

ENERGY PROBE INTERROGATORY #7

INTERROGATORY

Reference: Exhibit A, Tab 1, Schedule 3 Page 27

Preamble: “Enbridge’s long-standing practice working with contractors and installers to help influence end-user decisions undoubtedly occurs at times without customers’ direct knowledge of such influence taking place.”

Please provide any evidence that Enbridge’s relationship with customers has led to these customers making DSM decisions that they wouldn’t have made had they never worked with Enbridge.

RESPONSE

A full and complete response to this question would require the company to quote from its oral and written evidence at numerous past DSM framework, plan approvals and account clearance proceedings over many years. This is, obviously, beyond the scope of this response but an obvious short answer is that the Company, with the full knowledge and support of the Board and Stakeholders, has over the years incurred the cost of hiring and keeping DSM program managers and staff that have the specialized knowledge and experience that customers, particularly industrial and commercial customers, have benefitted from for the purposes of making conservation related decisions and incurring the associated costs. This includes not only the long-standing practice of working with contractors and installers but also working directly with customers to help educate and support the adoption of energy efficient technologies and practices.

Below are recent testimonials from customers taken from case studies for projects which were implemented as a result of our programs and the support Enbridge provided to our customers.

Enbridge Gas Distribution and KI Work to Achieve Sustainable Furniture Design Operations (2016)

*“To any industrial customers looking to get started in their energy efficiency journey, I would highly recommend reaching out to your local ESC for support. KI’s partnership with Enbridge and our ESC has been a driving factor behind the success we have realized in managing our energy, reducing our natural gas consumption by 30% in 2013 and 60% over our 2007- 2009 baseline period. We look forward to the continued*

Witnesses: D. Bullock  
D. Johnson

*success of KI's energy conservation initiatives with the assistance of the Enbridge Team.*" – Michael Kelly, Process Engineer, KI

"Green Advantage" Turns Older Buildings Into Star Performers - Starlight Investments Ltd (2015)

*"Enbridge brings experience and expertise to the table. They have worked in the same types of buildings with the same equipment, so they know what works. Their impartial advice gives us confidence in the technologies and savings numbers, and their incentives really help to improve project paybacks."* John Lucic, Executive Director, Energy & Technical Maintenance, Starlight Investments Ltd.

Leveraging Occupancy Data to Reduce Building Energy Costs - University of Toronto Robarts Library (2015)

*"Enbridge Gas had a huge input on the algorithm development,"* commented John Walker, Operations and Maintenance Manager, *"In many cases now, we are running fans at 40% speed, saving us huge amounts of energy without impacting motor safety."* *"We ultimately surpassed our original savings forecasts,"* said Walker.

Enbridge Helps Magna's Plastcoat Division Achieve Energy Efficiency (2015)

*"We worked closely with an Enbridge Energy Solutions Consultant to find a customized solution that fits our facility,"* says Senka Donches, Manager of Energy Efficiencies, The Americas and Global Lead Coordinator, Magna International. *"I'm pleased to say that as a result of their energy efficiency recommendations, we have reduced our natural gas consumption significantly."*

Goes from Good to Great in Energy Performance-Cadillac Fairview's Simcoe Place (2015)

*"All Cadillac Fairview properties are expected to improve their energy performance and we are always raising the bar. This can be quite a challenge for buildings that are already good performers. Enbridge made an important contribution to our energy saving efforts at Simcoe Place by identifying valuable solutions and backing them up with incentives."* Nathan Mordaunt, General Manager Cadillac Fairview Corporation

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