



2019 Demand Side Management Deferral and Variance Account Clearing Bill Adjustment

August 18, 2021

Enbridge Gas recently received approval from the Ontario Energy Board (OEB) to dispose of its 2019 Demand Side Management (DSM) deferral and variance account balances (EB-2021-0072). The DSM program is our energy conservation program that is available to customers. Clearance of these balances will result in a one-time rate adjustment being applied to bills for all customers who received in-franchise delivery services. Enbridge Gas will uniformly dispose of the balances with a one-time billing adjustment effective Oct. 1, 2021.

The 2019 DSM deferral and variance account adjustment includes the actual cost of delivering the DSM programs (versus the forecast cost built into 2019 rates), revenue recovery attributable to consumption reduction due to DSM conservation measures (Lost Revenue Adjustment Mechanism), as well as incentives Enbridge Gas earns when meeting OEB-approved DSM targets. This adjustment does not include any gas cost-related deferrals that are managed under the QRAM process or other non-commodity deferral balances.

Enbridge Gas is refunding approximately \$4.120 million to in-franchise contract rate class customers in the EGD rate zone and approximately \$0.876 million to Union North rate zone in-franchise contract rate class customers. Enbridge Gas will recover approximately \$2.568 million from Union South rate zone in-franchise contract rate class customers related to 2019 balances in the DSM deferral and variance accounts.

How to Estimate the 2019 DSM Delivery Adjustment

To estimate your customers' 2019 DSM delivery adjustment, multiply the rate adjustment that applies to your customers' service (shown below) by the actual volume of natural gas they consumed in 2019.

EGD Rate Zone Customers

Rate Class	Unit Rate for 2019 DSM Delivery Adjustment (cents/m ³)
Rate 100	2.4205
Rate 110	(0.0911)
Rate 115	(0.0827)
Rate 135	0.0789
Rate 145	(4.8938)
Rate 170	(0.6557)



Union North Rate Zone Customers

Rate Class	Unit Rate for 2019 DSM Delivery Adjustment (cents/m ³)
Rate 20	(0.0891)
Rate 100	(0.0398)

Union South Rate Zone Customers

Rate Class	Unit Rate for 2019 DSM Delivery Adjustment (cents/m ³)
Rate M4	0.2297
Rate M5	0.2615
Rate M7	0.3908
Rate M9	-
Rate M10	-
Rate T1	(0.1543)
Rate T2	(0.0149)
Rate T3	-

For more information, find the full application (EB-2021-0072) posted on our website.

Password requirements for Enbridge Gas applications

Following the recent Colonial Pipeline ransomware incident, the United States Transportation Security Administration (TSA), has issued several mandatory cybersecurity directives to the U.S. pipeline sector.

While Enbridge Gas and its affiliates do not fall within TSA jurisdiction, we will implement certain measures as best practices to support our safe, secure and reliable operations.

If you are a registered user of either Enerline, EnTRAC or URICA, you should have received detailed instructions on how to reset your password. Password resets are required to be completed by Aug. 25, 2021.

We appreciate your support and compliance as we implement these security measures to protect both our customers and our operations. If you have any questions, please contact your account manager.



GDAR Changes Update

It's been a few weeks since we integrated our customer service applications and processes, and we appreciate your patience during this transition period.

As previously communicated, this integration resulted in some changes as noted below.

Effective July 6, 2021

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

Effective Aug. 1, 2021

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

Additional changes were required as a result of the integration:

- The optional element within the service period section of the IRR that were sent from July 6 - 20 did not populate the price point ID information. As of July 21, this information is now included.
- During July, the general service billing cycles were aligned for the newly integrated customer service applications and processes. This alignment caused some June consumption to be billed in July. This may display line items in an IRR with a June billing month that will be reflected in your July direct purchase invoice and status report. This was a one-time transition alignment.

If you have any questions about these changes, please contact our GDAR Support team.

Force Majeure and Interruption Notification System Testing

In September, Enbridge Gas will be completing tests of both its force majeure and interruption notification systems.

During these tests, customers will be contacted and are asked to "reply" upon receipt.

Please note interruption notification testing applies only to interruptible service customers.

In the event of an actual force majeure, customers are required to immediately cease consumption of natural gas upon receipt of the force majeure notification.

Keep contact information up to date

It is important that Enbridge Gas has up-to-date contact information in case of curtailment to contract distribution service. In the event of a contract service interruption or Force Majeure, Enbridge Gas will contact customers using the information we have on file.

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