



**Richard Wathy**  
Technical Manager,  
Regulatory Applications  
Regulatory Affairs

Cell: 519-365-5376  
Email: Richard.Wathy@enbridge.com  
EGIRegulatoryProceedings@enbridge.com

**Enbridge Gas Inc.**  
500 Consumers Road  
North York, Ontario  
M2J 1P8

## **VIA RESS and EMAIL**

March 31, 2022

Nancy Marconi  
Registrar  
Ontario Energy Board  
2300 Yonge Street, 27<sup>th</sup> Floor  
Toronto, Ontario  
M4P 1E4

Dear Nancy Marconi:

**Re: EB-2022-0089 – Enbridge Gas Inc. (Enbridge) – April 1, 2022  
Quarterly Rate Adjustment Mechanism (QRAM) Application  
Customer Communication Plan**

---

In response to the OEB Decision and Rate Order on March 24, 2022, Enbridge would like to outline the measures taken to address customer communications.

Utilizing our array of communication channels and tools, on April 1, 2022, Enbridge is going to publish the following customer message on Enbridge's website, in the natural gas rates section of the site, within the introduction to the [frequently asked questions](#).

*“North American natural gas prices have increased from last year’s historic lows for a number of reasons – colder than normal weather, COVID uncertainty and conflict in Europe, among others. We understand that energy affordability is a priority for Ontario families and businesses. Since October 2021, we’ve taken steps, with the OEB’s approval, to “smooth out” the actual increase in natural gas prices to lower the total bill for customers over time. The “smoothed out” costs will be recovered gradually over the coming months to help customers manage their energy bills.”*

The main banner on the website will provide a link to this communication and our social media posts will point to this information on [enbridgegas.com/gas-rates-notice](https://enbridgegas.com/gas-rates-notice).

The need to “smooth out” increases in natural gas prices will be reassessed on a quarterly basis and customer communications will be revised accordingly.

With regards to customer rate notices, Enbridge intends to address the comments received and improve clarity to the wording in the applicable notices for the July 2022 QRAM.

In addition, please find the attached listing of all parties who will be served notice in the July 2022, QRAM application. Going forward, Enbridge will include this listing within the application.

March 31, 2022  
Page 2

Should you have any questions on this matter please contact the undersigned.

Sincerely,

Richard Wathy  
Technical Manager, Regulatory Applications

cc: Tania Persad, Enbridge Gas  
All Interested Parties EB-2008-0106, EB-2021-0147 &  
EB-2021-0148

LIST OF INTERESTED PARTIES

AG Energy Co-operative Ltd.	Michelle Vieira Katie Morrow
Anwaatin Inc.	Larry Sault
Anwaatin Inc.	Don Richardson
Anwaatin Inc.	Elisabeth Demarco
Anwaatin Inc.	Jonathan McGillivray
Association Of Power Producers of Ontario	John A. D. Vellone
Association Of Power Producers of Ontario	Katerina Maragos
Building Owners and Managers Association of The Greater Toronto Area	Albert Engel
Building Owners and Managers Association of The Greater Toronto Area	Marion Fraser
Building Owners and Managers Association of The Greater Toronto Area	Rachel Fielding
Canadian Manufacturers & Exporters	Alex Greco
Canadian Manufacturers & Exporters	Mathew Wilson
Canadian Manufacturers & Exporters	Emma Blanchard
Canadian Manufacturers & Exporters	Scott Pollock
Consumers Council of Canada	Julie Girvan
ECNG Energy L.P.	Dave Duggan
Energy Probe Research Foundation	Tom Ladanyi
Energy Probe Research Foundation	Roger Higgin
Environmental Defence Canada Inc.	Jack Gibbons
Environmental Defence Canada Inc.	Kent Elson

Environmental Defence Canada Inc.	Amanda Montgomery
Epcor Natural Gas Limited Partnership	Tim Hesselink
Epcor Natural Gas Limited Partnership	Kenneth Poon
Epcor Natural Gas Limited Partnership	Daniela O'Callaghan
Equinor Natural Gas LLC.	Elizabeth Perreca Melea Nicholson
Federation Of Rental-Housing Providers of Ontario	Dwayne R. Quinn
Industrial Gas Users Association	Shahrazad Rahbar, Phd
Industrial Gas Users Association	Ian Mondrow
Just Energy Ontario L.P.	Frances Murray
The Corporation of The City of Kitchener - Utilities Division	Jaya Chatterjee
The Corporation of The City of Kitchener - Utilities Division	Greg St. Louis
The Corporation of The City of Kitchener - Utilities Division	Les Jones
The Corporation of The City of Kitchener - Utilities Division	Khaled Abu Eseifan
London Property Management Association	Randy Aiken
Ontario Association of Physical Plant Administrators (OAPPA)	Valerie Young
Ontario Greenhouse Vegetable Growers	Aaron Coristine
Ontario Greenhouse Vegetable Growers	Michael Buonaguro
Ontario Petroleum Institute Inc.	Jim McIntosh
Ontario Petroleum Institute Inc.	Scott Lewis

Ontario Petroleum Institute Inc.	Peter Budd
Ontario Sustainable Energy Association	Joanna Vince
Ontario Sustainable Energy Association	Raeya Jackiw
Ontario Sustainable Energy Association	Travis Lusney
Pollution Probe	Michael Brophy
School Energy Coalition	Ted Doherty
School Energy Coalition	Mark Rubenstein
School Energy Coalition	Jay Shepherd
School Energy Coalition	Fred Zheng
Six Nations Natural Gas Company Limited	Tracy Skye
Six Nations Natural Gas Company Limited	Linda Wainewright
Summit Energy	Jeff Donnelly
The Corporation of the Town of Marathon	Daryl Skworchinski (CAO Office) Andrew Blair
Thunder Bay Chamber of Commerce On Behalf of, The Chambers of Commerce of Northwestern Ontario	Nicola A. Melchiorre,
Thunder Bay Chamber of Commerce On Behalf of, The Chambers of Commerce of Northwestern Ontario	Mark P. Mikulasik,
Transcanada Pipelines Limited	Kevin Musial
Transcanada Pipelines Limited	Namrita Sohi
Vulnerable Energy Consumers Coalition	John Lawford
Vulnerable Energy Consumers Coalition	Mark Garner