian Institute of Chartered Accountants Handbook.

- 2.1.7 A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, a trial balance in uniform system of accounts (USoA) format supporting the audited financial statements, for the preceding financial year.

- 2.1.8 A utility shall provide in the form and manner required by the Board, annually, on the last day of the fourth month following the financial year end, information on affiliate arrangements and transactions for the preceding year, as follows:
- (a) the total annual dollar amount and number of transactions involving sales to each affiliate;
 - (b) the total annual dollar amount and number of transactions involving purchases from each affiliate;

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- (c) the monthly weighted average total dollar amount of loans to each affiliate outstanding during the year; and
- (d) the monthly weighted average total dollar amount of loans from each affiliate outstanding during the year.

2.1.9 A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, information measuring its performance for the preceding financial year against the minimum standards which may be established by the Board from time to time for service quality indicators.

2.1.10 A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, a list of exceptions to the gas purchase and acquisition policy or practice with the total number of exceptions, volume and dollar value. If the utility has amended any provisions of its gas purchase and acquisition policy or practice through the year, the utility shall provide a list of the changes, an explanation of each change and whether and when the Board was notified, and the impact on the number of exceptions, volume and dollar value.

2.1.11 A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, a report on actual cumulative customer additions compared to forecast, and costs and revenues cumulative to the end of the third year from the in-service date, for projects in the rolling distribution system expansion project portfolio referenced in EBO 188, Appendix B, section 3.2A.

2.1.12 A utility shall provide in the form and manner required by the Board, annually, by the last day of the sixth month after the financial year end, an audited report of actual results compared to the Board approved demand side management plan with explanations of variances.

2.1.13 A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, an environmental monitoring report on completed natural gas system expansion projects of distribution pipelines and facilities not subject to leave to construct under the

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Ontario Energy Board Act, 1998, section 91, referenced in EBO 188, Appendix B, section 3.2B.

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2.2 Certification

2.2.1 A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, a statement certifying that the utility is meeting the requirement in subsection 2.1.3 of the Affiliate Relationships Code for Gas Utilities that at least one third of the Board of Directors of the utility is independent from any affiliate, signed by both the chief executive officer and the senior regulatory officer or other senior officer of the utility.

2.2.2 Where a utility shares information services with an affiliate the utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, a statement on data security arrangements, signed by both the chief executive officer and the senior information technology officer or other senior officer of the utility certifying compliance with the access protocols and the services agreement during the preceding calendar year referenced in the Affiliate Relationships Code for Gas Utilities subsection 2.2.2, noting any exceptions.

2.2.3 A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, a statement signed by both the chief executive officer and the senior regulatory officer or other senior officer of the utility certifying that in ensuring compliance with the Affiliate Relationships Code for Gas Utilities in accordance with subsection 2.7.1 of the Code, during the preceding financial year, the utility has:

- (a) performed periodic compliance reviews;
- (b) communicated the Affiliate Relationships Code for Gas Utilities to its employees; and
- (c) monitored its employees' compliance with the Affiliate Relationships Code for Gas Utilities, noting any exceptions.

and that they are satisfied the utility has complied with the Affiliate Relationships Code for Gas Utilities.

2.2.4 A utility shall provide in the form and manner required by the Board, annually, by

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the last day of the fourth month after the financial year end, a statement by the chief executive officer and other senior officer of the utility, certifying that no affiliate contract entered into after December 22, 2004 exceeds a term of five years unless approved by the Board, in accordance with the subsection 2.3.1 of the Affiliate Relationships Code for Gas Utilities.

- 2.2.5 A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, a statement by the chief executive officer and other senior officer of the utility, certifying that the utility has complied with subsection 2.3.1.2 of the Affiliate Relationships Code for Gas Utilities, requiring new or renewed affiliate contracts to include a new information disclosure clause.

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2.3 Record Keeping

- 2.3.1 A utility shall maintain records for a period of two years of all written complaints by consumers and other industry participants regarding services provided by the utility, together with the responses to those complaints. A utility shall provide the following information, in a form and manner and at such times as may be required by the Board:
- (a) the name and address of the complainant;
 - (b) a description of the nature of the complaint including a copy of the written complaint;
 - (c) a description of the remedial action taken; and
 - (d) a copy of any correspondence received and/or sent with respect to each specific complaint.
- 2.3.2 A utility shall maintain and provide in a form and manner and at such times as may be required by the Board, its (written or otherwise) customer complaint handling policy and practice.
- 2.3.3 A utility shall maintain records and provide in a form and manner and at such times as may be required by the Board, the uniform system of accounts balances mapped and reconciled to the audited financial statements.
- 2.3.4 A utility shall maintain records and provide in a form and manner and at such times as may be required by the Board its purchasing and acquisition policy and practice including its policies and practices respecting acquisitions from affiliates. The Board's expectation is that utilities have a policy or documented practice with a stated applicability clause covering all material purchases and all similar purchases which, when aggregated on an annual basis, are material.
- 2.3.5 A utility shall maintain records and provide in a form and manner and at such times as may be required by the Board, information to justify the prudence of the utility's commodity purchases including:
- (a) a summary of contracts for gas supply and for upstream transportation and storage in effect, and the detail to support monthly gas supply commodity deferral account entries sufficient to determine the amount associated with

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specific purchases occurring in that month; all other entries to the gas supply commodity deferral accounts shall include an explanation in sufficient detail that each such entry can be readily understood;

- (b) details of each risk management transaction including the financial impact associated with concluding the transaction; and
- (c) reports to management and other supporting information establishing the decision making environment and criteria at the time of the decision.

2.3.6.1 A utility shall maintain and provide as required by the Affiliate Relationships Code for Gas Utilities subsection 2.8.2, in a form and manner and at such times as may be required by the Board, records on corporate relationships as follows:

- (a) a list of all affiliates with whom the utility transacts, including business addresses, a list of the officers and directors, and a description of the affiliate's business activity;
- (b) a corporate organization chart indicating relationships and ownership percentages; and
- (c) the utility's specific costing and transfer pricing guidelines, bidding procedures and services agreement(s).

2.3.6.2 A utility shall maintain, and provide in a form and manner and at such times as may be required by the Board, the names of individuals acting as directors and officers of the corporation.

2.3.7.1 Where the total cost of all transactions with a particular affiliate exceeds \$100,000 on an annual basis, a utility shall maintain and provide as required by the Affiliate Relationships Code for Gas Utilities subsection 2.8.3, in a form and manner and at such times as may be required by the Board, separate records for each transaction showing:

- (a) the name of the affiliate;
- (b) the product or service in question;
- (c) the form of price or cost determination; and
- (d) the start date and actual/ expected completion date of the transaction.

2.3.7.2 Where the total cost of all transactions with a particular affiliate exceeds \$100,000 on an annual basis, a utility shall also maintain and provide in a form and manner and at such times as may be required by the Board, separate records

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for each transaction showing:

- (a) the dollar value of the product or service in question;
- (b) where a market exists, that a fair and open competitive bidding process was followed as required under subsection 2.3.5 of the Affiliate Relationships Code for Gas Utilities;
- (c) where a market exists and a competitive tendering or the bidding process was not followed, that satisfactory benchmarking or other evidence of market price is available as required by subsection 2.3.6 of the Affiliate Relationships Code for Gas Utilities;
- (d) where a market exists and the contracts exceed the threshold test in subsection 2.3.7 of the Affiliate Relationships Code for Gas Utilities, the bidding assessments by the independent evaluator(s); and
- (e) where no market exists, costs information to substantiate the cost based pricing required under subsections 2.2.5, 2.3.10 and 2.3.11 of the Affiliate Relationships Code for Gas Utilities.

2.3.8 Where a utility shares information services with an affiliate, the utility shall maintain and provide in a form and manner and at such times as may be required by the Board, separate records of the review(s) complying with the provisions of section 5900 of the CICA Handbook referenced in the Affiliate Relationships Code for Gas Utilities subsection 2.2.2, to ensure compliance with the access protocols and the services agreement.

2.3.9 A utility shall maintain and provide in a form and manner and at such times as may be required by the Board, records of the self-certification statement made under subsection 2.2.3 of this Rule confirming compliance with the Affiliate Relationships Code for Gas Utilities subsection 2.7.1, including:

- (a) individual files for each compliance review containing working papers substantiating the compliance review report;
- (b) details as to when the Affiliate Relationships Code for Gas Utilities was communicated to its employees - date, what was communicated, to whom it was communicated, other pertinent information; and
- (c) details on the positions and/or staff being monitored, when, how and frequency.

2.3.10 A utility shall maintain and provide in a form and manner and at such times as may be required by the Board, copies of any service agreement entered into

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between the utility and its affiliate in accordance with section 2.2.1 of the Affiliate Relationships Code for Gas Utilities.

- 2.3.11 A utility shall maintain and provide in a form and manner and at such times as may be required by the Board, any business case analysis undertaken in accordance with subsection 2.3.2 of the Affiliate Relationships Code for Gas Utilities.
- 2.3.12 A utility shall maintain and provide in a form and manner and at such times as may be required by the Board, any independent assessment of market price obtained in accordance with subsections 2.3.14 or 2.3.16 of the Affiliate Relationships Code for Gas Utilities.
- 2.3.13 A utility shall maintain records of any sale to an affiliate of a depreciable asset with a net book value of \$10,000 or more.
- 2.3.14 A utility shall maintain and provide in accordance with subsection 3.2.4 of the Gas Distribution Access Rule, in a form and manner and at such times as may be required by the Board, copies of any service agreement entered into between the utility and a gas vendor.
- 2.3.15 A utility shall provide in a form and manner and at such times as may be required by the Board, such records as have been created by the utility in accordance with the requirements of the Gas Distribution Access Rule subsection 2.3.1, documenting the system configuration, operating limitations and compliance with the Rule.
- 2.3.16 A utility shall maintain and provide in accordance with subsection 3.4.2.1 of the Gas Distribution Access Rule, in a form and manner and at such times as may be requested by the Board, a copy of its policy on financial security arrangements with gas vendors.
- 2.3.17 A utility shall maintain, as required by the Gas Distribution Access Rule

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subsection 5.1 and 5.4.1, and provide in a form and manner and at such times as may be required by the Board, the following minimum information on all consumers who are provided gas distribution services by the gas distributor:

for identification purposes:

- . consumer name;
- . service address, including postal code;
- . consumer mailing address, including postal code;
- . consumer distribution service account number;
- . meter identification number;

for billing purposes:

- . billing address, including postal code;
- . gas distribution services contracted for;
- . units of consumption, estimated or actual, by billing period;
- . meter reading dates;
- . dates of bills rendered based on actual meter readings;
- . dates of bills rendered based on estimated meter readings;
- . dates of bills rendered based on methods other than actual or estimated meter readings;
- . method of bill calculation (eg equal billing);

for payment profile purposes:

- . payment due dates, payment receipt dates;
- . number of times the consumer was delinquent or in arrears in the past 24 months;
- . maximum credit exposure in the past 24 months;
- . number of times the consumer's security arrangements were revised in the past 24 months;

for consumption information:

- . 24 months of consumption data by individual distribution service consumed.

