

Elson Advocacy

April 17, 2026

David Stevens

Aird & Berlis LLP

Brookfield Place, 181 Bay Street, Suite 1800

Toronto, ON M5J 2T9

Dear David:

**Re: Enbridge Gas Inc. 2024 to 2028 Rates Application – Phase III
EB-2025-0064**

I am writing on behalf of Environmental Defence Canada and the Green Energy Coalition to request that Enbridge file updated information in relation to issue 13(d).

By way of background, issue 13(d) asks if Enbridge responded appropriately to the following commitment:

Enbridge Gas agrees that beginning 45 days after the filing of this Settlement Proposal, Enbridge Gas shall not include statements, including cost comparison charts, related to the relative cost-effectiveness of natural gas heating or to savings that can be achieved with natural gas heating in written marketing materials, or reference materials aimed at customers, potential customers, HVAC contractors, or builders, that the Company distributes unless it includes a comparison with the relative cost-effectiveness of heating with electric cold climate heat pumps. This includes all such material disseminated in Ontario by Enbridge Gas, or by Enbridge affiliates on behalf of Enbridge Gas, to customers, potential customers, HVAC contractors, and builders.

Enbridge Gas agrees that updated materials shall be filed in Phase 3 of the 2024 rates proceeding, or in a subsequent proceeding if not complete at that time.

In this proceeding, Enbridge disclosed new energy cost comparison information in response to an interrogatory, stating as follows:

Enbridge Gas notes that it added a disclaimer on the Home Renovation Savings Program (HRS) website after the Federal Carbon Charge (FCC) was set to zero. This disclaimer, which includes cost comparison information, was added to inform gas customers who have installed or who are in the process of installing an electric heat pump about the potential financial impact. The disclaimer was added in response to legislative changes that directly impacted the HRS Program offering. It serves a specific purpose and does not represent any intent or decision to change Enbridge Gas's current approach to its marketing materials as set out at Phase 3 Exhibit 1, Tab 16, Schedule 1.

The link to the disclaimer page is included below.

<https://www.homerenovationsavings.ca/without-assessment/heat-pumps>¹

The disclaimer that Enbridge added no longer appears at that link. Instead, new energy cost comparison information is found at a different part of the above-referenced website, and must be expressly acknowledged via a checkbox by customers seeking to determine eligibility and obtain additional information about heat pump rebates. This new energy cost comparison information and the details on the new requirement of express customer acknowledgement are not on the record in this proceeding.

In addition, media reports suggest that Enbridge emailed cost comparison information to some customers.

To assist the board in adjudicating issue 13(d), we respectfully request that Enbridge:

1. File copies of all energy cost comparison reference materials distributed by Enbridge after the 45 day period referenced in the settlement agreement excerpted above, including any relevant website printouts and emails, indicating which version(s) are online today;
2. For information sent by email, provide the number of such emails sent and the trigger for Enbridge to send those emails;
3. For information that is accessed online through a form that requires inputting a customer information (i.e. the Heat Pump Interest Form), (i) how many customers accessed that information and (ii) how many customers confirmed that they had read and understood the information (as necessary to proceed with the Heat Pump Interest Form); and
4. The underlying spreadsheet used to calculate the latest version of the cost comparison information posted online by Enbridge.

I copied the OEB and the parties on this request for their awareness.

Yours truly,



Kent Elson

cc: Parties to the above proceeding

¹ Exhibit I.1.16-PP-23.