

## Submission to: Consultation on Issues Relating to Low Income Consumers

*Topic #2: Are there programs in place now, including emergency assistance programs, to assist low income energy consumers and if so, are there agencies and organizations which currently work with utilities to co-ordinate to administer these programs. What more, if anything, should be done?*

Debbie Boukydis, Director, Public & Government Affairs  
Monday, September 22, 2008

# Overview

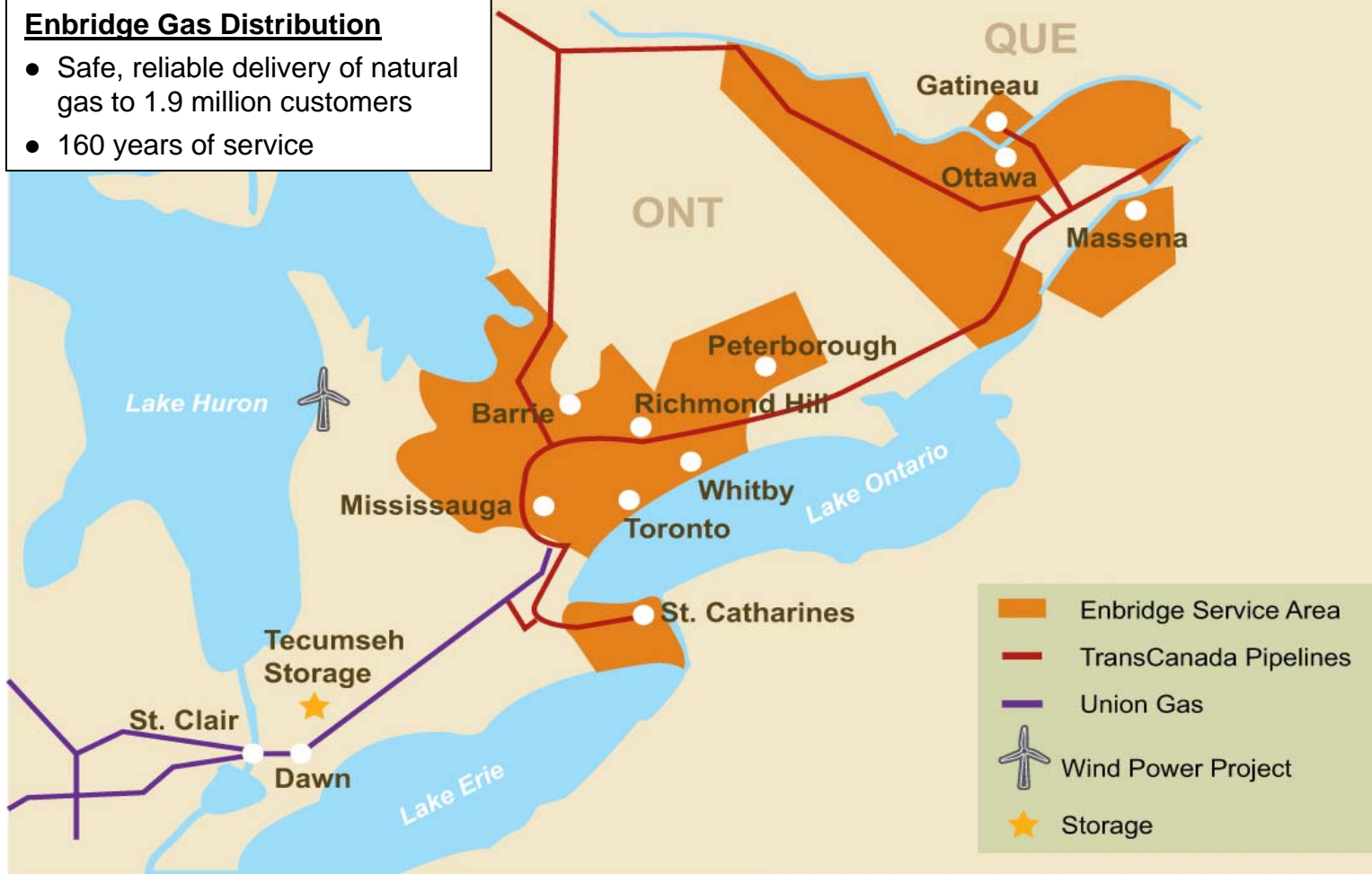
- About Enbridge Gas Distribution
  - Enbridge's customer care approach
  - Customer reach
- Programs currently offered, agencies we work with
- Should more be done?