Appendix K



EB-2005-0453

NOTICE OF AMENDMENT TO A RULE

AMENDMENTS TO THE GAS DISTRIBUTION ACCESS RULE

BOARD FILE EB-2005-0453

To: All Natural Gas Distributors
All Natural Gas Marketers
All Participants in Proceeding EB-2005-0453
All Participants in the Natural Gas Forum

Re: Service Quality Requirements

The Ontario Energy Board (the "Board") will amend the Gas Distribution Access Rule (the "GDAR") as indicated below, pursuant to sections 44 and 45 of the *Ontario Energy Board Act, 1998*.

Background

The Ontario Energy Board ("Board") is amending the Gas Distribution Access Rule ("GDAR") as indicated below, pursuant to section 45 of the *Ontario Energy Board Act, 1998* (the "Act"). The GDAR was issued on December 11, 2002. This amendment is to provide for Service Quality Requirements ("SQRs") to be met by natural gas distributors.

The proposed SQRs are a result of the Natural Gas Forum ("NGF"), which was initiated by the Board in 2004 to create an opportunity for a dialogue between the Board and the natural gas stakeholder community. The Report of the Board on the NGF was released on March 30, 2005. One of the recommendations of the NGF Report is that SQRs should be put in place in advance of a move to a regime of Incentive Regulation (IR) in order to ensure that acceptable levels of service quality would not be compromised as distributors seek methods to cut costs.

The Board issued on January 9, 2006 a Notice of Proposed Amendment to a Rule which proposed to amend the GDAR to require the implementation of the SQRs on, with a deadline for submission of January 31, 2006. The Notice was published in daily newspapers in English and French. Five submissions were received.

Amendments to the GDAR

The Board has considered the submissions received on this matter and has determined that no changes need to be made relative to the GDAR amendments as originally proposed. One submission, by a gas vendor, raised the issue of equivalent SQRs for the relationship of distributors with gas vendors. This issue is being addressed by the development of Electronic Business Transactions (EBT) Standards which the Board has indicated will be in place by January 1, 2007. Two submissions raised the issue of the applicability of the SQRs to the municipal gas distribution franchises. The affected organizations may apply for an exemption. The submissions by the two large natural gas distributors were considered but the Board determined that no changes were necessary to the proposed amendments.

The amendments are set out in Appendix A to this Notice.

Coming Into Force

The amendments to the GDAR set out in Appendix A will come into force on January 1, 2007.

This Notice, including the amendments to the GDAR, all other Board documents referred to in this Notice (including the GDAR) and all submissions received in response to the Board's January 9, 2006 Notice of Proposal will be available for inspection on the Board's website at www.oeb.gov.on.ca and at the offices of the Board's offices during normal business hours.

If you have any questions regarding the GDAR amendments, please contact Russ Houldin, Senior Advisor, Compliance Office, at 416-440-8112, or toll-free at 1-888-632-6273.

DATED at Toronto, March 27, 2006

ONTARIO ENERGY BOARD

Original signed by

Peter H. O'Dell
Assistant Board Secretary

Attachments: Appendix A - Amendments to the GDAR

APPENDIX A
EB-2005-0453

SERVICE QUALITY REQUIREMENTS

The Board amends the Gas Distribution Access Rule (“GDAR”) as follows:

Section 1.1.1. (Purpose) is amended to add the following as a third purpose.

- Establish Service Quality Requirements for natural gas distributors.

A new Section 7 is added, as provided below.

Aside from the above change and addition, no other amendments to the GDAR are proposed at this time.

SECTION 7: Service Quality Requirements Performance and Measurements

7.1. General Provisions

The purpose of this section is to establish performance standards and measurements for the natural gas industry in Ontario.

7.2. Identifying Service Quality Requirements

A gas distributor must observe and track its performance with respect to the following list of service quality requirements:

- a) Telephone Answering Performance;
- b) Billing Performance;
- c) Meter Reading Performance;
- d) Service Appointment Response Times;
- e) Gas Emergency Response;
- f) Customer Complaint (Written) Response; and,
- g) Disconnection/Reconnection.

7.3. Definitions and Performance Measurements

7.3.1. Telephone Answering Performance

Telephone Answering Performance is a service quality indicator that is based on a centralized facility established or outsourced to handle calls and other inquiries from customers. The measurement of this requirement will include the following categories of calls: billing; collections; emergencies; and meter appointments.

Data for the call answer performance measures shall be obtained by monitoring calls on the distributors' telephone systems including the Interactive Voice Response (IVR) system.

7.3.1.1. Call Answering Service Level

The percentage of all calls to the general inquiry phone number, including IVR calls, that are answered within 30 seconds. This measure will track the percentage of attempted calls that are satisfied within the IVR or successfully reach a live operator within 30 seconds of reaching the distributor's general inquiry number. The operator must be ready to accept calls and to provide information.

This measurement will be calculated as follows:

$$\frac{\text{Number of calls reaching a distributor's general inquiry number answered within 30 seconds}}{\text{Number of calls received by a distributor's general inquiry number}}$$

The yearly performance standard for the Call Answering Service Level shall be 75% with a minimum monthly standard of 40%.

7.3.1.2. Abandon Rate

The abandon rate means the percentage of callers who hang up while waiting for a live operator. This measure will track the percentage of callers that hang up before they reach a live operator. This measurement will be calculated as follows:

$$\frac{\text{Number of calls abandoned while waiting for a live agent}}{\text{Total number of calls requesting to speak to a live agent}}$$

The performance for this standard shall not exceed 10% on a yearly basis.

7.3.2. Billing Performance

The billing performance standard is a quality assurance standard. The standard requires gas distributors to have a verifiable quality assurance program in place. No specific metric is attached to this requirement.

7.3.2.1. Audits

Distributors must audit their billing data for accuracy. Manual checks must be done to validate data when meter reads fall outside criteria, as set out in the quality assurance program, for excessively high or low usage. In addition, the quality assurance program must include random audits of data quality and billing accuracy.

7.3.3. Meter Reading Performance

A distributor may choose to estimate the meter read for various reasons which may include limited access (e.g., a customer has an inside meter or the access to the meter

is restricted) and the expense of actual meter reads. It is cost prohibitive to get actual meter reads each month. As a result, the following measurement is put in place to set out the minimum requirements for meter reads.

7.3.3.1. Meter Reading Performance Measurement

The meter reading performance measurement requirement will measure the percentage of meters with no read for four consecutive months. Callers who call in their meter reads will be considered to have had their meters read. The measurement will be calculated as follows:

$$\frac{\text{Number of meters with no read for 4 consecutive months or more}}{\text{Total number of active meters to be read}}$$

This measurement shall not exceed 0.5% on a yearly basis.

7.3.4. Service Appointment Response Time

A distributor will ensure that appointment times are scheduled and, if requested, a customer shall be given an appointment time with a four hour window (i.e., morning, afternoon, or evening). This measurement will track the accuracy of response to these appointment times. Only the appointments that require the customer's presence will be included in this measurement.

7.3.4.1. Appointments Met Within the Designated Time Period

This measurement will identify the percentage of appointments, including meter related or other customer related work, that are met within their 4 hour scheduled time/date as arranged with the customer. This includes appointments for installations, meter reads and reconnection appointments (not including those due to non-payment). This measurement will be calculated as follows:

$$\frac{\text{Number of appointments met within the 4 hour scheduled time/date}}{\text{Total number of appointments scheduled in the reporting month}}$$

The minimum performance standard for this measurement shall be 85% averaged over a year.

7.3.4.2. Time to Reschedule a Missed Appointment

This measurement tracks the time taken to contact the consumer to offer to reschedule a missed appointment. This includes appointments for meter related customer requests or other customer requested work such as installations, meter reads and reconnection appointments not due to non-payment. At minimum, the distributor must contact the customer to reschedule the work within 2 hours of the end of the original appointment time.

The minimum performance standard shall be that 100% of affected customers will receive a call offering to reschedule work within 2 hours of the end of the original appointment time.

7.3.5. Gas Emergency Response

Gas Emergency Response is defined as the speed and effectiveness of response to gas escapes and other emergencies in order to alleviate the consequences of detrimental effects. Note that distributors are secondary responders; the primary response to emergencies is provided by the 911 Emergency Response service.

See Schedule A for a more detailed description of natural gas emergencies. The list will include:

- Aerial Patrol
- Asphyxiation or Injury
- Blowing Gas
- Carbon Monoxide
- Emergency Provider Assistance
- Evacuation
- Fire or Explosion
- Flooding
- Iced Over Regulators
- Low or High Pressure
- Main Service Damage
- Natural Gas/Methane Detector Alarming
- Other Combustibles
- Outdoor Gas Leak/Odour
- Steam
- Strong Indoor Odour*

* Note: this category includes any indoor odour (even slight) which will be considered an emergency in a Care or Detention Centre (such as hospitals, day care centres, nursing homes, homes for senior citizens,, permanent correctional facilities, permanent psychiatric institutions, and schools).

7.3.5.1. Percentage of Emergency Calls Responded to Within One Hour

This measurement will track the average response time to emergencies such as gas leaks, damages and other high priority situations. The response time is calculated from the time the caller reaches a live representative from the distribution company to the time the gas representative arrives on site. The measurement shall be calculated as follows:

$$\frac{\text{Number of emergency calls responded to within 60 minutes}}{\text{Total number of emergency calls in the year}}$$

The minimum performance standard shall be that 90% of customers have received a response within 60 minutes of their call reaching a live person. The standard shall be calculated on an annual basis.

7.3.5.2. Documentation of Emergency Response

In order to meet the Service Quality Performance Requirements, Distributors must document emergency procedures for each type of emergency event to ensure that responders to emergencies follow the Distributor's approved emergency procedures.

7.3.6. Customer Complaint Written Response

This measurement will ensure that a customer's complaint is responded to in a timely and effective manner. A complaint is a written expression of grievance or dissatisfaction from a customer about a decision, action taken, or failure to act by the distributor that is received as a written complaint to the distributor (i.e., by letter or email).

7.3.6.1. Number of Days to Provide a Written Response

The distributor will send a substantive written response to a customer grievance within 10 days of receiving the written complaint. If the grievance needs to be investigated further and more time is required to fully respond to the complaint, an interim response will be sent until a final response can be sent. A substantive response is a response that addresses the issues raised by the complainant. If the customer wishes to have a verbal response instead of a written one, it will not be counted in this measurement. The measurement shall be calculated as follows:

$$\frac{\text{Number of complaints requiring a written response responded to within 10 days}}{\text{Number of complaints requiring a written response}}$$

The minimum performance standard shall be that 80% of customers will receive a written response in 10 days of the distributor receiving the complaint.

7.3.7. Reconnection Response Time

The purpose of this measurement is to track the number of days required to reconnect a customer due to a disconnection for non-payment.

7.3.7.1. Number of Days to Reconnect a Customer

Once the customer is in good standing as a result of a payment made, the reconnection should be made within 2 business days. This measurement shall be calculated as follows:

$$\frac{\text{Number of reconnections completed within 2 business days}}{\text{Total number of reconnections completed}}$$

The minimum performance standard shall be that 85% of customers are reconnected within 2 business days of bringing their accounts into good standing. This will be tracked on a monthly basis.

7.4. Coming into Force

Section 1.1.1. as amended and section 7 of the GDAR will come into force on January 1, 2007.

Schedule A

Description of Type of Emergencies

Aerial Patrol

- Reports from aerial patrol contractor that someone is or may be excavating near a high priority line.

Asphyxiation or Injury

- A call from any source where a person has been injured, overcome, or is nauseated, and gas fumes are suspected.

Blowing Gas

- Any reports of blowing gas. Reports of a pinched off line shall be treated the same as blowing gas.

