



Information for Large Volume Union North Rate Zone Customers

March 26, 2019

Enbridge Gas Inc. Receives Ontario Energy Board Approval for Rate Changes Effective Apr. 1, 2019

Enbridge Gas Inc., operating as Union Gas, recently received approval from the Ontario Energy Board (OEB) for rate changes effective Apr. 1, 2019. These changes were proposed to the OEB earlier this month as part of the Quarterly Rate Adjustment Mechanism (QRAM) and approved as filed ([EB-2019-0095](#)).

April 2019 QRAM

QRAM is the mechanism Union Gas uses to review and adjust our rates for changes in natural gas prices. This is done every three months to reflect ongoing changes in the market price of natural gas and to adjust for the difference between the forecasted price of natural gas and actual price from prior periods.

Delivery Rates

The following changes to bundled delivery rates reflect quarterly updates to gas costs in delivery rates (compressor fuel, unaccounted for gas, and carrying costs of gas in inventory). This can be found on the "Delivery" line of the invoice.

	Approved Delivery Rate Change (cents/m ³)
Rate 20	(0.0073)
Rate 100	(0.0001)

Rate 01 and Rate 10 Customers

[Rate 01](#) and [Rate 10](#) will also be changing effective Apr. 1, 2019. Customers can find current information on these rates on our website or in the notice included with their April bill.

Balancing Transaction Fees

Balancing transaction fees will be updated effective Apr. 1, 2019. For current rates, please see the [Balancing Transaction Fee Schedule](#).

Full details of this application ([EB-2019-0095](#)) can be found on the Union Gas website.

2019 Distribution Rates Application Update

On Dec. 14, 2018, Union Gas and Enbridge Gas Distribution applied to the OEB on behalf of Enbridge Gas Inc. ([EB-2018-0305](#)) for a change in distribution rates (also known as delivery rates).

Interim distribution rates beginning Jan. 1, 2019 were set at the current approved 2018 distribution rates as the OEB review process has not been completed. Following the OEB approval in 2019, general service customers will be billed for the interim period through a temporary price adjustment and all other rate classes will be billed for the interim period through a one-time adjustment as required. Full details of this filing ([EB-2018-0305](#)) can be found on the Union Gas website.

Federal Carbon Pricing Program Update

Enbridge Gas Inc. applied to the Ontario Energy Board (OEB) for approval of interim rates, to be added to customer bills beginning Apr. 1, 2019, to recover the costs associated with the Greenhouse Gas Pollution Pricing Act (GGPPA), including the federal carbon charge.

- On Feb. 28, 2019, the OEB announced that Enbridge Gas' request to add the new federal carbon charge and facility-related charge to customer bills beginning Apr. 1, 2019 was not approved.
- Enbridge Gas' application is still under review by the OEB. Prior to making a decision on any new charges and bill presentation matters, the OEB will consider comments of stakeholders and interested parties.
- Enbridge Gas will begin incurring costs on Apr.1, 2019, under the GGPPA. We are required to record these costs in approved deferral accounts, and will seek to recover these costs from customers at a later date.
- Charges related to the federal carbon pricing program will not be included on customers' bills until the OEB provides further direction.

You can find more information on our [federal carbon charge page](#).



Unionline Update

We recently made enhancements to the look and feel of Unionline. It's always our goal to provide a positive overall customer experience with Unionline and we appreciate hearing from you, our valued customers.

We've received reports of unexpected issues since the implementation of the changes - we value your feedback and are taking action on the issues reported. We apologize for any inconvenience you may be experiencing.

Thank you for your continued patience as we work to improve your Unionline experience. We encourage you to contact your account manager if you have any questions or concerns.

If you have any questions about this edition of Enerline, please contact your account manager.