

## Information for Union North Rate Zone Customers

June 26, 2025

# Enbridge Gas Receives Ontario Energy Board Approval for Rate Changes Effective July 1, 2025

Enbridge Gas recently received approval from the Ontario Energy Board (OEB) for rate changes effective July 1, 2025 ([EB-2025-0165](#)). These changes were proposed to the OEB earlier this month as part of the Quarterly Rate Adjustment Mechanism (QRAM) and approved as filed.

QRAM is the mechanism Enbridge Gas uses to review and adjust our rates for changes in natural gas prices. This is done every three months to reflect ongoing changes in the market price of natural gas and to adjust for the difference between the forecasted price of natural gas and actual price from prior periods.

In addition to updating rates in the Enbridge Gas Distribution (EGD) and Union rate zones in accordance with Enbridge Gas' Board-approved QRAM methodologies, July 1, 2025, rates will also reflect:

- a one-time clearing of the 2022 Demand Side Management Deferral and Variance Account and Earnings Sharing account balances.
- The facility carbon charge will be updated, removing forecast costs related to company use volumes, leading to a minor rate decrease for customers.

For more information on the clearance of the 2022 Demand Side Management Deferral and Variance Account and Earnings Sharing account balances, please see our [Sept. 25, 2024 newsletter](#).

## July 2025 QRAM

### Delivery Rates

The following changes to delivery rates reflect quarterly updates to gas costs (compressor fuel, unaccounted for gas, and carrying costs of gas in inventory). This can be found on the "Delivery" line of the invoice.

	Approved Delivery Rate Change (cents/m <sup>3</sup> )
Rate 20	(0.0010)
Rate 100	(0.0001)

### Rate 01 and Rate 10 Customers

[Rate 01](#) and [Rate 10](#) will also be changing effective July 1, 2025. Customers can find current information on these rates on our website.

### Balancing Transaction Fees

Balancing transaction fees will be updated effective July 1, 2025. For current rates, please see the [Balancing Transaction Fee Schedule](#).

### Facility Carbon Charge

Enbridge Gas has updated the facility carbon charge effective July 1, 2025. This update removes the element of the charge that was based on forecast costs related to company use volumes, resulting from amendments to regulations under the federal Greenhouse Gas Pollution Pricing Act on March 15, 2025.

	Current Charge (cents/m <sup>3</sup> )	New Approved Charge (cents/m <sup>3</sup> )	Change (cents/m <sup>3</sup> )
Federal carbon pricing facility-related carbon charge	0.0172	0.0123	0.0049

For more information, find the full application ([EB-2025-0165](#)) posted on our website.

## 2023 Deferral and Variance Account Clearing Update

On May 31, 2024, Enbridge Gas applied to the Ontario Energy Board (OEB) to dispose of its 2023 deferral and variance account balances (EB-2024-0125).

This application is currently still in process and will be proceeding to a written hearing. Once the OEB completes its review and provides their final decision on this application, clearance of these balances will result in a one-time rate adjustment being applied to bills for all customers who received in-franchise delivery services. The effective date and amount of the billing adjustment will be dependent on the OEB's final decision. Enbridge Gas has proposed to uniformly dispose of the balances with a one-time billing adjustment, as early as Jan. 1, 2026. Further information will be provided once a decision is received.

## The new Enerline: An all-in-one online customer hub

As part of our efforts to deliver exceptional customer service, Enbridge Gas is excited to share that we are designing and building a new, all-in-one online customer hub, called Enerline.

The new Enerline will bring together all of Enbridge Gas' online systems used by our large volume customers today. This includes EnTRAC, URICA and the current Enerline. The new Enerline will provide a single space for all contract customers (large volume commercial and industrial, storage and transportation, and energy marketers) to perform their contracting, nominations, reporting and billing functions. Contract customers currently using My Account will also move to the new Enerline, while My Account will continue to serve non-contract customers (residential and small to medium volume

commercial and industrial).

The new Enerline hub is currently scheduled to go live in September 2026. With the launch of the new Enerline, our billing, contracting and support teams will also be enhancing their processes to further support customers - making it even easier to manage their accounts and ensuring a seamless, high-quality customer service experience.

Regular updates will be shared to support and prepare customers for the launch. We will also be offering training sessions and provide documentation to help navigate and make the most of the new Enerline. Visit [our webpage](#) for additional information, regular updates or to submit questions and feedback directly to our customer experience team. You can also reach out to your account representative with any questions.

If you have any questions about this material, please contact your account manager.