Carbon Monoxide

- CO symptoms are identified and an emergency provider (such as Fire or Police Department) call the gas distributor for assistance.

Emergency Provider Assistance

- Any calls from emergency providers requesting immediate assistance (Fire or Police Department etc.).

Evacuation

- Any time a building has been evacuated because of a known or unknown strong odour.

Fire or explosion

- Call received from any source for a fire or explosion.

Flooding

- Shut off meters for flooding (priority could change based on local management input).

Iced Over Regulators (Whether Pressure is Affected or Not)

- Reports of iced over regulators.

Low or High Pressure

- Reports of pilot or main burner flames being larger than normal.

- Reports from a contractor or customer that a regulator malfunction has created an unsafe condition.

Main/Service Damage

- Hit line and no blowing gas (includes third party reports of damaged coatings).

Natural Gas/Methane Detector Alarming

- A natural gas/methane detector is alarming.

Other Combustibles

- Calls regarding a leakage or spill of another combustible (conference call with the Fire Department to ensure they are dispatched as well).

Outdoor Gas Leak/Odour

- Strong odour or sound of gas escaping outside.
- Any outdoor odour where the source is unknown.
- Any "A" leaks called in by leak surveyors (company or contractor).

Steam

- A water heater or boiler is overheating and steam is escaping from taps and/or a relief valve.

Strong Indoor Odour

- Strong odour or sound of gas escaping inside a building.
- Any odour (even slight) at a Care or Detention Centre*.

* Care or Detention Centre include hospitals, day care centres, nursing homes, senior citizen's homes, permanent correctional facilities, permanent psychiatric institutions, and schools.

Appendix L

**Ontario Energy
Board**
P.O. Box 2319
27th. Floor
2300 Yonge Street
Toronto ON M4P 1E4

**Commission de l'Énergie
de l'Ontario**
C.P. 2319
27e étage
2300, rue Yonge
Toronto ON M4P 1E4



March 22, 2007

TO: ENBRIDGE GAS DISTRIBUTION INC.
Richard Campbell
NATURAL RESOURCE GAS LIMITED
Steve Millar
UNION GAS LIMITED
Connie Burns

RE: Reporting of Service Quality Requirements (SQR)

The Natural Gas Reporting and Record Keeping Requirements (RRR) Rule for Gas Utilities was approved by the Board on December 22, 2004. Section 2.1.9 requires gas utilities to provide the Board their annual filings for Service Quality Indicators by the last day of the fourth month after the utility's financial year end. In its letter of March 30, 2006, the Board outlined the annual filing process. The letter noted that the reporting and filing processes for Section 2.1.9 would be determined at a later date.

On March 27, 2006, the Gas Distribution Access Rule (GDAR) was amended to establish the Service Quality Requirements (SQR) for the natural gas distributors. The SQRs are found in Chapter 7 of the GDAR and Chapter 7 came into force on January 1, 2007 (Section 1.4.5).

On January 29, 2007, we provided your group a draft of the templates for gathering SQR data required under Section 2.1.9 of the Gas RRR Rule. We have adjusted the draft templates in response to comments received. The finalized SQR templates are attached in PDF format. See Appendix A. We are using these templates to develop the web-based filing tool for your use in time to meet the first annual filing due date in early 2008. In the meantime, it is our belief that, by having these templates at this time, it will facilitate your collection of the required data.

Note that the first RRR annual filing for the SQR data to be submitted to the Board will be due on April 30, 2008 for gas utilities with December 31 financial year and on January 31, 2008 for gas utilities with September 30 financial year end.

If you have any questions, please contact Bendimia Castellanes at 416 440-8130.

Yours truly,

Original Signed by

William G. Cowan
Chief Regulatory Auditor

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

APPENDIX A

S.2.1.9 SERVICE QUALITY REQUIREMENTS (SQR) FORM

S.2.1.9.A – TELEPHONE ANSWERING PERFORMANCE

S.2.1.9.A.1 Call Answering Service Level (CASL)

Measurement Calculation: CASL = Number of calls reaching a distributor's general inquiry number answered within 30 seconds divided by the number of calls received by a distributor's general inquiry number (CASL should be rounded to the first decimal number, e.g. 74.45% becomes 74.5%)

OEB Approved Standard: Yearly performance shall be 75% with a minimum monthly standard of 40%.

INSTRUCTION:

Please complete the information required in columns 1, 2 and 3 and refer to the Gas Distribution Access Rule (GDAR) S.7.3.1.1 when completing this form.

Month	Number of Calls Reaching a Distributor's General Inquiry Number Answered Within 30 Seconds (1)	Number of Calls Received by a Distributor's General Inquiry Number (2)	Call Answering Service Level (%) (3 = 1/2*100)
Oct.*			
Nov.*			
Dec.*			
Jan.* ++			
Feb.* ++			

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

Month	Number of Calls Reaching a Distributor's General Inquiry Number Answered Within 30 Seconds (1)	Number of Calls Received by a Distributor's General Inquiry Number (2)	Call Answering Service Level (%) (3 = 1/ 2*100)
Mar.* ++			
Apr.* ++			
May* ++			
Jun.* ++			
Jul.* ++			
Aug.* ++			
Sept.* ++			
Oct. ++			
Nov. ++			
Dec. ++			
TOTAL			
	SUM OF COLUMN (1)	SUM OF COLUMN (2)	SUM OF COL.(1) /SUM OF COL.(2)*100

*For entities with September 30th year end

++For entities with December 31st year end

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

S.2.1.9 SERVICE QUALITY REQUIREMENTS (SQR) FORM

S.2.1.9.A – TELEPHONE ANSWERING PERFORMANCE

S.2.1.9.A.2 Abandon Rate (AR)

Measurement Calculation: AR = Number of calls abandoned while waiting for a live agent divided by the total number of calls requesting to speak to a live agent. (AR should be rounded to the first decimal number, e.g. 8.55% becomes 8.6%)

OEB Approved Standard: Performance shall not exceed 10% on a yearly basis.

INSTRUCTION:

Please complete the information required in columns 1, 2 and 3 and refer to the Gas Distribution Access Rule (GDAR) S.7.3.1.2 when completing this form.

Month	Number of Calls Abandoned While Waiting For A Live Agent (1)	Total Number of Calls Requesting To Speak To A Live Agent (2)	Abandon Rate (%) (3 = 1/ 2*100)
Oct.*			
Nov.*			
Dec.*			
Jan.* ++			
Feb.* ++			
Mar.* ++			
Apr.* ++			
May* ++			

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

Month	Number of Calls Abandoned While Waiting For A Live Agent (1)	Total Number of Calls Requesting To Speak To A Live Agent (2)	Abandon Rate (%) (3 = 1/ 2*100)
Jun.* ++			
Jul.* ++			
Aug.* ++			
Sept.* ++			
Oct. ++			
Nov. ++			
Dec. ++			
TOTAL			
	SUM OF COLUMN (1)	SUM OF COLUMN (2)	SUM OF COL.(1) /SUM OF COL.(2)*100

*For entities with September 30th year end

++For entities with December 31st year end

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

S.2.1.9.B – BILLING PERFORMANCE

S.2.1.9.B.1 AUDITS

INSTRUCTION:

The utility is required to have a verifiable Quality Assurance Program (“QAP”) in place. Manual checks must be done to validate billing data when meter reads fall outside criteria (as set by the QAP) for excessively high or low usage.

- a. Please mail or courier your company’s current QAP to the address below and referring to S.7.3.2.1 of GDAR and S.2.1.9 B.1 of the SQR.

Office of the Chief Regulatory Auditor
 Ontario Energy Board
 P.O. Box 2319
 2300 Yonge St., 27th Flr.
 Toronto, Ontario
 M4P 1E4

- b. State when letter a) was mailed or couriered: _____ (mm-dd-yyyy)
 c. Does the QAP include random audits of data quality and billing accuracy? Yes_____ No_____
 d. Does the QAP include criteria to validate data when meter reads are excessively high or low? Yes_____ No_____
 e. In **TABLE A**, please list the criteria.
 f. Please fill in columns 1 to 6 of **TABLE B**.

TABLE A

NUMBER	CRITERIA
1	
Add A Line	



Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

TABLE B

Month	Total Number of Billings	Total Number of Manual Checks Done as per QAP	Total Number of Manual Checks Done When Meter Reads Show Excessively High Usage as per QAP Criteria	Brief Explanation for Excessively High Usage (In 100 Words or less)	Total Number of Manual Checks Done When Meter Reads Show Excessively Low Usage as per QAP Criteria	Brief Explanation for Excessively Low Usage (In 100 Words or less)
	(1)	(2)	(3)	(4)	(5)	(6)
Oct.*						
Nov.*						
Dec.*						
Jan.* ++						
Feb.* ++						
Mar.* ++						
Apr.* ++						
May* ++						
Jun.* ++						
Jul.* ++						
Aug.* ++						
Sept.* ++						
Oct. ++						
Nov. ++						
Dec. ++						
TOTAL						

*For entities with September 30th year end

++For entities with December 31st year end

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

S.2.1.9 SERVICE QUALITY REQUIREMENTS (SQR) FORM

S.2.1.9.C – METER READING PERFORMANCE

S.2.1.9.C.1 Meter Reading Performance Measurement (MRPM)

Measurement Calculation: $MRPM = \frac{\text{Number of meters with no read for 4 consecutive months or more}}{\text{Total number of active meters to be read}}$ (MRPM should be rounded to the first decimal number, e.g. 0.45% becomes 0.5%).

OEB Approved Standard: Measurement shall not exceed 0.5% on a yearly basis.

INSTRUCTION:

Please complete the information required in columns 1, 2, and 3 and refer to the Gas Distribution Access Rule (GDAR) S.7.3.3.1 when completing this form.

Month	Number of Meters with No Read for Consecutive 4 Months or More (1)	Total Number of Active Meters to be Read (2)	Meter Reading Performance Measurement (%) (3 = 1/2*100)
Oct.*			
Nov.*			
Dec.*			
Jan.* ++			
Feb.* ++			
Mar.* ++			
Apr.* ++			
May* ++			
Jun.* ++			



Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

Month	Number of Meters with No Read for Consecutive 4 Months or More (1)	Total Number of Active Meters to be Read (2)	Meter Reading Performance Measurement (%) (3 = 1/ 2*100)
Jul.* ++			
Aug.* ++			
Sept.* ++			
Oct. ++			
Nov. ++			
Dec. ++			
TOTAL			
	SUM OF COLUMN (1)	SUM OF COLUMN (2)	SUM OF COL.(1) /SUM OF COL.(2)*100

*For entities with September 30th year end

++For entities with December 31st year end

S.2.1.9 SERVICE QUALITY REQUIREMENTS (SQR) FORM

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

S.2.1.9.D – SERVICE APPOINTMENT RESPONSE TIME

S.2.1.9.D.1 Appointments Met Within the Designated Time Period (AMWDTP)

Measurement Calculation: AMWDTP = Number of appointments met within the 4 hour time on the scheduled date divided by the total number of appointments scheduled in the reporting month (AMWDTP should be rounded to the first decimal number, e.g. 84.45% becomes 84.5%).

Note: This includes appointments for installation, meter reads and reconnection appointments, not including those due to non-payment. Only appointments that require the customer's presence are to be included in the measurement.

