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VIA EMAIL AND RESS

October 3, 2008

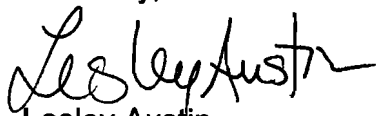
Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, Ontario
M4P 1E4

Dear Ms. Walli:

**Re: Consultation on Issues Relating to Low Income Consumers
Enbridge Gas Distribution Inc.
Board File No.: EB-2008-0150**

During the Ontario Energy Board's ("OEB") Consultation held September 22 - 24, 2008, information was requested from several participants. As outlined in the OEB's September 26, 2008 email Enbridge is submitting response information regarding disconnections, security deposits, and the Winter Warmth Program.

Sincerely,


Lesley Austin
Regulatory Coordinator

cc: Fred Cass, Aird & Berlis (via email)
David Stevens, Aird & Berlis (via email)

ENBRIDGE'S RESPONSE TO
BOARD STAFF INFORMATION REQUEST – DISCONNECTIONS

INFORMATION REQUEST

Disconnections:

For the past 3 years, and with any indication to causation, where available:

- 1) The number of disconnection notices issued per year. – See table below
- 2) The number of customers disconnected in a year. – See table below
- 3) Is that rate (of disconnection) going up year over year? - See table below
- 4) How many of the disconnections relate to inability to pay (if such data is available).

RESPONSE

The information provided is for Mass Market Customers (residential and commercial). To further segment this data and indicate causation would require a more in depth investigation.

	2005	2006	2007
The number of disconnection notices issued per year	48,300	42,953	35,265
The number of customers disconnected in a year	33,279	33,822	30,049
Is that rate (of disconnection) going up year over year - % change from previous year		1.6%	(11.2%)

Disconnections reported in the above table are all as a result of non-payment.

Witness: Debbie Boukydis

ENBRIDGE'S RESPONSE TO
BOARD STAFF INFORMATION REQUEST – SECURITY DEPOSITS

INFORMATION REQUEST

Security Deposits:

For residential customers:

- 1) The number of customers for whom security deposits are held at one time.
- 2) Total dollar amount held currently of security deposits,
- 3) The average balance, and
- 4) Of the total held how much, on average, is applied to outstanding accounts in a year (both number of deposits and the dollar amount)

RESPONSE

The information provided is for Mass Market Customers (residential and commercial). To further segment this data would require a more in depth investigation.

- 1) Approximately 128,000 security deposits are held at one time.
- 2) The total dollar amount currently held for security deposits is \$43 million.
- 3) Average balance for residential customers is \$335.
- 4) This is not available at this time.

Witness: Debbie Boukydis

ENBRIDGE'S RESPONSE TO
BOARD STAFF INFORMATION REQUEST – WINTER WARTH PROGRAM

INFORMATION REQUEST

Winter Warmth Program:

- 1) How much each utility is spending on the Winter Warmth Program
- 2) Number of applicants per year
- 3) The average Grant per applicant
- 4) The amount of money needed to meet the demand
- 5) Is the information different in different geographic areas of your service area? If so, how?

RESPONSE

- 1) Enbridge is spending \$300,000 per year excluding top up from the Garland Settlement. The Garland Settlement provides an amount that can vary from year-to-year based on the annual return on the settlement amount. In the 2007-2008 heating season the Garland Settlement provided an additional amount of \$354,000. Of the Garland Settlement top up, \$166,000 was distributed to the Winter Warmth Program and the remaining \$188,000 was distributed to the United Way Community Fund.
- 2) The total number of applicants for the 2007-2008 heating season was 1,099 excluding top up from the Garland Settlement or 1,523 including the Garland top up. The number of applicants receiving assistance was 700 without the Garland Settlement top up and 1,124 with the top up.
- 3) The average grant per participant was \$353 net of the 15% fee paid to the agencies that administer the Winter Warmth program.
- 4) It is important to note that demand can and will vary from year-to-year based on many factors such as economic conditions, energy prices, prices for other household needs such as food, clothing, and shelter costs to name a few. In the 2007-2008 heating season, of the total \$664,000 available (\$300,000 plus \$364,000 as shown in item 1 above) \$466,000 was required to meet the demand.
- 5) The Winter Warmth Program is consistently delivered across the Enbridge franchise area. The demand and amounts of relief can vary depending on the number of customers and the specific need of the communities. Anticipated participation is typically based on historical take up of the program.

Witness: Debbie Boukydis