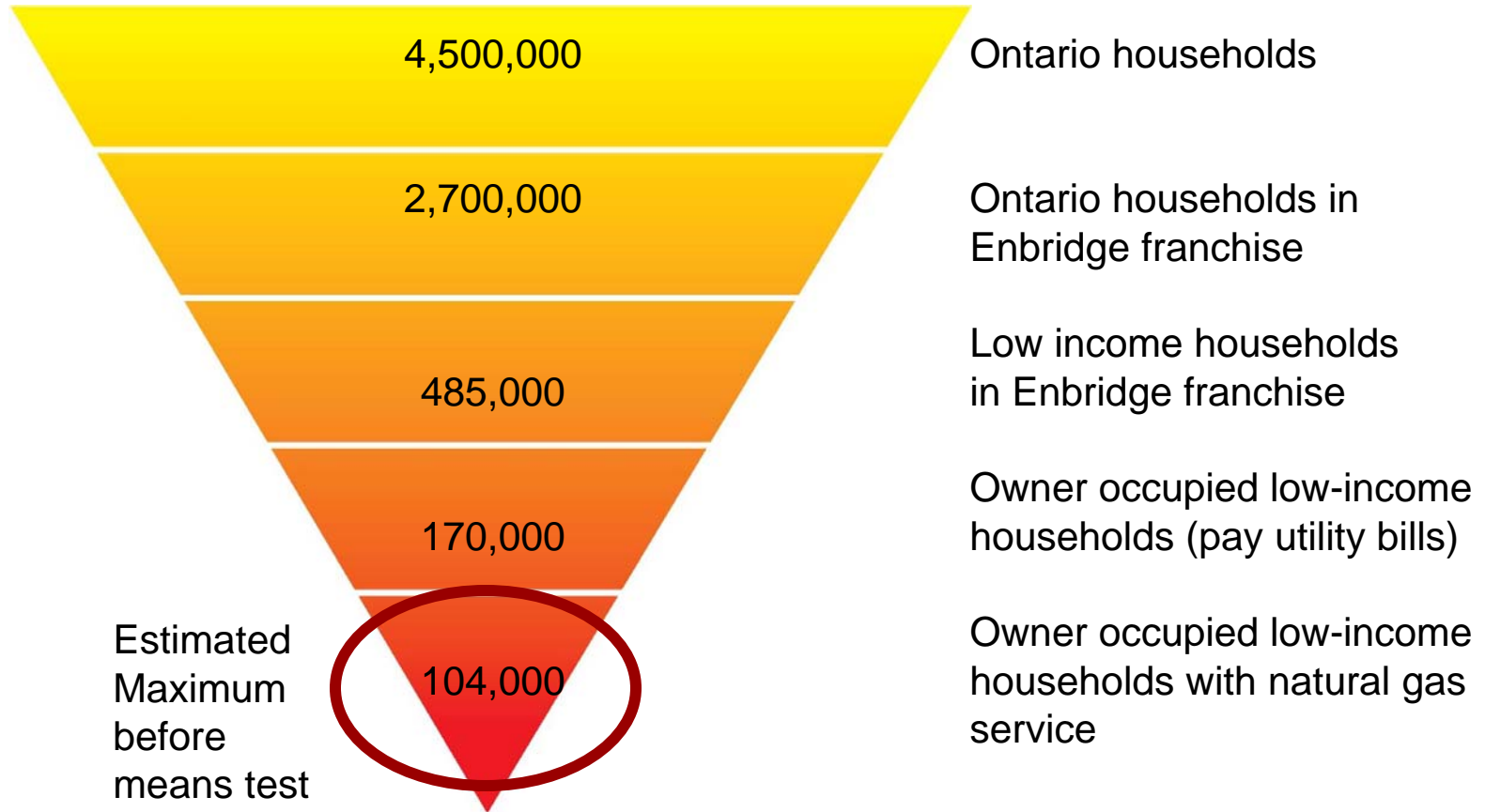
# Enbridge Gas Distribution

## Enbridge Gas Distribution

- Safe, reliable delivery of natural gas to 1.9 million customers
- 160 years of service