OEB Approved Standard: Minimum Performance Standard shall be 85% averaged over a year

INSTRUCTION:

Please complete the information required in columns 1, 2 and 3 and refer to the Gas Distribution Access Rule (GDAR) S.7.3.4.1 when completing this form.

Month	Number of Appointments Met Within the 4-Hour Scheduled Time/ Date (1)	Number of Appointments Scheduled in the Reporting Month (2)	Appointments Met Within the Designated Time Period (%) (3 = 1/ 2*100)
Oct.*			
Nov.*			
Dec.*			
Jan.* ++			
Feb.* ++			
Mar.* ++			
Apr.* ++			



Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

Month	Number of Appointments Met Within the 4-Hour Scheduled Time/ Date (1)	Number of Appointments Scheduled in the Reporting Month (2)	Appointments Met Within the Designated Time Period (%) (3 = 1/ 2*100)
May* ++			
Jun.* ++			
Jul.* ++			
Aug.* ++			
Sept.* ++			
Oct. ++			
Nov. ++			
Dec. ++			
TOTAL			
	SUM OF COLUMN (1)	SUM OF COLUMN (2)	SUM OF COL.(1) /SUM OF COL.(2)*100

*For entities with September 30th year end

++For entities with December 31st year end

S.2.1.9 SERVICE QUALITY REQUIREMENTS (SQR) FORM

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

S.2.1.9.D – SERVICE APPOINTMENT RESPONSE TIME

S.2.1.9.D.2 Time To Reschedule a Missed Appointment (TRMA)

TRMA – this measurement tracks the time taken by the utility to contact the consumer to offer to reschedule a missed appointment. This includes appointments for meter related customer requests or other customer requested work such as installations, meter reads, and reconnection appointments **not due to non-payment**. At minimum, the distributor must contact the customer to reschedule the work within 2 hours of the end of the original appointment.

OEB Approved Standard: Minimum Performance Standard shall be that 100% of affected customers will receive a call from the utility offering to reschedule work within 2 hours of the end of the original appointment time.

INSTRUCTION:

Please complete the information required in columns 1, 2, 3, 4, 5, and 6 and refer to the Gas Distribution Access Rule (GDAR) S.7.3.4.2 when completing this form. Columns 3 and 6 percentages should be calculated up to one decimal number, e.g. 99.45% become 99.5 %.

Month	Total Number of Customer Appointments Missed (1)	Total Number of Customers Who Did <u>Not</u> Receive A Call offering to Reschedule Within 2 Hrs. of the End of the Original Appointment Time Missed (2)	Brief Explanation of the Reasons Customers Did <u>Not</u> Receive A Call Within the Time Limit (In 50 Words) (3)	Percent age of Col. (4) to Col. (1) - % (4)
Oct.*				
Nov.*				
Dec.*				
Jan.* ++				
Feb .* ++				



Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

Month	Total Number of Customer Appointments Missed (1)	Total Number of Customers Who Did <u>Not</u> Receive A Call offering to Reschedule Within 2 Hrs. of the End of the Original Appointment Time Missed (2)	Brief Explanation of the Reasons Customers Did <u>Not</u> Receive A Call Within the Time Limit (In 50 Words) (3)	Percent age of Col. (4) to Col. (1) - % (4)
Mar.* ++				
Apr.* ++				
May* ++				
Jun.* ++				
Jul.* ++				
Aug.* ++				
Sept.* ++				
Oct. ++				
Nov. ++				
Dec. ++				
TOTAL				
	Sum of Column (1)	Sum of Column (4)		Sum of Col. (4)/Sum of Col. (1)*100

*For entities with September 30th year end

++For entities with December 31st year end

S.2.1.9 SERVICE QUALITY REQUIREMENTS (SQR) FORM

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

S.2.1.9.E – GAS EMERGENCY RESPONSE

S.2.1.9.E.1 Percentage of Emergency Calls Responded Within One Hour (ECRWOH)

Measurement Calculation: ECRWOH = Number of emergency calls responded to within 60 minutes divided by the total number of emergency calls received (ECRWOH should be rounded to the first decimal number, e.g. 89.45% become 89.5%).

OEB Approved Standard: Measurement shall be that 90% of customers have received responses within 60 minutes of their call reaching a live person calculated on an annual basis.

INSTRUCTION:

Please complete the information required in columns 1, 2, and 3 and refer to the Gas Distribution Access Rule (GDAR) S.7.3.5.1 when completing this form.

Month	Number of Emergency Calls Responded To Within 60 Minutes	Total Number of Emergency Calls Received	Percentage of Emergency Calls Responded Within 60 Minutes (%)
	(1)	(2)	(3 = 1/ 2*100)
Oct.*			
Nov.*			
Dec.*			
Jan.* ++			
Feb.* ++			
Mar.* ++			
Apr.* ++			
May* ++			



Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

Month	Number of Emergency Calls Responded To Within 60 Minutes	Total Number of Emergency Calls Received	Percentage of Emergency Calls Responded Within 60 Minutes (%)
	(1)	(2)	(3 = 1/ 2*100)
Jun.* ++			
Jul.* ++			
Aug.* ++			
Sept.* ++			
Oct. ++			
Nov. ++			
Dec. ++			
TOTAL			
	SUM OF COLUMN (1)	SUM OF COLUMN (2)	SUM OF COL.(1) /SUM OF COL. (2)*100

*For entities with September 30th year end

++For entities with December 31st year end

S.2.1.9 SERVICE QUALITY REQUIREMENTS (SQR) FORM

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

S.2.1.9.E.2 Documentation of Emergency Response

INSTRUCTIONS:

1. Please mail a copy of the documented Emergency Procedures to the address below:

Office of the Chief Regulatory Auditor
 Ontario Energy Board
 P.O. Box 2319
 2300 Yonge St., 27th Flr.
 Toronto, Ontario
 M4P 1E4

2. Please ensure that the Emergency Procedures address each type of emergency event listed in Schedule A.
3. Please respond below:
 - a. Did you mail a copy of the Emergency Procedures?
 Yes ____
 No ____
 - b. If yes, state the date ____ (mm-dd-yyyy)

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

S.2.1.9 SERVICE QUALITY REQUIREMENTS (SQR) FORM

S.2.1.9.F – CUSTOMER COMPLAINT WRITTEN RESPONSE

S.2.1.9.F.1 Number of Days To Provide A Written Response (NDPAWR)

Measurement Calculation: NDPAWR = Number of complaints requiring a written response responded to within 10 days divided by the total number of complaints requiring a written response (NDPAWR should be rounded to the first decimal number, e.g. 79.45% becomes 79.5%).

OEB Approved Minimum Standard: Measurement shall be that 80% of customers have received written responses in 10 days of the distributor receiving the complaint.

INSTRUCTION:

Please complete the information required in columns 1, 2, and 3 and refer to the Gas Distribution Access Rule (GDAR) S.7.3.6.1 when completing this form.

Month	Number of Complaints Requiring a Written Response Responded To Within 10 Days (1)	Number of Complaints Requiring a Written Response (2)	NDPAWR Percentage (%) (3 = 1/ 2*100)
Oct.*			
Nov.*			
Dec.*			
Jan.* ++			
Feb.* ++			
Mar.* ++			

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

Month	Number of Complaints Requiring a Written Response Responded To Within 10 Days (1)	Number of Complaints Requiring a Written Response (2)	NDPAWR Percentage (%) (3 = 1/ 2*100)
Apr.* ++			
May* ++			
Jun.* ++			
Jul.* ++			
Aug.* ++			
Sept.* ++			
Oct. ++			
Nov. ++			
Dec. ++			
TOTAL			
	SUM OF COLUMN (1)	SUM OF COLUMN (2)	SUM OF COL.(1) /SUM OF COL. (2)*100

***For entities with September 30th year end**
++For entities with December 31st year end

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

S.2.1.9 SERVICE QUALITY REQUIREMENTS (SQR) FORM

S.2.1.9.G – RECONNECTION RESPONSE TIME

S.2.1.9.F.1 NUMBER OF DAYS TO RECONNECT A CUSTOMER (NDTRAC)

Measurement Calculation: NDTRAC = Number of reconnections completed within 2 business days divided by the total number of reconnections completed (NDTRAC should be rounded to the first decimal number, e.g. 84.45% becomes 84.5%).

OEB Approved Minimum Standard: Measurement shall be that 85% of customers are reconnected within 2 business days of bringing their accounts into good standing and will be tracked on a monthly basis.

INSTRUCTION:

Please complete the information required in columns 1, 2 and 3 and refer to the Gas Distribution Access Rule (GDAR) S.7.3.7.1 when completing this form.

Month	Number of Reconnections Completed Within 2 Business Days (1)	Total Number of Reconnections Completed (2)	Number of Days to Reconnect a Customer Percentage (%) (3 = 1/ 2*100)
Oct.*			
Nov.*			
Dec.*			
Jan.* ++			
Feb.* ++			
Mar.* ++			
Apr.* ++			
May* ++			

Organization			
Date Submitted		Prepared By	
Filing Period		E-Mail	
Filing Due Date		Telephone	

Month	Number of Reconnections Completed Within 2 Business Days (1)	Total Number of Reconnections Completed (2)	Number of Days to Reconnect a Customer Percentage (%) (3 = 1/ 2*100)
Jun.* ++			
Jul.* ++			
Aug.* ++			
Sept.* ++			
Oct. ++			
Nov. ++			
Dec. ++			
TOTAL			
	SUM OF COLUMN (1)	SUM OF COLUMN (2)	SUM OF COL.(1) /SUM OF COL. (2)*100

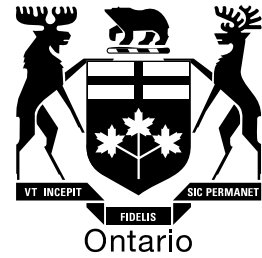
***For entities with September 30th year end**

++For entities with December 31st year end

Appendix M

Ontario Energy
Board

Commission de l'Énergie
de l'Ontario



EB-2005-0494

Minimum Filing Requirements for Natural Gas Distribution Cost of Service Applications

November 30, 2005

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Introduction

The Ontario Energy Board's report from the Natural Gas Forum outlines proposals for change to the regulatory framework for the natural gas sector and lays the groundwork for improved efficiency and effectiveness. As part of the findings of the report, the Board committed to review the gas utility filing guidelines for the rate hearing process. These minimum filing requirements are to be used for filing a cost of service application for 2007 rates. The rates developed will form the basis for incentive rates to be applied in 2008 and beyond. Utilities are advised that if any significant element of these minimum filing requirements is not included in the filing, the application will be deemed incomplete and will not be processed until completed.

As part of 2007 Cost of Service filing, the Board urges utilities to minimize the issues that require a policy review and where possible to minimize proposals to alter previously approved methodologies.

Secondly, the applicant must include a detailed variance analysis between the Test Year and Bridge Year and the last Board Approved Year. The variance analysis should also be made between the test year and the last year for which actual costs are available. This analysis must explain the reasons for the variance, the drivers of the variance and the contribution of each towards the total year over year variance.

Thirdly, the Board's minimum filing requirements have been designed in a manner to try to isolate the delivery related sufficiency/deficiency separate and apart from the commodity related sufficiency/deficiency. In keeping with that, utilities should provide revenue sufficiency or deficiency calculations net of gas commodity price changes captured in the QRAM.

