

ENBRIDGE GAS INC.  
Answer to Interrogatory from  
Building Owners and Managers Association of Greater Toronto (BOMA)

Reference: Exhibit D1, Tab 1, pp5-7

Question:

Please describe the impact of the margin of error for the four cohorts on the usefulness of the survey data.

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**Response**

The margin of error is a statistic expressing the confidence one should have in the sampling error for survey results. The statistic considers the total size of the survey universe and the size of the survey sample. Generally, the larger the sample size the lower the margin of error. Also, the larger the universe generally means that a larger sample size would be more appropriate. For context, an industry standard sample size for the population of Ontario (18+ adults) is n=800 interviews.

As a measure of sampling error the impact of the margin of error means that the results of the Residential customer survey can be considered accurate between plus or minus 3%, the results of the General Service customer survey can be considered accurate between plus or minus 4%, the results of the Rate 6 Business customer survey can be considered accurate between plus or minus 6%, and the Large Volume customer survey can be considered accurate between plus or minus 13%.