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From: Ontario Energy Board <webmaster@oeb.ca>  
Sent: Monday, September 29, 2025 11:27 AM  
To: Office of the Registrar <Registrar@oeb.ca>  
Subject: Redacted - Letter of Comment - EB-2024-0198

-- Name --

Ahmad Musameh

-- Do you reside in the impacted service area? -- Yes

-- Comments --

I am the owner of an Ottawa-based insulation contractor with extensive experience delivering energy efficiency programs across Ontario. We also employ Registered Energy Advisors who assist customers in identifying energy upgrades and calculating savings potential.

We are deeply concerned about Enbridge Gas Distribution's recent selection of Service Organizations and insulation contractors for participation in their ratepayer-funded DSM programs, including the Home Renovation Savings rebate program. Enbridge has restricted participation to a very small group of Service Organizations and contractors. This selection process was not open, transparent, or fair.

Many qualified Service Organizations and contractors—operating successfully across Ontario for decades—were excluded without explanation. As a result, customers now have limited choice, despite Enbridge's stated commitment to inclusivity and community values. This approach also directly contradicts the principles published on Enbridge's parent company website, which states:

“A strong, broad, and inclusive supplier community is essential to the resilience in our supply chain and drives innovation. It also enhances the vitality of our business and the communities where we live and work.”

The current DSM contractor framework that Enbridge is using is the opposite of “broad and inclusive.” Instead of creating a resilient and innovative supply chain, Enbridge has concentrated opportunities in the hands of a small, pre-selected group of large contractors, leaving out qualified local and family-run businesses that have long served their communities.

Restricting participation in this way is also inconsistent with the Ontario Energy Board's procurement policy and with the requirements of the Broader Public Sector. Enbridge is a regulated utility delivering programs funded by ratepayers; as such, its procurement practices should meet these same standards. The Independent Electricity System Operator (IESO), as a program partner, also has obligations under the BPS procurement policy.

At present, only a handful of large contractors are permitted to participate. This has created an unbalanced and anti-competitive market, hurting small and medium-sized businesses that employ staff locally. Contractors are forced to refer Enbridge customers to competitors selected by Enbridge, rather than being allowed to offer rebates and program access directly to our own customers. This is unfair to both contractors and ratepayers.

We respectfully urge the Ontario Energy Board to ensure that:

- Enbridge Gas Distribution follows a fair, open, and transparent procurement process for all DSM programs;
- All licensed Service Organizations registered with Natural Resources Canada are permitted to participate; and
- Ratepayers across Ontario are provided with meaningful choice when accessing insulation rebates and other DSM offerings.

Enbridge's DSM plan should not be approved unless it is consistent with the OEB's procurement standards, the Broader Public Sector requirements, and Enbridge's own stated values around inclusivity and community vitality.

Thank you for the opportunity to provide this submission. We look forward to the OEB's continued oversight to ensure fairness, transparency, and inclusivity in ratepayer-funded energy efficiency programs.