# Enbridge's low-income household reach



# Low-income households make up an estimated 6% of Enbridge residential customers

~ 100,000  
owner-occupied  
low-income households  
with natural gas service



# Overall customer care approach

- Enbridge:
  - is caring and supportive in providing assistance to all customers and helps them connect and stay connected to gas service
  - works to balance the needs of all customers
  - actively assesses customer needs and develops programs to address customer needs
  - works to ensure the quality of its services
  - has an approach that results in little cross-subsidization across customers and rate classes



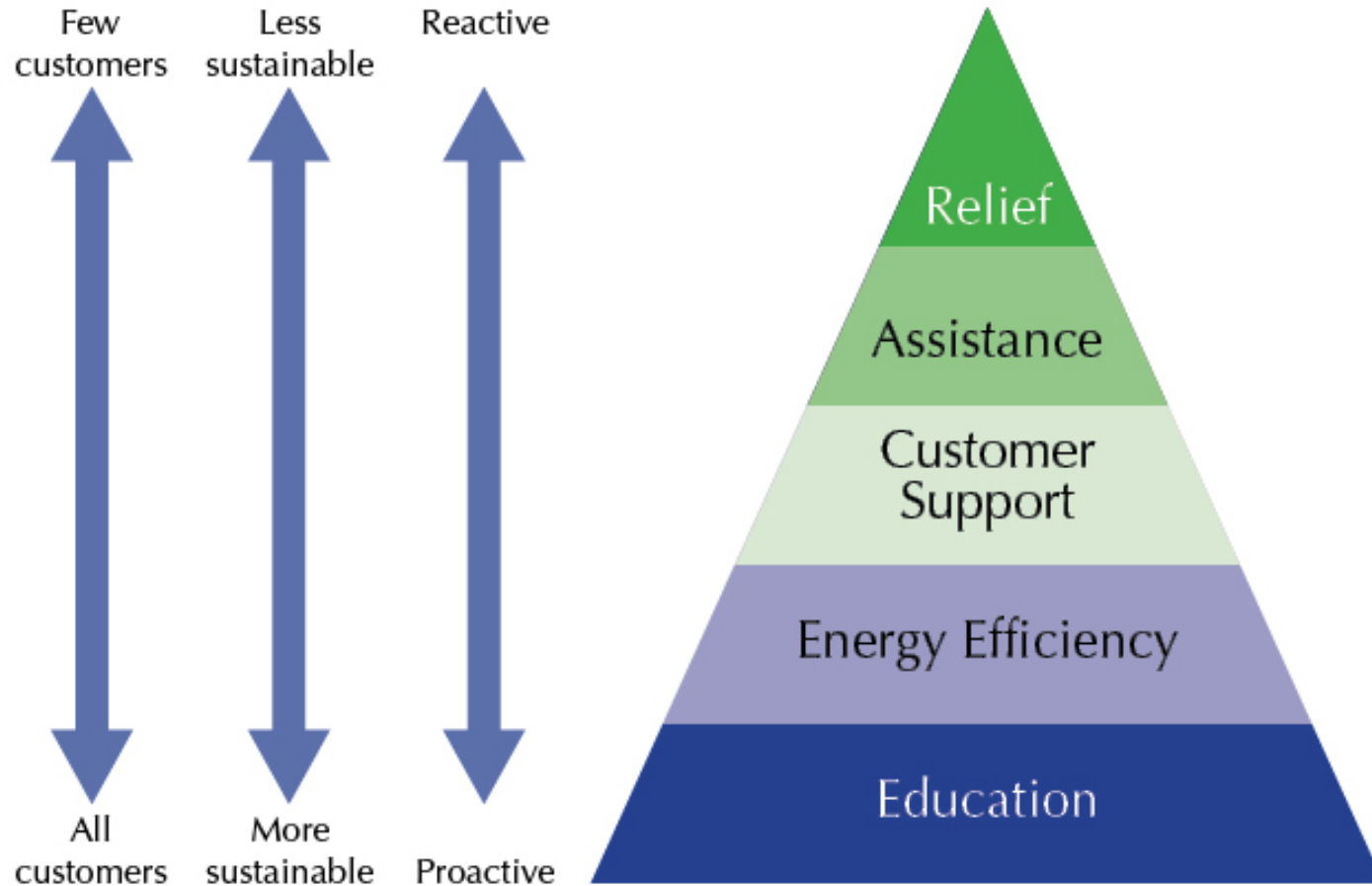


## Enbridge ranks highly on customer care

- Retained IndEco to conduct a third-party review of practices and benchmark against other utilities and regulations
