

**From:** Ontario Energy Board <webmaster@oeb.ca>  
**Sent:** Thursday, August 14, 2025 12:55 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:

Dear Members of the Board, I am writing to express my strong opposition to Enbridge Gas Inc.'s application EB-2025-0163 for natural gas rate increases scheduled for January 1, 2026. This proposal follows a string of recent hikes approved in both April and July 2025 that have already placed significant strain on households. According to Enbridge's own filings, the July 1, 2025 changes led to annual bill impacts ranging from a decrease of about 26.85 to an increase of up to 74.30, depending on location, with a typical residential customer facing roughly an 8.3 percent increase. In April 2025, Enbridge also applied to recover costs under the Federal Carbon Pricing Program, resulting in additional annual bill increases of about 70.84 for customers in the EGD Rate Zone and around 63 for Union South and Union North zones. Adding yet another increase in early 2026 is unjustifiable. Ontario families are already navigating a severe affordability crisis. According to federal data, Canada's poverty rate rose from 7.4 percent in 2021 to approximately 9.8 percent in 2022, a sharp increase while other research indicates Ontario's rate is now above pre-pandemic levels at 11.1 percent in 2023. Child poverty has worsened, with more than one in five Ontario children now living in poverty. Social assistance remains far below the poverty line, with Ontario Works frozen at 733 per month with no inflation indexing and ODSP increases still insufficient to meet basic living costs. While households are struggling, Enbridge Inc. has reported record financial results. In 2024, the company posted C\$18.6 billion in adjusted EBITDA, up from C\$16.5 billion in 2023, a 13 percent increase. Distributable cash flow rose by C\$724 million year over year, and adjusted earnings grew by C\$294 million. These strong financials and continued dividend growth stand in sharp contrast to the financial hardships facing low- and fixed-income households who cannot simply reduce their gas usage. Over the past decade, natural gas prices for residential customers in the Union North East zone have climbed more than 50 percent, from about 14.11 cents per cubic metre in January 2015 to nearly 33.57 cents per cubic metre in January 2023, before settling near 19.94 cents per cubic metre in July 2025. For a typical household using about 2,300 cubic metres annually, these changes have meant hundreds of extra dollars in heating costs during peak periods. As a regulated utility providing an essential service, Enbridge's role should not be to maximize shareholder returns at the expense of basic needs. I urge the Ontario Energy Board to: Deny or substantially reduce the proposed 2026 increase. Require mitigation measures such as customer credits to protect affordability. Scrutinize any cost shifting to ensure it genuinely benefits ratepayers. Access to heat is not a luxury; it is a necessity. The Board has both the authority and the responsibility to weigh these human consequences alongside regulatory considerations. I respectfully ask you to reject this rate hike and prioritize protecting vulnerable Ontarians from further financial harm.

**Name:** Karin George

**Do you reside in the impacted service area?:** Yes