

# Meter Reading Performance

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# Enbridge Gas - Meter Reading Performance



- Access issues accounted for 32% of consecutive estimates in 2022, 49% in 2023 and **60%** in 2024
- Enbridge Gas has **47,419,539** active meters to read every year
  - Of those reads **277,321** are inaccessible meters (or an average of **46,220** bi-monthly)
- Enbridge Gas's current MRPM is **0.97%** as of October 2024 (down from 5.0% in 2021), an **80%** improvement
- **70%** reduction in consecutive estimate-related complaints reported through the OEB and a **37%** reduction in billing-related complaints to Enbridge Gas's Ombuds team as of October 2024