Finally, the Board remains cognizant of the large number of interrogatories (IRs) that the existing has process generated. The requirement of a large number of IRs suggests failure of the parties to have a common understanding of the information needs. The Board advises applicants to consider those commonly asked questions and include the information that is the subject of those questions in their initial filings.

Key Planning Parameters

The key planning parameters listed below form the basis of how the detailed requirements provided in this document should be interpreted. They are:

- Weather Normalized Data
- Compliance with Uniform System of Accounts
- GARP (Generally Accepted Regulatory Principles)
- Metric Units (also heat content conversion factors)
- Average of monthly averages valuation method for items in rate base and capital base
- Total Capitalization equates to Total Rate Base

- At a minimum there must be three years of data. The three years are defined as:
 Test Year = Forecast (Rate) Year
 Bridge Year = Current Year (Where applicable use Board Approved values)
 Historical Year = Previous Year (Board Approved and actual values)
- Multi-year data showing the Historical Actual, Historical Board Approved, Bridge Year and Test Year data must be presented on the same sheet for the summary/main schedules
- All calculation of revenue sufficiency/deficiency should be done based on proposed methodology, and the resultant impacts of the methodology change must also be provided
- Written Direct Evidence should be included before the data schedules
- The Board's minimum filing requirements have been designed in a manner to try to isolate the delivery related sufficiency/deficiency separate and apart from the commodity related sufficiency/deficiency. In keeping with that, utilities should provide revenue sufficiency or deficiency calculations net of gas commodity price changes captured in the QRAM.
- When filing, the commodity cost will be that available from the most recent Board approved QRAM, at the time of filing.
- Weather Normalization Methodology
- Revenue Deficiency/Sufficiency Calculations should exclude the cost of gas and commodity revenue.
- With respect to the claimed revenue sufficiency/deficiency, the applicant should provide a summary of the drivers of the test year sufficiency/deficiency, along with how much each driver contributes to it. Further, references to the data contained in the detailed schedules and tables should be provided so that parties can map the summary cost driver information to the evidence supporting it.
- If all revenue sufficiency/deficiency calculations are based on proposed methodology and if a summary of the drivers of the sufficiency/deficiency is provided as suggested above, then the impacts of the change in methodology should be provided on the overall sufficiency/deficiency and on the individual cost drivers contributing to it
- Applicant must file paper copies and electronic data and stakeholders having the option to choose either or both.
- A complete filing includes all documentation detailed in the Minimum Filing Requirement document.

Exhibit 1. Administrative Documents

The administrative documents indicated in this section provide the background and summary to the case as filed. There are three sections 1) Administration, 2) an overview of the filing and 3) the background financial information. The detailed requirements for each section are shown below.

Utilities should treat this as an administrative exhibit and exclude all other information from it, which deals with Volume & Revenue Forecast, Gas Supply evidence, Cost of Capital Summary, Rate Base Evidence and the O&M budget. These topics should be addressed in the relevant exhibits.

1. Administration

- Index
- Application
- List of specific approvals requested
- Draft issues list
- Procedural Orders/motions/correspondence
- Accounting Orders
- List of non-compliance with Uniform System of Accounts and reference to Accounting Orders
- Map of System or provide link to webpage
- List of Affiliate Transactions in Historic Year, Bridge Year and planned or anticipated during Test Year including shared services, subsidiaries and related party transactions – should include dollar amounts of transaction and basis on which amounts are determined
- Utility Organizational charts – down to manager level
- Corporate Organization Chart - include information to show the extent to which parent company is represented on utility company board and these reporting relationships between utility management and parent company officials.
- Planned changes in corporate or operational structure
- Status of Board Directives from previous Board Decisions and/or Orders
- Policies and Regulations of Company with respect to gas services and schedules of service charges
- Where there are changes in the Policies and Regulations of the Company with respect to Gas Services and Schedules of Service Charges, a list of the specific changes (from the last approved) should be provided.
- Corresponding C.V.'s with List of Witnesses

2. Overview

- Summary of Application (nature of request and typical customer impact by customer class)

- Budget Directives (Capital & Operating)
 - Budget Process
 - Flow charts of approval process
 - Correspondence regarding Budget levels – goals, strategies and guidelines
 - Economic assumptions used
- Changes in Methodology (Accounting, normalization etc.)
- Schedule of overall revenue sufficiency/deficiency (Weather Normalized)
- Numerical schedules showing causes of deficiency/sufficiency

3. **Finance**

- Financial Statements – Most recent financial statements
 - Utility
 - Parent Company
- Financial Statements – Utility Performance Statements for Bridge and Test Year
- Financial statements should be provided for the historical years (in the case of where more than 1 historical year is filed)
- Financial statements should be provided as soon as they are available. If the statements are not available at the time of filing the Utility should provide these as part of the update. Filing of annual report (actual) and Management's Discussion and Analysis (MD&A) satisfies the requirement to identify and describe the subsidiaries of the utility and the parent company - Unless company management believes that these documents do not provide the necessary information sought by the Board, then the Utility should identify the subsidiaries. If a reference to location on SEDAR or EDGAR is provided, then provide the URL (Web-page address) and one hard copy of each referenced document.
- To address the concern with the potentially significant variance between the Annual Reports/Audited Financial Reports and the utility's regulatory filings. The utilities file a reconciliation of the financial results in the Annual Reports/Audited Financial Reports with the regulatory financial results filed.
- All Subsidiaries of the applicant are to be identified (name, nature of business and capitalization of the subsidiary)
- Annual Reports or Audited Financial Statements (Historical) & Interim Reports (Bridge) for both the Utility and the Parent Company
- Parent Companies latest K-10 filing. (A k-10 report is an annual report required by the United States Securities and Exchange Commission each year. It is a comprehensive summary of a company's performance. Typically the K-10 contains much more detail than the annual report. It includes information such as company history, organizational structure, equity, holdings, earnings per share, subsidiaries, etc.)
- Rating Agency Report – Reports from DBRS and S&P.
- Prospectuses, information circulars etc. for planned and recent shares issues

Exhibit 2. Rate Base

This exhibit includes information on Rate Base, Capital Budgets, System Expansion, Transportation facilities and Storage Facilities. Items used in the computations or derived must include beginning and closing balances of the rate base, working capital, accumulated depreciation, and accumulated deferred income taxes, accumulated deferred income taxes, changes in working capital, accrued deferred earnings, and annual amortization of accrued deferred earnings. The information presented here should cover three areas: 1) List of Gross Assets, 2) Accumulated Depreciation, and 3) Allowance for Working Capital.

For each of these areas there will be some common statements required summarizing the rate base. The schedules for rate base should include Historic Board approved, Historic Actual, and Bridge and Test years. Additional required statements for 1 and 2 include:

Continuity Statements (Year-end - To include Interest during Construction & All overheads)

- Historical Actual to Bridge
- Bridge to Test Year

Variance Analysis

A written explanation is required for rate base related information when there is a variance greater than or equal to 10% or \$500,000.

- Historical Board Approved v/s Historical Actual
- Historical Actual v/s Bridge
- Bridge v/s Test Year

1. Gross Assets – Property Plant and Equipment

(Summary and Continuity statements must be provided)

- Breakdown by function (underground storage plant, distribution plant, general plant, other plant) for required statements and analysis
- Detailed breakdown by major plant account for each functionalized plant item for Historical Actual. Bridge and Test Year, For Test year each plant item should be accumulated by a written description.
- Customer Additions and System Expansion with PI values
- Average of Monthly Averages as has been provided should continue.

Capital Budget- Historic Year, Bridge Year & Test Year

- Capital Budget by project
 - Projects over \$500,000 listing related attachments, volumes and capital costs. Provide a detailed breakdown of starting dates and in-service dates; and for
 - Other Capital Expenditures by function (Reconcile above components to Total Capital Budget)
 - A written explanation of variances should be presented where the variance is greater than or equal to 10% or \$500,000
 - Applicant's capitalization policy and any changes to that policy should be presented as part of the capital budget evidence.

2. Accumulated Depreciation

Summary and Continuity statements must be provided for Historic, Bridge and Test years. Continuity statements should be reconcilable to calculated depreciation costs.

- Accumulated depreciation to gross assets

3. Allowance for Working Capital

Historic, Bridge Year & Test Year (except as otherwise noted) on a single schedule

- A. Inventory gas
 - Calculation of average of monthly averages (\$ and volume figures)
 - Dollar Values and Volumes of Gas in Storage by month
- B. Supplies and Materials
 - Calculation of average of monthly averages (\$)
- C. Prepaid Expenses
 - Calculation of average of monthly averages (\$)
- D. Miscellaneous Accounts Receivable
 - Calculation of average of monthly averages (\$)
- E. Working Cash Allowance (Test Year)
 - Particulars of calculation
- F. Security Deposits
 - Calculation of average of monthly averages (\$)

G. Other Items of Working Capital (itemized individually)

- Calculation of average of monthly averages (\$) if applicable

Exhibit 3. Operating Revenue

The volume and revenue forecast, the weather forecast methodology and the topics of storage & transportation and other sales activities are included here. Utilities must provide in detail the description of the methodology and the assumptions used. The information presented here should include (estimates must be presented excluding commodity revenues): 1) Throughput Revenue, 2) Transactional Services / Storage & Transportation, and 3) Other Revenue

1. Throughput Revenues

- Explanation of demand forecast and weather forecasting methodology
- Explanation of Weather Normalization methodology and how the normalization is done.
- All historical data should be weather normalized to the weather normal that was used for that particular year
- All historical data related to average use should be normalized to both the current test year weather normal and to the normal approved (or last approved) by the Board for the specific year.
- All weather data used to determine the weather forecasts should be presented in MS Excel spreadsheet format.
- Schedule of throughput details showing volumes, revenues, unit revenues and customer count by rate class. (Including T-Service, storage & load balancing) for:
 - Historical Actual
 - Historical Board Approved
 - Historical Actual – normalized
 - Bridge Year
 - Bridge – normalized
 - Test Year

Variance Analysis

- Historical Board Approved v/s Historical Actual- normalized
- Historical Actual- normalized v/s Bridge – normalized
- Bridge – normalized v/s Test Year
- For general service residential, commercial and industrial customers, normalized average consumption historic actual and forecasted, per customer for past 10 years and forecasted average consumption for the Test Year.
- Explanation of large volume (contract) customer throughput forecast for Test Year and comparison of 5-Years of forecast v/s actual normalized, to evaluate accuracy of previous forecast. If Contract customer demand is not weather sensitive, then there is no need to provide this information.
- Explanation of net change in general service and contract customers per rate class from last Board Approved and actual for Historical and Bridge years
- Customer Additions forecast for the test year

- All economic assumptions and their sources used in the preparation of the throughput revenues should be included in this section. (e.g. Housing Outlook & Forecasts, relative energy prices and other variables used in forecasting volumes).

2. Transactional Service/Storage and Transportation

- Present only 5-Years of actual data
- Gross Margin for 5-Years of actual data. The applicant should also present Board approved forecasts for these revenues and margin. (This information is required to assess the accuracy of any such forecasts as compared to actual results).

3. Other Revenues

- Details and breakout of Other Revenues & a description of each of the revenue sources should be provided.
- Comparison of Actual revenues to Board Approved for Historical and Bridge years
- Detailed calculation of Rate of return on non-core delivery activities – For example NGV

Exhibit 4. Operating Costs

The operating cost exhibit must include information that summarizes the total cost of service as proposed including 1) Operating & Maintenance and Other Costs, 2) Taxes, (including Income and Large Corporation Tax) 3) Status of Non-Gas Supply Deferral Accounts and Variance Accounts, and 4) Demand Side Management

1. Operating, Maintenance and Other Costs

The required statements for each of the components of this section include trend data for Operating costs (Board Approved v/s. Actual) by major item, excluding gas costs.

