

BOARD STAFF INTERROGATORY #17

INTERROGATORY

Ref: Interruptible Service Program  
Exhibit H1 / Tab 2 / Schedule 1

Preamble:

Enbridge provided a summary of the issues discussed at the July 2017 customer consultation on the Interruptible Service Program. Enbridge also provided its response to each issue.

Question(s):

- a) For the issues where Enbridge has noted further review is required, please provide a discussion of the expected next steps.

RESPONSE

Updates to suggestion items identified for further review:

Suggested item 2 [Provide notifications when Curtailment Probability Status changes via email or text] - Text notifications are currently not available. Currently, customers can receive email notifications when the curtailment status is changed to High. However, setting up an email notification for a customer involves a manual process by Enbridge following a customer's request to be added to a list to receive email notifications when the curtailment status is changed to High. Further investigation is being done on whether an online service called MyAccount could be utilized to send (email or text) notification to customers when the Operational Status has changed. However, the timing of this feature will not be in scope until mid to late 2018 based on Enbridge's web designs resource prioritization.

Suggested item 3 [End curtailment in the afternoon after the morning lift instead of continuing for the entire gas day] - After further review, the flexibility of this request is limited as curtailment is typically based on the gas day which aligns with gas contracts and IT systems. Any deviation from this will require EGD to manually calculate the total consumption and update the system for each account. Based on the timing and

Witness: R. DiMaria

circumstances (CDS allowance, distribution system operations & weather conditions) of the curtailment Enbridge may/could end the curtailment prior to the end of a Gas Day.

Suggested item 7 [Increase the interruptible notification period for rate 170 from 4 hours] - An internal review is needed to determine whether there is value and viability to introducing a tiered interruptible rate option. If so, suggestions will be shared with customers at the next customer stakeholder meeting.

Witness: R. DiMaria