- Enbridge ranked higher than Canadian and U.S. peers in most categories measured

	Enbridge Rank compared to Canadian utilities	Enbridge Rank compared to U.S. utilities
Disconnection	High	High
Reconnection	High	High
Late Payment Penalties	High	Medium (same)
Equal Billing	High	High

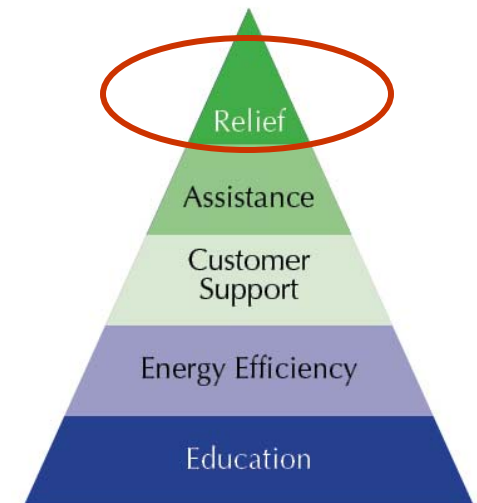
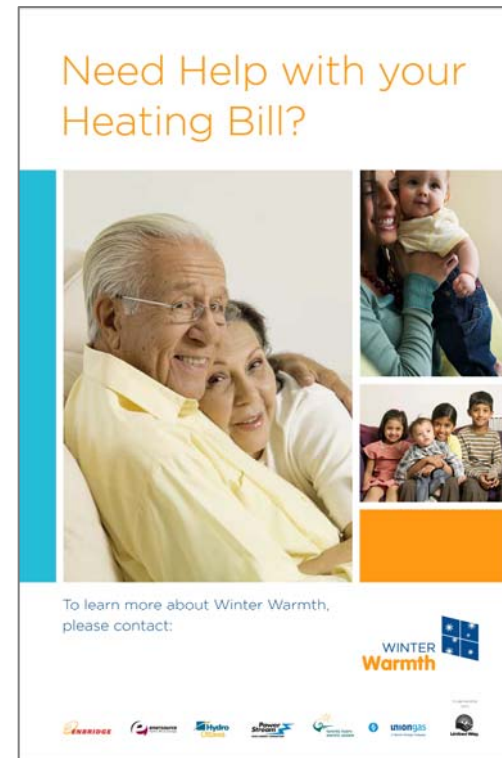
# Residential customer service model





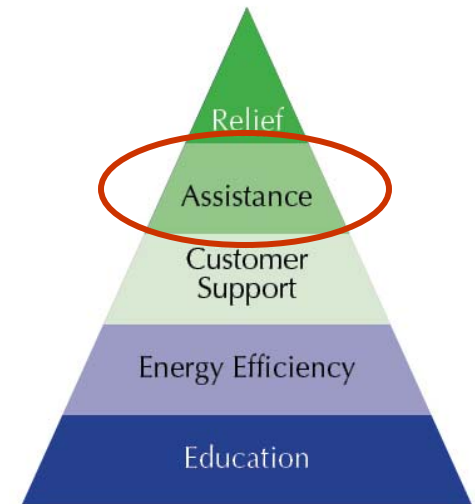
# Enbridge Emergency Relief

- Winter Warmth program
  - Enbridge initiated with United Way
  - Enbridge ratepayer funds helped 700 households in Enbridge franchise last winter
  - Income from proceeds of Garland settlement helped additional 424 households in Enbridge franchise
  - “Enhanced TAPS” program offered
    - Includes free installation of programmable thermostat



