

INTERRUPTIBLE RATE

1. In the Settlement Proposal in Enbridge's 2017 rate adjustment proceeding (EB-2016-0215), Enbridge agreed to commence a process to review whether there are cost-effective changes that may be made to the Interruptible Service Program.

Interruptible Service Program Status

2. There are currently 65 customers on an interruptible service rate.
3. Last winter was again mild with Curtailment being called once in the Central Delivery Area ("CDA"); two 2 days of curtailment in the CDA and 0 days in the Eastern Delivery Area ("EDA"). The program was executed successfully with 96% compliance.

Customer Consultation

4. In July 2017, Enbridge held a customer consultation on the Interruptible Service Program. At this consultation, Customers expressed interest in further enhancements which focused on curtailment notification, timing, and duration. During this consultation, customers did not express concerns with regards to the curtailment credits. There were some additional suggestions made from customers which will require further investigation about whether those suggestions can be accommodated.
5. The following is a summary of the points that were discussed at the July 2017 customer consultation, along with Enbridge's response to each.
 - (a) If the probability of curtailment is high preceding the weekend, customers would prefer Enbridge to call curtailment on Friday morning in advance of the weekend,

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as opposed to calling curtailment on a Saturday or Sunday. This will allow customers the time to make arrangements for secondary fuel or CDS gas.

- *Based on circumstances, Enbridge will make best efforts to accommodate this request.*

(b) Provide notifications when Curtailment Probability Status changes via email or text.

- *Review is required.*

(c) End curtailment in the afternoon after the morning lift instead of continuing for the entire gas day.

- *Review is required.*

(d) Limit the amount of a customer's load to be curtailed by offering a partial interruptible rate.

- *No further investigation is required. Currently, Enbridge offers customers a firm daily demand with a companion interruptible daily demand contract. This can only be offered if firm capacity is availability near the terminal location.*

(e) Provide make up gas in advance when curtailment probability is high.

- *No further investigation is required. Over the last three winter seasons, Enbridge has offered a program that allows customers to nominate make-up should the Curtailment advice notice indicate a high probability of Curtailment being called in the next five days. In the event that Curtailment is called and CDS is allowed, the customer can then convert their make-up nomination to a CDS nomination. The market asked for this flexibility as it is a more cost effective way to procure gas on a curtailment day.*

(f) Increase the interruptible notification period for rate 170 from 4 hours.

- *No further investigation is required. At this time, the Rate 170 notification*

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period of 4 hours provides the optimal operational reliability to service Enbridge's firm customers. It is important to note that historically Enbridge has provided curtailment notification well in advanced of the prescribed notice period. Alternatively, customers can choose Rate 145 which does have a longer notification period.

(g) Provide an alternative interruptible tiered rate option.

- *Review is required.*

(h) Provide a complete Curtailment duration with a start date and time; and an end date and time. Avoid extensions.

- *Based on circumstances, Enbridge will make best efforts to accommodate this request.*

Interruptible Service Program Participation

6. It is important to note that efforts to increase participation in the Interruptible Service Program would be limited to customers that have the ability to interrupt the operations of their business or to switch to a secondary fuel source. To expand on this point; potential and existing interruptible customers that would use oil as a secondary fuel have expressed concerns with the changes to the energy landscape in the province and the uncertainty of future regulations which may make oil or other alternative fuel sources extremely costly or prohibitive therefore detracting customers from considering the Interruptible Service Program.
7. A further concern detracting customers from switching to an interruptible rate is that Enbridge does not reserve firm capacity for interruptible customers that may elect to switch back to a firm distribution service at a later date.

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