

# Elson Advocacy

November 26, 2024

**David Stevens**

Aird & Berlis LLP

181 Bay Street

Toronto, Ontario M5J 2T9

Dear Mr. Stevens:

**Re: Enbridge Gas Inc. 2024 to 2028 Rates Application  
EB-2024-0111**

I am writing on behalf of Environmental Defence to request that Enbridge cease its recent ramping-up of efforts to sign up customers to connect to the gas system using the inappropriate heating comparison materials that would be phased out pursuant to the settlement agreement in this proceeding.

As you know, Enbridge agreed to phase out heating comparison materials that excluded a comparison with the leading competitor to gas furnaces – electric air source heat pumps – within 45 days of the filing of the settlement agreement in this proceeding. Environmental Defence believed this time was necessary to affect a changeover in materials and to be 100% confident that the old materials were pulled from the market. However, Environmental Defence has received reports from community members that there has been a significant ramping up of efforts to connect customers based on the former, inappropriate marketing materials. Although this is not technically contrary to the wording of the settlement agreement, it seems to us to be contrary to the spirit of the agreement.

Since the agreement was reached, Environmental Defence has been advised by a local resident in one community that Enbridge was conducting a door-to-door customer signup campaign. We do not know if similar campaigns are being conducted in other communities, but that appears to be a distinct possibility. Another resident picked up the attached marketing materials last week and was told that they were being sent out to all residents. The materials contain the inappropriate cost comparison information that Enbridge has promised to phase out. The materials also indicate that Enbridge is providing coffee and doughnuts over the next four weeks in a storefront location where customers can sign up for gas.

It is concerning that customers may invest considerable sums to convert to gas without knowing that they could achieve much lower energy bills with an air source heat pump. It is likely that a portion of the customers receiving the materials will not read the fine print and will assume that gas is the cheapest way to heat their home, despite that not being the case. This is particularly concerning in light of the significant ramping-up of this marketing at this time, including a door-to-door campaign, material mailouts, rented storefront space, and free coffee and doughnuts.

We have copied the OEB and the parties in the above proceeding for their information. However, we hope that Enbridge will decide of its own accord to change course and refrain from ramped-up marketing until it has amended its materials to provide complete and accurate information to potential customers.

Yours truly,

A handwritten signature in blue ink, appearing to read 'K. Elson', with a stylized, cursive script.

Kent Elson

cc: The OEB and Parties to the above proceeding

# Natural gas is now in Bobcaygeon



## Thinking of switching?

With construction underway, now's the time to choose a safe, reliable energy source that works for you.



**Questions? Join us at our new storefront for coffee, doughnuts and answers on Nov. 21:**  
71 Bolton St., Bobcaygeon

**You could save money by switching to natural gas!**  
Reach out to our team to get started.

**Our storefront will be open 9 a.m. – 3 p.m. every Monday and Thursday from Nov. 21 to Dec. 19.**

Connect with us at:  [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)  1-833-356-2689





# Choose to pay less for energy

You could save by  
switching to safe,  
reliable natural gas.

What's inside:



See how  
much you  
can save



5-step  
guide to get  
connected

 **ENBRIDGE**<sup>®</sup>  
Life Takes Energy<sup>®</sup>



# Ready to lower your energy bills?

**Good news**—natural gas is a convenient solution that could help you save. This package will guide you through everything you need to know and all the benefits of safe, reliable natural gas.

## Lower energy bills

Compared to electric resistance heating, propane or oil, switching to natural gas could save you on home and water heating costs year round. It's more convenient than oil or propane. You'll never run out of fuel or wait for trucks to arrive.

## Lower carbon emissions

Natural gas is cleaner than oil or propane and could help reduce your home's carbon footprint.

## It's easy to get started

Follow our simple five-step guide on page six to see how the connection process works.

*Meetpal Chhina*

### Meetpal Chhina

Supervisor, Community Expansion  
Enbridge Gas



## Get in touch any time

If you have questions about connecting to natural gas, please contact one of our Community Expansion advisors.

### Community Expansion Contacts:

**Phone:** 1-833-356-2689

**Email:** [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

## Other resources

There are many alternatives to serve your energy needs. Visit Natural Resources Canada at [tinyurl.com/y3k2nh8b](https://tinyurl.com/y3k2nh8b) to learn more about alternative technologies such as heat pumps. Please consult your HVAC provider about energy options, building considerations and costs to meet your specific needs.



# How much can you save each year?

Lower costs, lower emissions, more convenience and peace of mind.

