

May 15, 2026

VIA RESS AND EMAIL

Ritchie Murray
Registrar
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Dear Ritchie Murray:

**Re: Enbridge Gas Inc. (Enbridge Gas, or the Company)
EB-2025-0064 –2024 Rebasing Phase 3 - Enbridge Gas response to
Environmental Defence/GEC information request**

Enbridge Gas filed Phase 3 of its 2024 Rebasing Application on February 28, 2025. The ratemaking matters were addressed in the OEB Decision issued on March 26, 2026. The procedural steps for the outstanding non-ratemaking matters related to Issues 13 (a) through (d),¹ were set out by the OEB in Procedural Order No. 5 on April 21, 2026.

Environmental Defence (ED) submitted a letter on April 17, 2026, requesting that Enbridge Gas provide additional information related to cost comparison information. Enbridge Gas provided the additional information on May 1, 2026.

ED has subsequently sent an email to Enbridge Gas indicating it has been made aware of materials provided to “some non-profit and social housing providers indicating that heat pumps are not cost-effective vis-à-vis gas heating.” ED requested that Enbridge Gas file such materials with the OEB.

Enbridge Gas disputes that the communications noted by ED are in the nature of “written marketing or reference materials aimed at customers ... that include or previously included energy comparison information”. Therefore, Enbridge Gas disputes that these communications are relevant to the outstanding Issue 13(d).

Instead, these communications are notifications to a group of customers that Enbridge Gas is no longer offering heat pump technology under the Affordable Housing Multi-

¹ Issue 13: Has Enbridge Gas identified and responded appropriately to all relevant OEB directions and Enbridge Gas commitments made in OEB proceedings (inclusive of any relevant directions arising from the OEB’s pending decision on Phase 2), including those relating to:
a) an update on the Automated Metering Infrastructure pilot project;
b) a report on the steps that it has taken to achieve the capital reduction set out in the Phase 1 Decision;
c) reporting on the status of its responses to previous Integrated Resource Planning directions; and
d) filing updated written marketing materials or reference materials aimed at customers, potential customers, HVAC contractors or builders that include or previously included energy comparison information.

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Residential Program (a DSM program), following the removal of the Federal Carbon Charge (FCC).

The language below has been used to notify impacted parties:

For any social/non-profit housing provider, we will not support heat pumps. As this sector is particularly vulnerable to increased bill impacts, given the high potential to increase bills. As a result of the FCC being set to zero, the economics of heat pumps has been impacted. Depending on the efficiency of the equipment and the price difference between natural gas and electricity, heat pumps may result in higher energy bills. As a result, Enbridge has made the decision not to support heat pumps to this market segment. We will continue to support heat pumps for non-social/for-profit residential and commercial customers, but in all cases we will ensure the customer is provided with a clear disclaimer that explains the potential increases to their energy bills.

Without agreeing that these communications are relevant to Issue 13(d), Enbridge Gas attaches a sample of an email sent that includes the above wording (the receiving party information is deleted because it is not relevant).

Sincerely,

Laura Sheehan

Laura Sheehan
Specialist II, Strategic Applications – Rate Rebasing

cc: Intervenors (EB-2025-0064)



FW: Future of Heat Pump Incentives - Enbridge Affordable Housing Multi-Residential Program

From Laura Sheehan <Laura.Sheehan@enbridge.com>

Date Thu 5/14/2026 5:25 PM

To Laura Sheehan <Laura.Sheehan@enbridge.com>

From: Eduardo Romero

Sent: Wednesday, May 6, 2026 2:56 PM

To:

Subject: Future of Heat Pump Incentives - Enbridge Affordable Housing Multi-Residential Program

Hey ,

It was great meeting you last month.

I wanted to share some additional information from what we had chatted about in terms of our future support of heat pump projects for the Affordable Housing Multi-Residential Program.

Some background, Enbridge is currently in the process of negotiating the next three-year programming period (2027–2030). One of the key themes in these discussions has been affordability—particularly in light of the recent removal of the carbon tax and its impact on project economics.

Due to this and a few other factors Enbridge has issued this message in terms of supporting heat pump projects: *“For any social/non-profit housing provider, we will not support heat pumps. As this sector is particularly vulnerable to increased bill impacts, given the high potential to increase bills. As a result of the FCC being set to zero, the economics of heat pumps has been impacted. Depending on the efficiency of the equipment and the price difference between natural gas and electricity, heat pumps may result in higher energy bills. As a result, Enbridge has made the decision not to support heat pumps to this market segment. We will continue to support heat pumps for non social/non-profit residential and commercial customers, but in all cases we will ensure the customer is provided with a clear disclaimer that explains the potential increases to their energy bills”*

This change would affect future projects such as for example _____ which we previously incented, as well as any other projects involving heat pump technology under the Affordable Housing Multi-Residential Program that I manage. Projects proceeding through the **Home Renovation Savings Program** would remain eligible.

I am currently engaging with other municipal housing providers to better understand how this policy shift may affect their short- and long-term goals, as well as any potential operational, financial, or strategic implications. I would welcome any feedback or messaging from _____ that outlines how this change may impact your objectives or future planning.

If you want to set up a quick call to discuss – just let me know.

Regards,

Eduardo Romero, EIT, EMIT

Advisor, Energy Solutions – Affordable Housing
(he/him)

ENBRIDGE

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