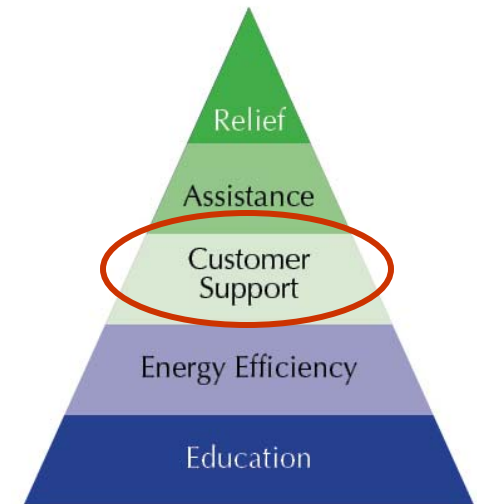
# Enbridge Assistance

- Winter hardship program
  - May refer customer to social agencies including United Way, Government Social Services/Ontario Works, Ontario Disability Support Program, Salvation Army, Share the Warmth, St. Vincent de Paul, Winter Warmth
- Golden Age Service



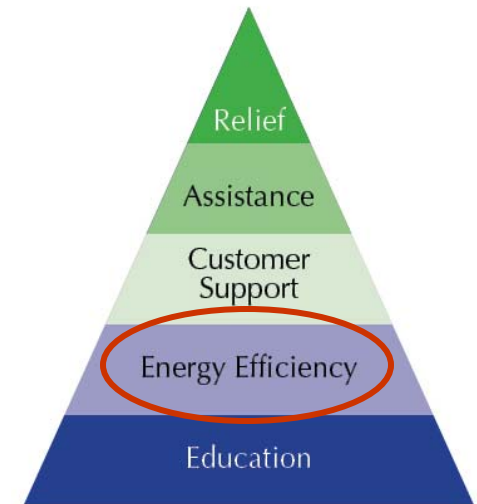
# Enbridge Customer Support

- Third Party Notification
- Payment arrangements
  - Budget Billing Plan
  - Pre-authorized Payment Plan
  - eBill
- Meter reading
- Braille bills
- Late payment policies and fees
- Disconnection arrangements
- Reconnection arrangements
- Community investment



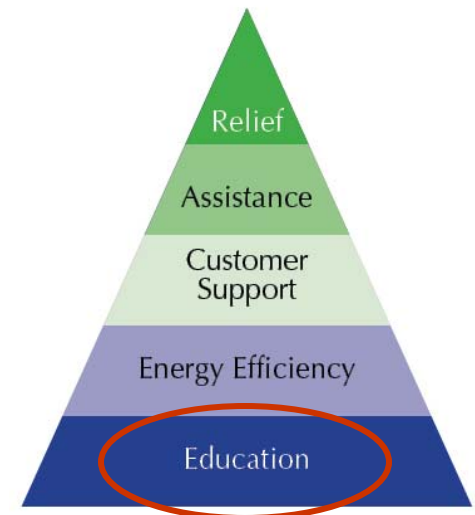
# Enbridge Energy Efficiency Programs

- Programs include:
  - Rebates
    - Furnaces
    - Programmable thermostats
  - TAPS
  - Enhanced TAPS
  - Weatherization Pilot Program
- Some of these programs are delivered with other organizations
  - Green\$aver
  - EnviroCentre
  - Friends of the Earth

