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**EB-2023-0200 Enbridge Sandford Community Expansion Project Leave to Construct**

**Independent Participant Elizabeth Carswell Letter of Comment**

I am writing to respond to recent correspondence from Enbridge to explain why a technical conference is needed and to address comments on the methodology of my survey.

**Technical Conference**

The additional information provided by Enbridge does not answer my questions and instead raises more issues that could be most efficiently addressed in a technical conference where we can have a back-and-forth discussion. For instance, in the letter from Evan Tomek, Advisor of Enbridge Gas Inc. dated November 28th Enbridge states that the efficiency factors I questioned were “calculated on a weighted average basis taking into account the type of equipment, equipment efficiency and percentage of customers on each equipment category.”

I have an MBA from Richard Ivey School of Business at the University of Western Ontario and I do not understand this. Why would we need a weighted average rather than an average? From the survey we may know the age of the furnace and that it is propane but would not know any specific model efficiency. The percentage of customers using propane would not have anything to do with the efficiency of the propane furnace.

This was not a helpful answer to my request to further understand the assumptions in the Figure 1 spreadsheet. My questions about the efficiency assumptions remain. There are no references in the spreadsheet so I have questions about the assumptions for all fuel types.

I also notice that space heating and water heating are mixed but many people will make their decision based only the furnace. I am interested to know how the load percentages were arrived at and why the 30% for water would be correct for all fuel types and household sizes.

**Survey**

Enbridge questions the validity of my survey saying “considering that the IP has not shared any details regarding the survey methodology. Specifically, there are no details regarding the scope and content of the survey and whether the appropriate demographic within the relevant project area/boundaries were surveyed.” Those details would be provided when the complete evidence is filed. However, I can provide some details now.

I conducted my survey according to the map of the project. I did only Sandford and not the route coming up to Sandford Road or the rural area along Sandford Road but managed to visit 100 addresses in the project area. My methodology was to knock on each door (except for sale signs). I introduced myself and mentioned that I had lived in Sandford for almost 40 years. Then I mentioned that Enbridge was bringing Natural Gas to Sandford and asked if they were familiar. For 8, out of fewer than 50, it was at this point that, without any further information, they gave their reasons why they would not consider or connect to gas. I kept track of each address (but I will not share this), I kept track whether they received my information, whether they talked to me, whether I left information at an unanswered door. If they mentioned their heating source, I noted that. After telling about gas coming, I mentioned that I was handing out pamphlets from Ontario Clean Air Alliance about the benefits and even greater cost savings available with heat pumps. Sometimes there was further discussion and I made a few notes. If they mentioned new equipment, I took note of the type and their contractor if mentioned. If they wanted to further discuss heat pumps, I took note of that too. I kept track of the two dates of my Saturday afternoon visits.

**Survey Participation**

Enbridge questions the purpose for my survey. The Forum survey results show that 87% would connect to gas and only 13% are not likely or do not know if they will connect. The purpose of my survey is to provide another perspective on the question of whether the forecast connections may be overstated.

I believe my survey can provide an important contribution because it was conducted by a neighbour, not by the gas company. I expect homeowners were more likely to talk to me than they were likely to talk to a stranger.

Also, Enbridge’s survey will be biased as it would not have received responses from people who already know that they are not interested in gas. In my door-to-door canvassing, over 15% of the residents immediately stopped me when I mentioned gas and said they were not interested. Those people would not have responded to Enbridge’s survey. Had those people responded to Enbridge’s survey, it would have had a major impact on the survey results and on the customer connection forecast that Enbridge extrapolated from the survey results.

**Technical Conference?**

I await the decision of whether there will be further discussions related to the assumptions in the savings calculations presented to Sandford residents, the forum survey sample issues or the financial risk to the residents of Sandford.

Sincerely,

Elizabeth Carswell, Independent Participant

cc: Participants