

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

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

Question:

- a) With respect reasons for the disconnection of service please explain (provide an example) of what constitutes a “fraudulent use of gas.” If this is meant to address service where illegal activity are suspected please explain what evidence of the activity in question is required.

Response

The most obvious example would be altering the gas service to circumvent the gas meter. A disconnection order would be executed if Enbridge Gas personnel encounter a gas service which has been tampered or altered with. Situations where a meter is unlocked, and it is documented that a lock work order was previously completed would also qualify as fraudulent use of gas. In these cases there is no active customer account and required appliance inspections have not been completed.