

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

Reference: Exhibit A1/T5/S1/pg.23

Question:

- a) Please provide the number (by category) of complaints escalated to the Enbridge Customer Ombudsman's Office for the last calendar year (2018)
 - b) Does the Union Rate Zone have a similar office? If so, please a similar report as in a) for this Rate Zone.
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Response

a-b) Please see tables below for the number of complaints:

EGD Rate Zone

<u>Complaints</u>	<u>2018</u>
Billing	3870
Collections	1382
Operations	1510
Open Bill	1204
Other	181
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Total 2018	8147

Union Rate Zone

<u>Complaints</u>	<u>2018</u>
Billing	1697
Collections	1345
Operations	741
Open Bill	0
Other	1221
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Total 2018	5004