A. Operating & Maintenance

(Include Administration & General, Sales promotion & Customer Accounting)
Written Direct Evidence to give further details of the budgets

Required Statements for O & M:

Historical Actual

Historical Board Approved

Bridge Year

Test Year

- Breakdown of each on a departmental basis
- Breakdown of total Full Time Employees (FTE); total Part-Time Employees, Total Salaries & Wages, Salaries & Wages and Benefits charged to O&M
 - By employee type (i.e. management, analyst, non-unionized, and unionized)
 - Total compensation by group and average level per group
 - Incentive program
 - Status of pension funding and all assumptions used in the analysis
 (Employee benefit programs, including pensions, and costs charged to O&M should be detailed for the historical, bridge and test Years)

Variance Analysis:

Historical Board Approved v/s Historical Actual

Historical Actual v/s Bridge Year

Bridge Year v/s Test Year

A written explanation is required for operating cost related information when there is a variance greater than or equal to 5% or \$100,000.

B. Depreciation/Amortization/Depletion

- Depreciation Study – Only if depreciation rates are to change
- Details of provision for Depreciation, Amortization and Depletion by asset group for

Test Year and comparative data for Historic and Board Approved Bridge Year, including asset amount and rate of depreciation

C. Ontario Capital Taxes

(Actual costs versus forecast costs should be provided)

- Detailed Breakdown

D. Corporate Cost Allocation

- Detailed description of the assumptions underlying the allocation of these services
- Document the overall methodology and policy

E. Cost of Gas (Historical, Bridge and Test Years)

- Status of contracts, forecasts, cost of upstream and transportation costs
- Lost and Unaccounted for Gas
 - Forecast v/s Actual for 5 years
 - Methodology for Test Year Forecast
- Gas supply/demand balance sheet

2. Income Tax , Large Corporation Tax and Ontario Capital Taxes

- Detailed calculation (provincial and federal) including derivation of interest and CCA adjustments – Information of taxes should be provided for Historic, Bridge Year and Test Years.
- All reconciling items should have supporting schedules and calculations.

3. Demand Side Management

- DSM plan – if required
- Evaluation reports (Evaluation reports required are in relation to the clearance of SSM and LRAM deferral and variance accounts)
- Audit reports applicable to the clearance of SSM and LRAM deferral and variance accounts also be filed.
- Shared Savings Mechanism and Lost Revenue Adjustment Mechanism

Exhibit 5. Deferral and Variance Accounts

1. Status of Gas Supply and Non-Gas Supply Related Deferral and Variance Accounts

- List and provide a brief description of all outstanding Deferral and Variance accounts
- List and brief description of new proposed accounts for the Test Year
- Balance and detailed method of recovery of existing accounts proposed to be cleared as part of the main rates case including bill impacts and rate design implications.

Exhibit 6. Cost of Capital and Rate of Return

If the applicant is proposing any changes to its Board Approved capital structure then the utility should provide a detailed filing supporting that change.

1. Capital Structure – Amounts & Ratios

The elements of the capital structure required are shown below and must be detailed with the required schedules of 1) Historical Year Board Approved, 2) Historical Year Actual, 3) Bridge Year, and 4) Test Year:

- Long-Term Debt
- Short-Term/Unfunded Debt (to equate total capitalization with rate base)
- Preference Shares
- Common equity

Justification for proposed capital structure is required. Explanation of changes including:

- Non-scheduled retirement of debt or preference shares and buy back of common shares
- Long-Term Debt, preference shares and common shares offering

2. Component Costs

Historic Year, Bridge Year & Test Year

- Calculation of cost of each item from Test Year
- Justification of forecast costs by item including key economic assumptions
- Profit or loss on redemption of debt and or preference shares
- Consensus Forecasts – Utilities must provide the latest interest rate forecast based on a selection of forecasters that are common to the utilities, e.g., the major banks and the Bank of Canada.

3. Calculation of Return on Equity – Per Board Draft Guidelines -1997

- Refer Board Draft Guidelines on calculating Return of Equity

Exhibit 7. Revenue Sufficiency/Deficiency

This exhibit should include the following:

- Determination of Net Utility Income
- Statement of Rate Base
- Actual utility return on rate base
- Indicated Rate of Return
- Requested Rate of Return
- Deficiency or Sufficiency in Revenue
- Gross Deficiency or Sufficiency in Revenues

Exhibit 8. Cost Allocation

A cost of service application must include a description for the test year of the proposed cost allocation methodology, schedules showing the step by step cost allocation methodology, revenue to cost ratio, a comparison of previous Board Approved ratios and proposed Test Year ratios and schedules that clearly show the allocation of revenue sufficiency/deficiency. With each proposed cost allocation change, the utility is required to set out, the financial impact of the change.

1. Cost Allocation Study

- Proposed Method
 - A. Functionalization
 - rate base
 - cost
 - B. Classification
 - rate base
 - cost
 - C. Allocation
 - rate base
 - cost
 - D. Summary of current methodology, changes, rationale, and resulting impact for A, B and C and an explanation of the factors employed in A, B and C

Exhibit 9. Rate Design

The Rate Design Exhibit, in addition to the existing schedules must show the revenue deficiency recovery, a summary of proposed changes to rates, proposed volume and revenue recovery, changes to the rate handbook and detailed annual bill impacts.

1. Existing Rate Schedules

2. Proposed Rate Schedules

- Proposed Rate and Revenue Adjustments
- Detailed calculations of revenue per rate class under current rates and proposed rates by customer class.
- Detailed reconciliation of rate class revenue and other revenue to total revenue requirement (i.e. breakout volumes, rates and revenues by rate blocks, seasons, zones etc.)
- Calculation of differences between revenue allocated cost under current rates and proposed rates by customer class
- Explanation and application of non-cost factors to rate design
- Revenue/Cost Ratios for Historic Year, Bridge Year and Test Year
- Impact of changes on representative samples of end-users, i.e. volume, % rate change, revenue.
- Explanation of proposed changes to terms and conditions of service and rationale behind those changes.

Appendix N



REGIONAL MUNICIPALITY OF WATERLOO

OFFICE OF THE REGIONAL CHAIR
Ken Seiling

150 Frederick Street, Kitchener, Ontario N2G 4J3
Telephone: (519) 575-4585
Fax: (519) 575-4440
e-mail: sken@region.waterloo.on.ca

May 5, 2006

Howard Weston, Chair
John Zych, Secretary
Ontario Energy Board
PO Box 2319
2300 Yonge Street
Toronto, Ontario M4P 1E4

Dear Sirs,

I am aware that from time to time, Union Gas appears before the Ontario Energy Board to seek adjudication on various regulatory matters. Although I do not propose to comment on any of these issues, I thought it appropriate to write regarding their role in our community. I was reminded of this the other day when I attended the Skills Canada competitions held in Waterloo. Union Gas has become a major sponsor of this event which seeks to promote and enhance skills training, something critical to the success of Ontario and Canada.

Union Gas has always played a major role in our Region. In my position I attend many, many functions across all of our municipalities where groups and agencies are seeking to raise funds or stage events to better serve our community. Union Gas is there for many of them, giving support in a variety of ways to ensure the success of the event. Not only is their contribution either financial or material, it is often in human form as Union Gas staff are active in community groups and organizations.

We here at the Region also appreciate the co-operative spirit that our staff encounters when working with Union Gas. Given the growth and expansion of our community, building infrastructure requires that we all work well together and that is certainly the case here in Waterloo Region. Emergency planning, a responsibility of the Region, is also made easier by the great co-operation we receive.

We are fortunate that Union Gas is such a good partner here in Waterloo Region and I wanted to pass this observation along to you in the event that the question is ever raised in your dealings with them.

Yours sincerely,

Ken Seiling
Regional Chair

c ✓ Frank Varga, Union Gas
Murray Costello, Union Gas



GREATER KITCHENER WATERLOO
Chamber of Commerce

September 26, 2006

Howard Wetston, Chair
John Zych, Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
27th Floor
Toronto, Ontario M4P 1E4

Dear Sirs:

On behalf of the Greater Kitchener Waterloo Chamber of Commerce I would like to take this opportunity to comment on both the level of commitment and active involvement that Union Gas provides to our community.

In my position as President of the Kitchener Waterloo Chamber of Commerce, I have the opportunity to attend many functions related to both Chamber activities and the community at large. It seems that regardless of the event Union Gas consistently has a significant presence – be that in sponsorship funding or actual employee volunteer participation. Over the years Union Gas has proven to be an organization very much committed to the communities they serve. Outside of their Chamber activities, examples of Union Gas support including- but are likely not limited to – United Way, Junior Achievement, Leadership Waterloo, Regional Santa Claus Parades, Regional Food Banks, Skills Ontario and the 10,000 Trees environmental reforestation project.

It is truly a benefit to both the Chamber and our community that Union Gas is such an active and committed corporate partner. On behalf of the Greater Kitchener Waterloo Chamber of Commerce I would encourage you to recognize the valuable contribution of Union Gas and its employees.

Sincerely,

Todd Letts
President & CEO
The Greater Kitchener Waterloo
Chamber of Commerce

c.c. Murray Costello, Union Gas
David Sword, Union Gas

PO Box 2367 80 Queen Street North, Kitchener Ontario N2H 6L4
Tel: (519) 576-5000 Fax: (519) 742-4760
Website: www.greaterkwchamber.com E-mail: admin@greaterkwchamber.com





THE CITY OF WINDSOR

OFFICE OF THE MAYOR

EDDIE FRANCIS
MAYOR

June 28, 2006

Howard Weston, Chair
John Zych, Secretary
Ontario Energy Board
2300 Yonge Street, 27th Floor
P.O. Box 2319
Toronto, ON M4P 1E4

COPY

Dear Sirs:

On behalf of the Windsor Community, I would like to take this opportunity to acknowledge the Corporate Citizenship of Union Gas.

Union Gas has been an active community partner and supporter in a number of activities and events. We are proud of their involvement in the Community Emergency Response Volunteer Program that provides community volunteers with the required skills and training to support emergencies at the neighbourhood level (similar to the neighbourhood watch/block parent concept).

Union Gas has also been an active participant and supporter in a number of community related initiatives including the battle to wipe out graffiti, Arbor Week activities, Community Safety Village, Clean City Sweep as well as the Women's Enterprise Skills Training Centre.

Union Gas through their local Manager of Operations, Mr. Lindsay Boyd, participated on the Strategic Advisory Panel that assisted in the development of the Windsor-Essex Regional Economic Development Strategy.

Corporate Citizenship is an important component of the business vision of Union Gas. As Mayor of Windsor, I appreciate the efforts and energy that Union Gas brings to our Community.

