



Feb. 11, 2022

## Your feedback is important! Please complete our online survey workbook by Feb. 16. 2022

Enbridge Gas is undertaking a customer engagement process that is designed to understand customers' needs and preferences as it develops its plans for 2024 and beyond. These plans will determine the investments that Enbridge Gas makes and will be submitted to the Ontario Energy Board. Your rates and services may be impacted by this plan so please take this opportunity to have your say.

At the beginning of February, the signing authority for each of our in-franchise contract rate and direct purchase customers and marketers received an email invitation to complete a survey workbook. The survey includes questions about Enbridge Gas' business plans and service harmonization proposals. To explain the service harmonization proposals, we have prepared a few videos. Links to the videos are provided within the survey workbook.

Your feedback is important – please review your email and complete the survey workbook by Feb. 16. Thank you in advance for your participation and feedback.

## Enbridge Gas files an Application for 2020 Demand Side Management Deferral and Variance Account Clearing

On Jan. 14, 2022, Enbridge Gas applied to the Ontario Energy Board (OEB) to dispose of its 2020 Demand Side Management (DSM) deferral and variance account balances ([EB-2022-0007](#)). The DSM program is our energy conservation program that is available to customers.

The proposed 2020 DSM deferral and variance account adjustment includes the actual cost of delivering the DSM programs (versus the budgeted costs built into 2020 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. The proposed 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 proposing to refund approximately \$0.8 million to Union North rate zone in-franchise contract rate class customers related to 2020 balances in the DSM deferral and variance accounts.

Once the OEB completes its review and provides their final decision on this application, clearance of these balances would result in a one-time rate adjustment being applied to bills for all customers who received in-franchise delivery services. Enbridge Gas has proposed to uniformly dispose of the balances with a one-time billing adjustment effective as soon as July 1, 2022. This will be dependent on the timing of the OEB's decision and we will provide further information when a decision is received from the Board.

### How to Estimate the 2020 DSM Delivery Adjustment

To estimate your 2020 DSM delivery adjustment, multiply the proposed rate adjustment that applies to your service (shown below) by the actual volume of natural gas you consumed in 2020.

Rate Class	Proposed Unit Rate for 2020 DSM Delivery Adjustment (cents/m <sup>3</sup> )
Rate 20	(0.1249)
Rate 100	0.0128

For more information, find the full application ([EB-2022-0007](#)) posted on our website.

## 2020 Deferral Account Clearing Bill Adjustments

Enbridge Gas received approval from the Ontario Energy Board (OEB) to dispose of amounts recorded in certain 2020 deferral and variance accounts and for the amount of its 2020 earnings that it is required to share with customers ([EB-2021-0149](#)). The 2020 deferral account application excludes the 2020 Federal Carbon Pricing Program (FCPP) related deferral and variance accounts as well as the 2020 Demand Side Management (DSM) deferral and variance accounts for which Enbridge Gas has separate applications.

This account clearing will result in a one-time delivery adjustment being applied to the April 2022 bills of all customers who received contract rate delivery services in 2020. For Union North rate zone customers, a one-time gas supply transportation adjustment will also be applied to the bills of customers whom Enbridge Gas provided upstream transportation services in 2020.

### What are Deferral and Variance Accounts?

Deferral and variance accounts are used to capture certain differences between Enbridge Gas' forecast amounts approved for collection through rates and actual revenues and costs collected or incurred. The differences are either refunded or collected from customers, upon approval by the OEB, and are specifically allocated to each rate class.

### How to Estimate the 2020 Delivery Adjustment

You can estimate your 2020 delivery adjustment by multiplying the approved rate adjustment that applies to your service (shown below) by the actual volume of natural gas you consumed in 2020.

Rate Class	Approved Unit Rate for 2020 Delivery Adjustment (cents/m <sup>3</sup> )
Rate 20	(0.0192)
Rate 100	(0.0129)
Rate 25	(0.0497)

### How to Estimate the 2020 Gas Supply Transportation Adjustment

You can estimate your customers' 2020 gas supply transportation adjustment by multiplying the approved rate adjustment that applies to their service (shown in the table below) by:

Rate 20 - their 2020 annualized firm contract demand

Rate 25 - their actual volumes of natural gas consumed in 2020

**Union North Rate Zone Customers**

<b>Rate Class   Approved Unit Rate for 2020 Gas Supply Transportation Adjustment</b>	
<b>North West</b>	
Rate 20	(6.3193) cents/m <sup>3</sup> /d
Rate 25	0.2226 cents/m <sup>3</sup>
<b>North East</b>	
Rate 20	2.2803 cents/m <sup>3</sup> /d
Rate 25	0.0921 cents/m <sup>3</sup>

Full details of this filing ([EB-2021-0149](#)) can be found on our website.

If you have any questions about any of the material in this newsletter, please contact your account manager.