

From: [Office of the Registrar](#)
To: [Morgan Dew-Jones](#)
Subject: CONFIDENTIAL - FW: Redacted - Letter of Comment Submitted: EB-2025-0163
Date: Wednesday, September 10, 2025 3:37:32 PM

From: Ontario Energy Board <webmaster@oeb.ca>
Sent: Wednesday, August 13, 2025 8:11 PM
To: Office of the Registrar <Registrar@oeb.ca>
Cc: Webmaster <Webmaster@oeb.ca>
Subject: Redacted - Letter of Comment Submitted: EB-2025-0163

LETTER OF COMMENT

Comments:

To the OEB, I am a residential customer of Enbridge Gas, and I am writing to express my strong opposition to the proposed 2026 distribution rate increases. Enbridge Gas is a privately owned subsidiary of Enbridge Inc., a publicly traded company on the Toronto Stock Exchange and New York Stock Exchange. As a regulated monopoly, it faces no competition for natural gas distribution in Ontario. Customers have no alternative provider, which means any approved increase directly impacts households without market choice. Automatic inflation based increases without demonstrated efficiency gains unfairly shift costs onto consumers while protecting corporate returns. In this application, Enbridge lists multiple drivers for the rate increase. Each one should come with full transparency, measurable impacts, and independent verification before the OEB approves any changes. Inflation based formula under OEBs framework. Enbridge should release audited cost data proving actual increases in labour, materials, and operations and demonstrate the efficiency gains that offset them. With this, Ontarians should receive a year over year cost per customer or cost per unit of gas delivered that is stable or decreasing despite inflation. ZFactor Treatment Ontarians deserve a detailed calculation of how the carbon charge reduction changes cash flow and why customers should bear any resulting cost adjustment. If working capital is lacking, Enbridge should demonstrate why working capital is lacking. Saying trust me we do not have enough money to fund our day to day is unacceptable without justification as to why. Miscellaneous Service Charges Enbridge should publish the historical revenue and cost for each service, and show why current fees do not cover costs. Service charges should be aligned with actual cost recovery, not used as a hidden source of additional profit. Without transparency, we cannot determine if this is legitimate cost recovery. Update to Rider M Enbridge should provide the budget, project milestones, and independent cost benefit analysis showing that customers benefit from these projects, then do an annual report showing hydrogen project results, cost savings, and emissions reductions achieved. Panhandle Regional Expansion Project Enbridge should provide a full cost breakdown, the projected lifespan of the PREP, and show that large commercial and industrial users, not residential customers, are paying the fair share of this project. In dollar amount, not percentages. On top of this, annual tracking and revenue from PREP customers to ensure that the project is paying for itself without cross subsidization from residential users. Beyond the substance of this application, the public engagement process is inadequate. The notice is not written in plain language. The links in the PDF lead to a generic landing page, not the actual application or participation instructions. The comment submission box is small, lacks formatting options, and discourages clear, structured feedback. This either shows incompetence in public communications or a deliberate choice to limit meaningful public input. I urge the OEB to. Reject or reduce the proposed rate increase unless Enbridge

Gas meets the transparency and measurable outcome requirements for each cost driver. Require plain language notices and direct links in all regulatory filings. Improve the OEBs comment submission platform so that consumers can submit well formatted, accessible feedback. It is hard to believe that meaningful public input is actually wanted with the high level of friction to submit our comments. Without these changes, this process undermines public trust and consumer protection. This erodes public trust, including mine. Sincerely,

Name: Samantha Chai

Do you reside in the impacted service area?: Yes