Sincerely,

Mayor Eddie Francis



OFFICE OF THE MAYOR



MUNICIPALITY OF CHATHAM-KENT

Diane Gagner
MBA, CFP, CHRP

March 31, 2006

Howard Wetston, Chair and
John Zych, Secretary of the
Ontario Energy Board
P. O. Box 2319
2300 Yong Street
27th Floor
Toronto, ON M4P 1E4

Dear Mr. Wetston and Mr. Zych:

Subject: Chatham-Kent and the Value that Union Gas Brings

I would like to extend my congratulations to Union Gas on being awarded the Chatham-Kent Corporate Citizen of the year for 2005. For close to a century, Union Gas has been an integral part of our community and this award recognizes the generous contributions made by Union Gas and its employees to Chatham-Kent through volunteerism, corporate giving, leadership and stewardship. This award also recognizes the commitment of Union Gas to protect the environment, responsibly managing natural resources, and safeguarding the health and safety of employees and communities.

I can't think of one community based organization over the last 5 years in Chatham-Kent that has not benefited from their community relations program. In 2005, Union Gas employees coordinated, and volunteered their time and labour to complete twenty-three community improvement projects in Chatham-Kent. Grants provided by the Duke Energy Foundation were used to purchase materials for these projects which benefited such local organizations as the Lung Association, the Chatham-Kent Women's Centre, the Chatham-Kent Big Brothers and Big Sisters Associations, and a number of local elementary schools.

The United Way of Chatham-Kent also receives considerable support from Union Gas and, in 2005, received a total pledge from Union Gas employees of \$339,749. Union Gas was the second largest corporate contributor overall as well as being the top contributor measured by employee donations to the United Way of Chatham-Kent.

As well, in 2005, Union Gas pledged \$250,000 in support of the Chatham-Kent Children's Safety Village whose mission is to dramatically reduce children's injuries by teaching personal responsibility and awareness regarding safety.

It should be noted that Union Gas employees also give freely of their time and talents through active participation on the boards of many of our local non profit organizations. In 2005, twelve Union Gas employees volunteered their time to lead, create and execute our Municipal Strategic plan.

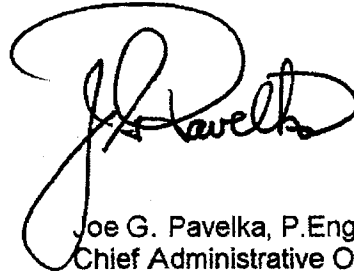
The ongoing support of community minded corporations such as Union Gas goes a long way to ensuring that the Chatham-Kent community maintains a strong health and social network which is essential to the success and growth of our community.

Congratulations.

Sincerely,



Diane Gagner, MBA, CFP, CHRP
Mayor, Municipality of Chatham-Kent



Joe G. Pavelka, P.Eng.
Chief Administrative Officer

- c. Greg Ebel, President
Union Gas Limited
50 Keil Drive North
PO Box 2001
Chatham, ON N7M 5M1



COUNCILLOR REBECCA JOHNSON
City Hall
500 Donald Street East
Thunder Bay ON P7E 5V3
Website: www.thunderbay.ca

February 27, 2006

Mr. Glenn Burton
District Operations Manager
Northwest District
Union Gas
1211 Amber Drive
THUNDER BAY, ON P7B 6M4

Tel: City Hall – (807) 625-2285
Tel: Residence – (807) 577-2807
Fax: Residence – (807) 577-4837
email: rjohnson@thunderbay.ca

Dear Glenn:

Thank you for forwarding the information regarding Union Gas' recent announcement of its corporate partnership with Skills Canada – Ontario. It's so very important to recognize that there is a need for skills training, and Union Gas's commitment to our community and to Northern Ontario is much appreciated.

In fact, Union Gas has repeatedly demonstrated its commitment to being a responsible corporate citizen.

Union Gas' sponsorship of the Northwestern Ontario Women's Forum was exceptional in that you brought in Martha Wyrsh, President and CEO of Duke Energy Gas Transmission to serve as a Forum Keynote speaker. This was something that went beyond the Forum participants and to the total community who were invited to hear her presentation, approximately 350 individuals. An excellent opportunity to hear the current information on energy from an international perspective.

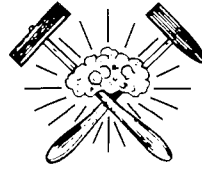
In reading your newsletters and other media announcements or now the Municipal News, I was able to review and now list some of the community activities we can say thank you to Union Gas for: labour and financial support in conjunction with other community partners to plant trees at Chippewa Park; the sale of cookbooks, of which the profits were sent to Hurricane Katrina victims and being a major sponsor for the Relay for Life.

Whether it's your commitment to skills training or your employee volunteer participation in a variety of community activities, we value your commitment to our community, and the service your company provides.

Congratulations to Union Gas for your recognition of the issues facing our communities, and for your support.

Sincerely

Rebecca Johnson



CITY OF TIMMINS

MUNICIPAL OFFICES
220 ALGONQUIN BOULEVARD EAST
TIMMINS, ONTARIO P4N 1B3
www.city.timmins.ca

May 3, 2006

John Bonin, Manager Municipal/Aboriginal Relations
Union Gas
Box 400 Station A, 828 Falconbridge Rd,
Sudbury On, P3A 4S3

Dear John:

Thank you for the opportunity to discuss Union Gas' community advocacy strategy and important role that Union Gas has played with the City of Timmins.

The City of Timmins recognizes the valuable contribution made by Union Gas to our City. Union Gas' commitment to local community interests, employee volunteerism, public and customer safety, clearly demonstrates adherence to your corporate values.

Union Gas has demonstrated leadership in their support of Skills Development and their investments in Northern Ontario deserve both recognition and accolades. These initiatives, locally designed and delivered throughout the North are a partnership model for delivering value to the communities they serve.

We would encourage the Ontario Energy Board to recognize the valued contribution that Union Gas makes in our Community when it evaluates the current application before it.

Sincerely,

A handwritten signature in black ink, reading "Victor M. Power".

VICTOR M. POWER
Mayor

cc: Howard Weston Ontario Energy Board
P.O. Box 2319, 2300 Young St, 27th Floor Toronto Ontario, M4P 1E4

Frank Varga, Director Franchise/Municipal Relations Union Gas Ltd
P.O. Box 340, 603 Kumpf Drive, Waterloo On, N2J 4A4

Glenn Burton, Operations Manager, Union Gas Ltd
1211 Amber Drive, Thunder Bay, Ont. P7B 6M

Office of the
Premier

Legislative Building
Queen's Park
Toronto, Ontario
M7A 1A1

Cabinet du
Premier ministre

Édifice de l'Assemblée législative
Queen's Park
Toronto (Ontario)
M7A 1A1



December 13, 2005

Mr. Gregory L. Ebel
President
Union Gas Limited
50 Keil Drive North
PO Box 2001
Chatham, Ontario
N7M 5M1

Dear Mr. Ebel,

Thank you very much for your letter of November 8, and for the information on skills training for northern youth.

The investments made by the partnership between Union Gas, the Northern Ontario Heritage Fund Corporation and FedNor will enhance training opportunities at northern Ontario's six colleges. This kind of support is an excellent example of private and public sector partners coming together for the benefit of all Ontarians. By working together to help northern Ontarians reach higher, you are helping to ensure the future prosperity of our province.

The leadership shown by Union Gas — particularly in the north — in helping youth gain the skills they need is a shining example of an Ontario company looking to the present and building for the future. I want to thank you and all of the project partners for these important investments.

We appreciate the positive views that have been expressed by stakeholders throughout the Ontario Energy Board's independent consultations through the natural gas forum. The Government of Ontario will continue to monitor this initiative.

Sincerely,

A handwritten signature in black ink, appearing to be 'Don'.

Don Guy
Chief of Staff

c: The Honourable David Ramsay, Minister of Natural Resources
The Honourable Rick Bartolucci, Minister of Northern Development and Mines





Lakehead Public Schools

2135 Sills Street
THUNDER BAY, ON P7E 5T2
Telephone 625-5100; Fax 623-5833
www.lakeheadschoools.ca

Vice Chair: Beatrice Metzler

February 8, 2006

Glenn Burton, Operations Manager
Northwest District
Union Gas
1211 Amber Drive
Thunder Bay, ON
P7B 6M4

Dear Glenn,

I was very pleased to learn that Union Gas has partnered with Skills Canada to allow program expansion into northern Ontario. As you are aware, for many years I have actively advocated skilled trades as promising and viable career options for our young people. Skills Canada programs, including their competitions, will go a long way towards coordinating skilled trades promotion in our area.

Union Gas is certainly demonstrating its vision and commitment to our youth, and I appreciate all that your company is doing to support promising career choices for our young people.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Beatrice Metzler'. The signature is written in black ink and is positioned above the printed name and title.

Beatrice Metzler
Vice Chair

Lakehead District School Board

May 4, 2006

Glenn Burton
Operations Manager
Union Gas Ltd
1211 Amber Drive
Thunder Bay, ON P7B 6M4

Dear Glenn:

It was a pleasure to see you last week and to meet John Bonin as well. I continue to be impressed with your Union Gas strategy for community advocacy and I value the important role that Union Gas plays with Confederation College and the City of Thunder Bay.

As you know, Union Gas provided the strategic inaugural impetus and the financial support to create energy related projects in all northern colleges last year. Your vision for creating a future work force for the energy sectors positions you as industry leaders.

We clearly recognize the valuable contribution made by Union Gas in advancing our Skills Development agenda. These initiatives, locally designed and delivered throughout the college system is a partnership model for adding value to the communities they serve.

We encourage the Ontario Energy Board to recognize the valued contribution that Union Gas makes in all communities across Northern Ontario when it evaluates your current application.

Yours truly,



Patricia Lang
President
Confederation College

cc: Howard Weston Ontario Energy Board
P.O. Box 2319, 2300 Yonge St, 27th Floor Toronto ON, M4P 1E4

Frank Varga, Director Franchise/Municipal Relations Union Gas Ltd
P.O. Box 340, 603 Kumpf Drive, Waterloo ON, N2J 4A4

John Bonin, Manager Municipal/Aboriginal Relations
Box 400 Station A, 828 Falconbridge Rd, Sudbury ON, P3A 4S3



Cambrian College

of Applied Arts

and Technology

1400 Barrydowne Road

Sudbury, Ontario

Canada P3A 3V8

Telephone

(705) 566-8101

Facsimile

(705) 524-7329

www.cambrianc.on.ca

May 4, 2006

Ontario Energy Board
P.O. Box 2319,
2300 Yonge St, 27th Floor
Toronto Ontario
M4P 1E4

To Whom It May Concern:

Thank you for the opportunity to discuss Union Gas' community advocacy strategy and important role that Union Gas has played with Cambrian College and the City of Greater Sudbury.

Cambrian College recognizes the valuable contribution made by Union Gas to Northern Colleges in advancing our Skills Development program.

Union Gas has demonstrated leadership in their support of Skills Development and their investments in Northern Ontario deserve both recognition and accolades. These initiatives, locally designed and delivered throughout the College system is a partnership model for delivering value to the communities they serve.

We would encourage the Ontario Energy Board to recognize the valued contribution that Union Gas makes in our Community when it evaluates the current application before it.

Yours truly,

Sylvia Barnard
President
Cambrian College

cc: Howard Weston Ontario Energy Board
P.O. Box 2319, 2300 Yonge St, 27th Floor Toronto Ontario, M4P 1E4

Frank Varga, Director Franchise/Municipal Relations Union Gas Ltd
P.O. Box 340, 603 Kumpf Drive, Waterloo On, N2J 4A4

John Bonin, Manager Municipal/Aboriginal Relations
Box 400 Station A, 828 Falconbridge Rd, Sudbury On, P3A 4S3



**Cambrian College
of Applied Arts
and Technology**

1400 Barrydowne Road

Sudbury, Ontario

Canada P3A 3V8

Telephone

(705) 566-8101

Facsimile

(705) 524-7329

www.cambrian.on.ca

November 10, 2005

Mr. Gregory Ebel
Union Gas Limited
P.O. Box 2001
50 Keil Drive North
Chatham, Ontario
N7M 5M1

Dear Mr. Ebel:

On behalf of Cambrian College I would like to congratulate Union Gas on its leadership in investing in the economic prosperity of Northern Ontario.

