

ENBRIDGE GAS INC.
Answer to Interrogatory from
Vulnerable Energy Consumers Coalition (VECC)

Reference: Exhibit A1/T5/S3/pg.23

Question:

- a) The Security Deposit and Low-Income Customer Policies of EGI for its two different rate zones differ. Please explain why and what plans are being made to harmonize these specific conditions of service provisions.

Response

The exact details on operating policies for the different rate zones differ due to each legacy company's interpretation of guidelines or program parameters.

With the implementation of the OEB's new customer service rules, Enbridge Gas will be harmonizing business practices and policies where differences exist.¹ However, there may still be differences where there are rate implications and Enbridge Gas maintains different rate zones, e.g. fees like new account charge.

¹ EB-2017-0183, Notice of Amendment, March 14, 2019.