

2016 CREDIT FINAL BILL DEFERRAL ACCOUNT
REQUESTED FOR CLEARANCE OCTOBER 1, 2017

1. The 2016 Credit Final Bill Deferral Account (“CFBDA”) was approved by the Board within Enbridge’s 2016 Rate Adjustment proceeding, EB-2015-0114. The purpose of the CFBDA is to address a billing related issue which the Company had previously identified as resulting from the 2009 CIS implementation, specifically final bills with credit balances. The account is being used to track un-refunded customer final bill credit amounts, aged two years or more, while continuing efforts are made to return as much of the amounts as possible to the former account holders. Therefore, un-refunded final bill credit balances aged two years or more are being credited to the account.

2. The Company previously credited \$5.5 million to customers within the 2015 CFBDA within the EB-2015-0122, 2014 ESM and Deferral and Variance Accounts proceeding. The CFBDA was continued into 2016 in order to record any further un-refunded final bill credit amounts not returned as part of this original amount.

3. As part of an analysis completion exercise in late 2016, the Company identified a further \$1.5 million in credit balances that date back to the original timeframe. These amounts were not included in the \$5.5 million previously refunded, because at the time the relevant analysis was completed the associated accounts showed no credit balance due to Enbridge’s standard cheque refund process. These accounts were in the process of an attempted refund, via a mailed cheque to the last known address. As a result, there was no balance on these accounts when a query of the sub-ledger was performed to determine the amount to refund. At this point, Enbridge has exhausted its attempts to return these balances to the specific customers associated with the relevant accounts and the Company is now proposing

to credit the \$1.5 million balance to all customers in the rate classes associated with the relevant accounts via the 2016 CFBDA.

4. As of December 2016, a final sub-section of accounts that had locks placed on them dating back to when the CFBDA was originally finalized was identified. These accounts had a balance of \$640,000, and have now had a further attempt to validate and refund the amount owing. As of the date of this filing, this process is near completion. The Company proposes to credit any resulting additional balance into the 2016 CFBDA, to be refunded along with the \$1.5 million identified above. The impact of this additional refund balance in the 2016 CFBDA will be identified in the rate order and materials prepared to implement the outcome of this proceeding.