## Estimated annual heating bills for typical residential customer (Rate 1 Community Expansion)



**Disclaimer:**

- Calculations are based on an estimated 2,400 m³ typical consumption for a residential customer (Rate 1). The term 'typical' implies a representative annual consumption. Resulting savings are for illustration purposes only. Consumption levels and savings will vary based on customer region or zone of residence, appliance, appliance efficiency and household characteristics, lifestyle, and energy prices. Please refer to your actual utility bills for specific actual usage, pricing and totals.
- Natural gas price is based on Rate 1 rates in effect as of Oct. 1, 2024 (EB-2024-0245) and includes the \$0.23 per m³ System Expansion Surcharge (SES).
- Electricity rates based on Hydro One rates as of July 1, 2024, and Regulated Price Plan (RPP) customers that are on Time-Of-Use (TOU) pricing. It includes the Ontario Electricity Rebate (OER) of 19.3%.
- Heating oil prices sourced from Statistics Canada, CANSIM (v735163), average retail prices for gasoline and fuel oil, by urban centre, Toronto, Ontario based on the latest actual data available at the time of comparison.
- Propane prices sourced from EDPRO website (edproenergy.com/residential/) and assumes pricing for Zone 5 (2,500-4,499 Litres) based on the average of the daily prices of the latest calendar month available at the time of comparison.
- Costs have been calculated for the energy-equivalent annual consumption adjusted by efficiency factors and illustrate an estimated energy equivalent annual heating bill for conversions from electric resistance, heating oil, and propane to natural gas.
- Initial upfront costs/setup costs are not included in the energy comparison calculations.
- Typical consumption for a residential customer is comprised of both heat load and base load. Energy comparison assumes space heating for heat load and water heating for base load.
- The federal carbon charge is included for all energy types as reported and expected to increase annually depending on government policies. Effective Nov. 9, 2023, the federal carbon charge has been paused for a 3-year period on heating oil used exclusively for home/building heating.
- HST is excluded from all energy types.
- Non-natural gas alternatives such as electric cold climate air source heat pumps (ccASHP) are not included in the energy comparison. Please consult an HVAC service provider regarding specific energy options, building considerations, cost estimates appropriate to your specific needs, and electric-related costs.

## Bring home all the benefits



### Cost effective

Compared to other fuels and Electric resistance heating, natural gas is a cost-effective way to heat your home and water.



### Comfort and convenience

Never worry about running out of fuel or waiting for deliveries again.



### Versatile and efficient

From fireplaces to clothes dryers, natural gas can make your home more comfortable and enjoyable.



### Lower carbon emissions

Compared to oil and propane, natural gas can help reduce your home's carbon footprint.



# Where does your money go?

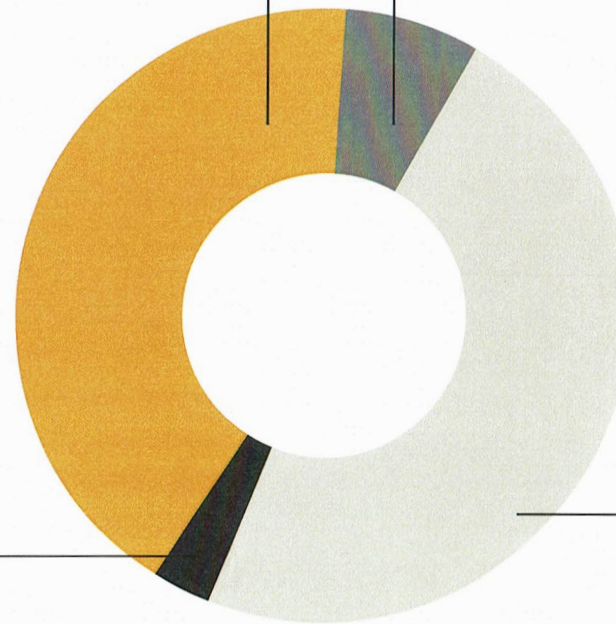
Here's a helpful explanation of a few key items on your natural gas bill

## Expansion Surcharge

The fairest way to cover the infrastructure costs of expanding natural gas service.

## Cost Adjustment

Natural gas rates vary by season—you pay what we pay.



## Customer Charge

This is a fixed \$25.72\* amount that pays for 24/7 emergency response and other services.

\* Subject to change. Please note that all charges, except the fixed customer charge, vary based on how much natural gas you use.

## Supply, Delivery and Transportation Charges

These cover the costs to buy and deliver natural gas to your home.

## Frequently asked questions

### Q: Why do I have to pay an additional charge towards the construction costs of the project?

**A:** For us to extend natural gas to rural areas where the cost of building the infrastructure is more than the revenue it generates, the Ontario Energy Board approved an additional expansion surcharge. This is a variable rate charge, based on your usage, of \$0.23/cubic metre of natural gas used. Since homes use more natural gas in colder months, the surcharge will be higher in winter. It will appear as a separate line item on your monthly bill for up to 40 years.

