



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 \$0.876 million to Union North 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 2019 DSM delivery adjustment, multiply the rate adjustment that applies to your service (shown below) by the actual volume of natural gas you consumed in 2019.

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

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.

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 any of the material in this newsletter, please contact your account manager.