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Enbridge Gas Inc.
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Canada

December 7, 2023

VIA RESS AND EMAIL

Nancy Marconi
Registrar
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Dear Nancy Marconi:

Re: Enbridge Gas Inc. (Enbridge Gas, or the Company)
EB-2018-0305 – Enbridge Gas Customer Connection Policy

As directed in the OEB Decision and Order, dated September 12, 2019 in the 2019 Rates proceeding EB-2018-0305, Enbridge Gas was required to refund all customers who paid a contribution in aid of construction (CIAC) for the extra length of their service line under legacy Enbridge Gas Distribution's revised customer connection policy since 2015.

Enbridge Gas identified 16,575 customers who were entitled to a refund and the amount of each refund. Due to system limitations, Enbridge Gas was unable to determine the exact amount that each customer should have paid based on extra length of their service line and had therefore chosen to refund the entire CIAC paid by each customer.

As of Q1 2021, Enbridge Gas refunded 14,680 customers representing a total amount of \$26,211,192. There were another 1,895 customers, representing a total of \$4,319,455 that the Company was not able to reach as their contact information was no longer current in Enbridge Gas's systems.

Enbridge Gas pursued additional steps to contact the remaining 1,895 customers through its principal service provider, Accenture and as a final measure, engaged a third-party service provider (Skip Tracing Company MJR) to find new contact information for the remaining individuals (for e.g., customers who had moved from their original premises and did not provide any kind of forwarding contact information).

As noted above, Enbridge Gas invested significant effort in identifying the remaining customers. Enbridge Gas was able to contact an additional 1,172 customers, 1,163 Customers through Accenture call outs and 9 customers through skip tracing effort. After these steps, the total number of customers who received refunds is 15,852 which

amounts to \$29,118,131. There is a total of 723 customers that the Company has not been able to reach which amounts to \$1,412,516. Please see the table below.

	Number of Customers	CIAC Refund Value (incl. tax)
Issued Refunds	15,852 (96%)	\$29,118,131 (95%)
Unissued Refunds	723 (4%)	\$1,412,516 (5%)
Totals	16,575	\$30,530,647

Enbridge Gas considers that it has fulfilled the OEB's direction in this matter and that the CIAC Refund process is complete. The remaining balance of \$1,412,516 will be treated as CIAC and credited to rate base.

Please contact the undersigned if you have any questions.

Sincerely,

Rakesh Torul
Technical Manager, Regulatory Applications

cc: David Stevens, Aird and Berlis LLP
EB-2018-0305 Intervenors