### Q: Why is the surcharge in effect for different lengths of time by community?

**A:** The length of time the surcharge remains in effect varies by community because the overall cost to serve each community is different, based on factors such as the distance of the community from an existing natural gas pipeline and more.

### Questions? We're here for you.

Contact a Community Expansion Advisor:

1-833-356-2689

[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)



# Programs and rebates to help you save

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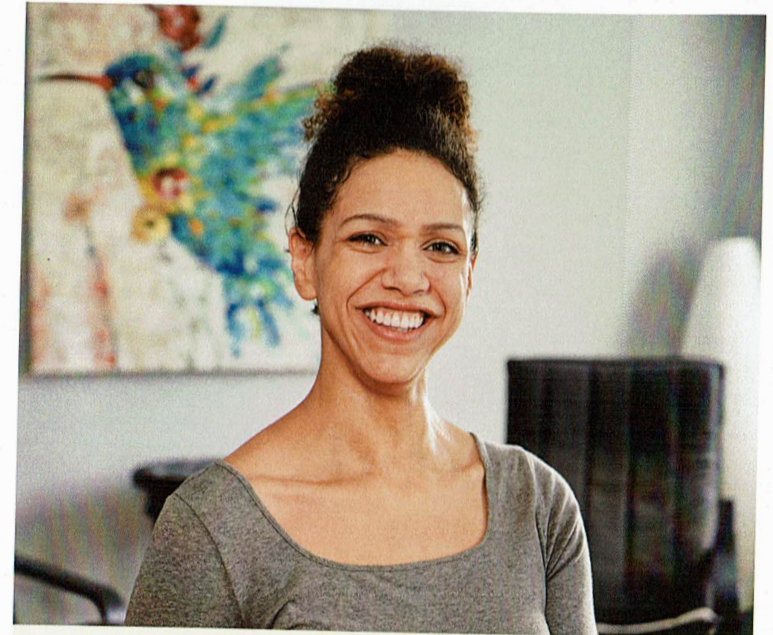
Enbridge Gas offers a suite of conservation programs to help you save energy at home. From money-saving rebates to discounts and special offers, we're committed to helping you make your home more energy efficient, comfortable and affordable.

## Energy conservation is good for you and your community

Reducing energy use is a simple, cost-effective way to keep energy costs affordable for everyone. By making your home more energy efficient, you can help contribute to a cleaner, greener Ontario.



Visit our website at **[enbridgegas.com/conservation](https://enbridgegas.com/conservation)** to find the right program for you.



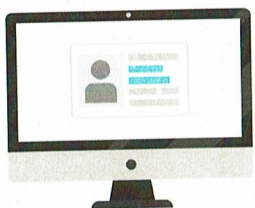
“I was connected with someone who came to my house and walked through the house with me looking for areas that I could improve on by myself or with professional help. Because of the efforts I've made, it's a lot more comfortable and a lot less cold.”

**– Erica H.**  
**Program participant**  
**Ottawa, Ontario**



# 5 simple steps to switch

It's always best to complete your application for natural gas service as early as possible. This helps us to ensure you are included in our planning process.



## 1. Inquire with us

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to review project details and engage with our project team to answer any of your questions.



## 2. Get an estimate from your local heating contractor

Once you have made your decision to convert, your contractor will submit the natural gas service application on your behalf. You will receive an email summary of the gas application as submitted by your contractor.

A member of our team will contact you to coordinate locating and marking all existing underground utilities.



## 3. Acknowledge your account details

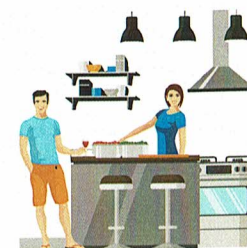
You will receive a confirmation email with a verification link prompting you to validate the following: your service address, homeowner and billing information.

You will also be provided details on the expansion surcharge, which will fluctuate monthly based on your natural gas use. Even with this surcharge, you could still save significantly every year by switching to natural gas.



## 4. After we install the natural gas service

Contact your contractor to arrange for the installation and conversion of your natural gas equipment.



## 5. The final step

Contact 1-877-362-7434 at least 48 hours in advance to arrange your meter activation and final inspection of the natural gas equipment.

## Natural gas service installation policy

Enbridge Gas will provide and install at no cost, one service line per civic address to new customers provided that the distance between the Owner's property line and the front wall of house/building is 20 metres or less. Services in excess of this distance will result in additional charges of \$159 per metre (plus applicable taxes). Call your local heating, ventilation and air conditioning (HVAC) provider for an assessment and to submit an application for gas service.

## IMPORTANT!

Do not disconnect your existing fuel source or remove any equipment until your new natural gas service and gas meter have been installed.