The financial commitment made by your company and augmented by the two levels of government will make a tremendous difference in the lives of youth across our region.

Thank you for leading the way in demonstrating that we can make a difference when industry, government and education work in partnership. I look forward to sharing our courseware with you in the future.

Sincerely yours,

Sylvia Barnard
President



ASSOCIATION OF COLLEGES
OF APPLIED ARTS & TECHNOLOGY OF ONTARIO
ASSOCIATION DES COLLEGES D'ARTS APPLIQUES
ET DE TECHNOLOGIE DE L'ONTARIO

DAVID L. LINDSAY
PRESIDENT

November 11, 2005

Dear Greg,

I just read an announcement about
\$9 million investment in skills training
facilities in the six Northern Ontario
colleges.

According to the announcement Union
Gss contributed over \$1.3 million to
this investment. This is terrific news!

Thank you for helping to keep
the Ontario college system up to date
and able to train the next generation
of technologists & technicians.

Thanks again!

David



**THUNDER BAY
PUBLIC
LIBRARY**

**Thunder Bay Public Library Administration 285 Red River Road,
Thunder Bay, ON P7B 1A9 Tel: (807) 344-3585 Fax: (807) 344-5119**

March 7, 2006

Union Gas
Glenn Burton
Manager of Operations
Northwest District
1211 Amber Drive
Thunder Bay, ON P7B 6M4

Dear Mr. Burton, Ms. Watson and Ms. Alves:

We are so grateful, and would like to take this opportunity to say Thank You! to Union Gas for your recent donation to the Thunder Bay Public Library.

Your donation will help to complement the Library's existing programs for children and youth. We will take a little time to assess where these funds would be used to best advantage, and we will be sure to keep you apprised of our plans.

Children's and youth programs are very popular at your library, and this donation will go a long way to providing a quality experience for young people in our community. We will be sure to thank Union Gas in our promotional materials, including our quarterly newsletter, which will be distributed to the community on March 16.

Thank you again, and please keep in touch with any ideas about how we can highlight your generosity in library locations and within our community.

Yours sincerely,

Barry Holmes, Chief Librarian
bholmes@tbpl.ca
807-684-6802

P.S. A charitable donation receipt is enclosed for your records.

p.c. Sheryl Watson, Corinna Alves

**Thank
you!**

dankie
do jeh
xie xie
dêkuji
tak
kiitos
merci
danke
efharisto
toda
sukria
grazie
arigato
takk
dziekuje
obrigado
spasibo
gracias
istutiy
tack
tesekkür

The Corporation of Loyalist Township
P.O. Box 70, 263 Main Street,
Odessa, Ontario
K0H 2H0



Tel: 613-386-7351
Fax: 613-386-3833
email: info@loyalist-township.on.ca
www.loyalist-township.on.ca

April 27, 2006

Mr. Danny Watson
Manager of Operations
Eastern Division
Union Gas Ltd.
Box 1087, 527 Gardiners Road
KINGSTON, ON
K7L 4Y6

Dear Danny:

I would like to take this opportunity to express my appreciation to yourself, Union Gas and its employees for the many acts of community support shown in Loyalist Township over the past years.

Your employees have provided this community with many hours of service by volunteering their time to clean up local parks and playing fields during the Annual Pitch In Program; developing a plan and then trenching and installing electrical conduit for the infrastructure at Fairfield Park and landscaping the site during the spring season; contributing manpower, prizes and the BBQ for the Annual IGA Golf Tournament which benefited the Loyalist Township Light Up The Season project; providing volunteers and the BBQ and energy conservation kits for our past Light Up The Season Kick off events; and decorating a tree with LED lights in the park as part of the Light Up The Season celebration.

Your commitment to our community has made it a better place to live and your efforts are to be commended.

Sincerely,

Clayton McEwen
Reeve, Loyalist Township



C O R N W A L L



OFFICE OF THE MAYOR CABINET DU MAIRE

P.O. Box / C.P. 877 • 360, rue Pitt Street
Cornwall, Ontario K6H 5T9
Tel: (613) 932-6252 • Fax: (613) 932-8145

March 20, 2006

Mr. Danny Watson
Manager of Operation Eastern
Union Gas
2910 Copeland Street
Cornwall, Ontario
K6H 6W2

Mr. Scott Harris
Utility Services Manager, Cornwall

Dear Danny/Scott:

Thank you for your letter of February 2006 and accompanying Municipal News newsletter. I found it to be very interesting and informative.

I would like to take this time to tell you how appreciative I am of your corporate commitment to Cornwall and area. It is only with the help of companies such as yours that we can make a difference in our community.

Once again, thank you.

Sincerely,

Phil Poirier
Mayor

Growth • Prosperity • Quality of Life
Revenu • Prospérité • Qualité de Vie



**The Corporation of the
City of North Bay**

200 McIntyre St. East
P.O. Box 360
North Bay, Ontario
Canada P1B 8H8

Tel: (705) 474-0400

**Office of the Mayor
and Chief Executive Officer**

Direct Line: (705) 474-0626, extension 517
Direct Fax: (705) 474-4925
E-Mail: victor@cityofnorthbay.ca

April 7, 2006

Doug French
Northeast Operations Manager
Union Gas Limited
P.O. Box 3040
36 Charles St. East
North Bay, ON P1B 8K7

Dear Doug:

Thank you for the opportunity to discuss Union Gas' community advocacy strategy and the important role that Union Gas plays in the municipal relationship with the City of North Bay.

The City of North Bay recognizes Union Gas as a valued participant and contributor within the municipality. Your commitment to local community interests, employee volunteerism, public and customer safety, clearly demonstrates adherence to your corporate values.

We would encourage the Ontario Energy Board to recognize the valued contribution that Union Gas makes in our community when it evaluates the current application before it.

Yours truly,

Victor A. Fedeli
Mayor
City of North Bay

/amd

(w:\admin\mayor\ltr\supp.wd)

cc: Howard Weston, Ontario Energy Board
(P.O. Box 2319, 2300 Yonge Street, 27th Floor, Toronto, ON M4P 1E4)

Frank Varga, Director Franchise/Municipal Relations, Union Gas Limited
(603 Kumpf Drive, P.O. Box 340, Waterloo, ON N2J 4A4)



Dave Levac, M.P.P. - Brant
Chief Government Whip

May 8, 2006

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
Toronto, ON
M4P 1E4

To Whom It May Concern:

As Member of Provincial Parliament for the riding of Brant, I write in support of Union Gas. In addition to its role as a company, Union Gas is also a very active and integral actor in our community.

Union Gas is a very community-minded company which is continuously involved in the Brant community through various events and actions. With the help and dedication of hard working staff, Union Gas continues to become involved in our community and to provide support to community events and organizations. Union Gas is a greatly appreciated resource within Brant.

Please do not hesitate to contact me if you need any further information or have concerns regarding my support of this company.

Respectfully,

A handwritten signature in black ink, appearing to read "Dave Levac", with a long horizontal flourish extending to the right.

Dave Levac
MPP Brant
Chief Government Whip



CHATHAM & DISTRICT
CHAMBER OF COMMERCE

235 KING STREET WEST, CHATHAM, ONTARIO N7M 1E6 • 519-352-7540 • FAX 519-352-8741

December 6, 2005

Union Gas Limited
P.O. Box 700
Windsor, Ontario
N9A 6N7

Attention: Lindsay Boyd

Dear Lindsay:

Along with the Board of Directors, I wish to thank you for your generous offer for us to attend, as your guests, the recent breakfast meeting hosted by the Windsor & District Chamber of Commerce.

Your associate, James Rogers, was truly informative and provided very interesting insight to opportunities for economic structure and development.

Your support, and that of Union Gas, is truly appreciated.

Yours truly,

G.A. (Gail) Antaya
General Manager



"LEADING THE BUSINESS COMMUNITY FOR CREATING REGIONAL ECONOMIC PROSPERITY"

CHAMBER BREAKFAST FEATURES BEST ECONOMIC DEVELOPMENT PRACTICES



Guest Speaker, James C. Rogers, Director, Economic Development, Duke Power speaks with Gary Macnamara, Mayor of Tecumseh after the economic development presentation.

On November 2nd 2005 the Windsor & District Chamber of Commerce hosted a breakfast featuring guest speaker, James C. Rogers, Director, Economic Development Duke Power. Mr. Rogers is also a Chairman of the Spartanburg, (South Carolina) County Economic Corporation Board of Directors. His message to community leaders this morning covered best practices in Regional Economic Development – A View from South Carolina.

In recent strategic planning sessions at the Chamber, economic development emerged as a priority file. Gina Leslie, Chair of the Chamber Board of Directors stated, "In view of the rapidly changing economic landscape of this area, the urgency of creating a regional economic development model has become a priority for the Chamber's advocacy and policy plans."

The Chamber has been active on the City and County Strategic Advisory Committee on Economic Development and has stated its position at a joint Council meeting in November 2004. The Chamber is advocating for the business leaders of this community to take a greater role in the future economic development structure for this region.

IN THE COMMUNITY

December 3 – February 2006

Bright Nights

This unique seasonal light show illuminates City Hall Square through Charles Clarke Square ending at the Civic Green on the waterfront. Dusk to dawn. Windsor Civic Esplanade. For more information call 519-971-0950.

December 8

Team Diabetes Information Night

How would you like to walk or run a marathon in Amsterdam, Rome, Dublin, Reykjavik, New Orleans, or Honolulu and make strides to cure diabetes? Learn more about the Team Diabetes program, how to join, talk to a past participant and much more. For more information or to register call 519-253-1797 ext. 224

December 31

New Year's Family Celebration

A community celebration with an evening of music, activities, entertainment, ice-skating and fireworks to ring in the New Year! Call for times. City Hall and Charles Clark Square. For more information call 519-971-0950.

Through December 18

Sparky's Toy Drive

Windsor Firefighters are inviting everyone to donate new unwrapped toys and donate to the "fill the boot" campaign. Sparky's Toy Drive is based on the belief that every child should wake up on Christmas morning to find presents under the tree. This is especially true for any child who has been unfortunate enough to experience a fire. The toy drive continues until December 18. Anyone wishing to donate new, unwrapped toys can bring them to the nearest Windsor fire station.

January 7

Benefit Hockey Game

The NHL Alumni vs. The Windsor Firefighters Benefit Hockey Game promises to be a fantastic game for all ages. The game will include some of hockey's greats, a skills competition and lots of laughs. Doors open at 6:00 p.m. The game raises funds for those in need within the local community, including Muscular Dystrophy, Heart & Stroke Association, Lung Association and the Children's Rehabilitation Centre.



*Have a
Merry
Christmas
and a
Prosperous
New Year!*



Thank You

UNION GAS & DUKE ENERGY

for your contribution to the
Tansley Woods Landscaping Revitalization Project.

UNION GAS
&
DUKE ENERGY



A Centre for Learning and Leisure

CITY OF
Burlington