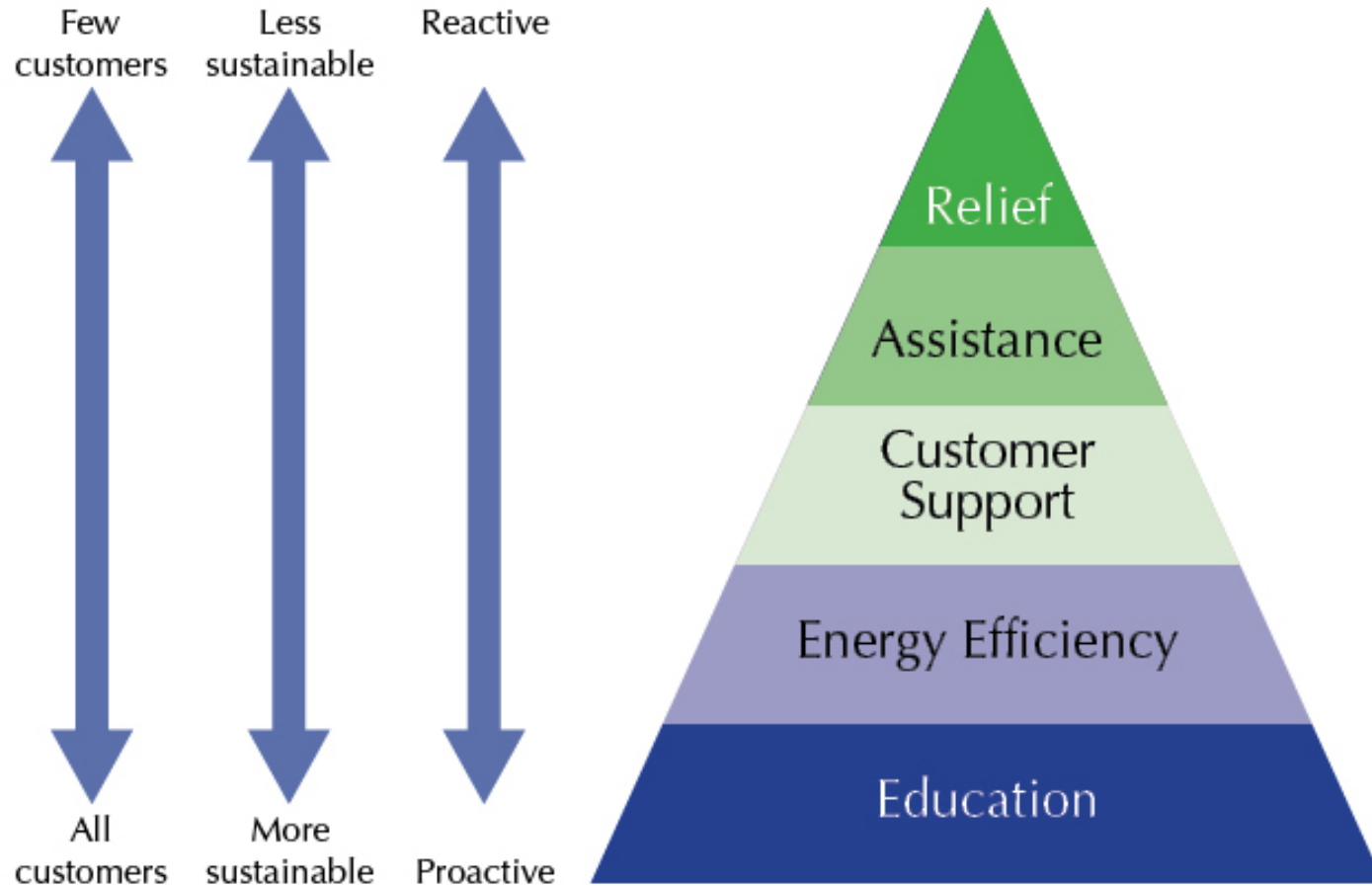


# Enbridge Education

- Energy efficiency education
- Education about programs & services available to customers
- Education about natural gas as an economic choice for home and water heating
- Communication vehicles include:
  - First-time customer kit
  - Pipeline newsletter
  - Bill inserts
  - Advertisements (newspaper, transit)
  - Website



# Residential customer service model



# Further Opportunities

- There is a lot being done today to help customers
  - Study indicated Enbridge ranks highly on customer care compared to other Canadian and American utilities
- Are there opportunities to do more?
- Potential opportunities must be analyzed and within a framework of OEB Policy
- We believe utilities can play greatest role in education and energy efficiency
- Others continue to have important role

