



## Information for Energy Marketers

# You're Invited: Distribution In-Franchise Sales Webinar

There is still time to register for the Distribution In-Franchise Sales webinar and we hope you can join us. The webinar will be held on Wednesday, June 2, 2021 from 10 a.m. – 11:30 a.m. EST.

Topics of discussion will include:

- 2020/2021 Winter Operations
- Rates and Regulatory
- Service Harmonization
- Federal Carbon Pricing Program
- Enerline Rebranding
- Energy Transition

Please [RSVP by May 26, 2021](#). To participate, you will need a computer with internet access.

Prizes (including Apple AirPods Pro) will be drawn for those in attendance!

You may submit your questions in advance to [enbridgegaslv@enbridge.com](mailto:enbridgegaslv@enbridge.com).

## New name for Unionline, same trusted experience

Starting at 9:30 p.m. on May 26 until 4 a.m. on May 27, Unionline will be unavailable. Why? Because our Enbridge Gas team will be hard at work giving the application its new Enbridge Gas identity - its new name of **Enerline**.

Why change a good thing? Well, that's the good news. All of what you love about working within Unionline is staying the same. The way you navigate, the way you conduct business within the application, how you view the information – none of that has changed.

All we are doing is bringing Unionline into the Enbridge Gas brand family. That's it!

### What are we changing (besides the name)?

- With a new name, comes a new URL: [enerline.enbridgegas.com](http://enerline.enbridgegas.com)
- Updated colour schematics to align with its Enbridge Gas identity
- A new email address for our Enerline Support team: [Enerline@enbridge.com](mailto:Enerline@enbridge.com)

Would you like a sneak peek into Enerline? Check out this short [video](#).

### How can we help?

Enbridge Gas will be redirecting the Unionline URL to the updated Enerline address for a limited time. To ensure a seamless transition, we encourage you to change the *unionline.uniongas.com* link to *enerline.enbridgegas.com* on all your bookmarks and connections before the end of July 2021.

If you have any questions, please feel free to contact the Enbridge Gas [Enerline Support](#) team or your account manager.

## Reminder: 2017/2018 Demand Side Management Deferral and Variance Account Clearing Adjustment

On Jan. 28, 2021, Enbridge Gas received approval from the Ontario Energy Board (OEB) to dispose of its 2017 and 2018 Demand Side Management (DSM) deferral and variance account balances ([EB-2020-0067](#)), resulting in a delivery adjustment being applied to bills for all customers who received in-franchise contract rate delivery services in 2018. The DSM program is our energy conservation program that is available to customers.

Reminder: to minimize the impact on customers receiving a charge, these balances are being uniformly disposed of over a three-month period effective April 1, 2021. Customers will see three equal installments over their April to June bills (received from May to July).

## Coming in July - our newly designed website

This July, we will reach a significant milestone on our journey as a single, amalgamated company. While we are sad to say goodbye to uniongas.com, we are excited to launch our new, combined and updated website—**enbridgegas.com**. Information for all our residential, business, commercial/industrial and storage and transportation customers will be housed in easy to locate areas with enhanced search and intuitive navigation, so that you can find the information you need, all in one place.

After July 6, take a look at our new updated site. At that time, we encourage you to check and update any old bookmarks and to set some new favourites.



## **Enbridge Gas GDAR Changes Coming July 6, 2021 (Union rate zones only)**

**This message is intended for legacy Union Gas rate zone Retail Energy Marketers using the B2B [gdar.uniongas.com](https://gdar.uniongas.com) GDAR point.**

This July, we are bringing together our customer service applications and more of our processes.

### **What's changing?**

Effective **July 6, 2021**

- Your customers' current 14-digit account numbers will change to a new 12-digit account number.
- Consumption data for the Historical Consumption Request (HCR) and the Invoice Rate Ready (IRR) reports will be rounded to a whole number (no decimal points).

Effective **Aug. 1, 2021**

- For price create and price change transactions, you will now have the ability to update the bill presentment details for broker name, broker phone number and broker website.

The 14-digit account number will continue to be accepted for transactions submitted by Sept. 4, 2021. After this date, the new 12-digit account number must be used. In addition, a Change Consumer Information (CCI) transaction per account will be sent to you on July 6, 2021 with the current and new account numbers.

### **What's not changing?**



The GDAR system for legacy Union Gas rate zones (B2B [gdar.uniongas.com](http://gdar.uniongas.com)) will continue to operate separate from the GDAR system for former Enbridge Gas Distribution rate zones.

### **Outage details:**

As we transition to our new customer service applications and processes, it will result in a temporary system outage. The outage dates listed below could change as our online updates progress. Any changes will be communicated in advance.

The GDAR point will be unavailable from **10 p.m. ET on June 27, 2021** to **8 a.m. ET on July 6, 2021**.

Price Point changes for July 1, 2021 must be submitted prior to 10 p.m. ET on June 27, 2021.

If you have any questions, please refer to the Q & A below or contact [GDAR Support](#). We appreciate your patience as we upgrade our applications to serve you better.

### **Q & A**

1. Are account numbers changing for both legacy Union Gas and legacy Enbridge Gas Distribution accounts?

Legacy Union Gas account numbers are changing from 14 to 12 digits, which will now align both legacy companies. Legacy Enbridge Gas Distribution account numbers are not changing.

2. When does this take effect?

The changes will take effect on July 6, with an additional 60 calendar days (Sept. 4, 2021) of continued acceptance of legacy Union Gas account numbers for GDAR transactions.

3. For the June bill, will the Detailed Financial/Consumption report - found under the Invoices tab on Unionline (soon to be Enerline) - show the old or new legacy Union Gas account numbers?

The Detailed Financial/Consumption report will display the new 12-digit account numbers for your June billing cycle (bills received in July).

4. Who can we contact with GDAR transaction questions?

Legacy Union Gas GDAR transaction questions can be sent to: [Gdarinquiries@enbridge.com](mailto:Gdarinquiries@enbridge.com).

5. How will the changes to account numbers and consumption impact gas contracts and gas pools?

Other than the account number format changing and the consumption being rounded to the nearest whole number, there will be no further impacts to the gas contracts or gas pools.

6. When will marketers know the new account numbers?

The conversion of the old numbers to the new numbers will occur during implementation between July 2 and July 6.

- Marketers using the GDAR point will receive a Change Consumer Information (CCI) transaction per account with the old and new account numbers on July 6.
- Additional market participants will be informed of the old and new account numbers the week of July 4.

7. How will marketers be able to identify which legacy GDAR system to use when both systems are now using the 12-digit account number?

For Legacy Union Gas: from July 6 onward, marketers will need to use the service address postal code to compare to the Postal Code report on Unionline (Enerline) to determine if the account is for legacy Union Gas.



\*The July 6, 2021 date listed above could change as our online updates progress. We will communicate any changes as necessary.

If you have any questions about the material in this newsletter, please contact [Rob DiMaria](#) or [Patrick Boyer](#).