

ONTARIO ENERGY BOARD

IN THE MATTER OF the *Ontario Energy Board Act 1998*, S.O.1998, c.15, (Schedule B) (the “Act”);

AND IN THE MATTER OF an Application by EPCOR Natural Gas Limited Partnership pursuant to section 36 of the Act, for an order or orders approving or fixing just and reasonable rates and other charges for the sale and distribution of gas to be effective January 1, 2025.

AFFIDAVIT OF SERVICE

I, **Tim Hesselink**, residing in the Town of Collingwood in the Province of Ontario, Canada, make **OATH AND SAY** as follows:

1. I am employed as the Senior Manager, Regulatory Affairs for EPCOR Natural Gas Limited Partnership (“ENGLP”) and as such, I have knowledge of the matters hereinafter deposed to.
2. On July 18, 2024 I filed with the Ontario Energy Board (the “Board”) ENGLP’s 2025 cost of service rate application for the Aylmer territory, for rates effective January 1, 2025 (the “Application”).
3. In accordance with the August 12, 2024 Letter of Direction issued by the Board, I caused to be served by email a copy of the Notice of Hearing (“Notice”) for ENGLP’s Application (Exhibit “A”) and the Application and Evidence (linking to the OEB’s data repository under filing reference EB-2024-0130) The Notice, Application and Evidence were served on the following parties as requested by the Board in the Letter of Direction:
 - a. All intervenors in EB-2018-0336 (Exhibit “B”);
 - b. Enbridge Gas Inc. (Exhibit “B”); and
 - c. The clerks of all municipalities in which ENGLP (Aylmer) supplies gas (Exhibit “B”)
4. I also arranged for service of the enclosed Notice on customers in the Aylmer service territory for whom ENGLP has an email address and the appropriate permissions to use the email address

DM

to send utility or regulatory information, together with the following email message:

“EPCOR Natural Gas Limited Partnership has applied to the Ontario Energy Board to change our natural gas rates in the Aylmer service territory. Please review the Ontario Energy Board’s Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board’s hearing.”

The email also included the words “Notice of Hearing” within the email subject line and provided a link to the Notice as posted on ENGLP’s website.

The message was sent to 5,569 email addresses.

A copy of the email, along with a screen capture of the electronic confirmation has been included as Exhibit “C”.

5. EPCOR did not serve a copy of the Notice, Application and evidence, directly on a band council. I am informed and verily believe that the Aylmer operations do not supply gas to Indigenous Communities or First Nation Reserves with a band council.
6. In accordance with the Letter of Direction, I caused a copy of the Notice, Application and Evidence to be placed on ENGLP’s website. Attached as Exhibit “D” is proof of the information posted on ENGLP’s website.
7. In accordance with the Letter of Direction, I caused a copy of the Notice, Application and Evidence to post the following message if ENGLP has an X (formerly Twitter), LinkedIn, Facebook, and/or Instagram account: a) “We have applied to the Ontario Energy Board to change our natural gas rates in the Aylmer service territory. Learn more. Have your say.” The post included the Bigbox Ad and provided a link to the Notice as posted on ENGLP’s website in accordance with paragraph 1. Attached as Exhibit “E” is proof of the information posted on ENGLP’s Facebook and X accounts.

8. I am informed and verily believe that ENGLP's office is not currently open to the public; however, a copy of the Notice, Application and evidence will be made available to a public member upon request.

SWORN BEFORE ME at the Town of)
Collingwood in the Province of Ontario)
this 22nd day of **August 2024**.)

Diniz)
Title: *Commissioner of Oath*)


Tim Hesselink

Daniel Marcus Edward Miziolek,
a Commissioner, etc.,
Province of Ontario,
for the Corporation of the Town of Collingwood.
Expires July 15, 2027.

THIS IS EXHIBIT 'A' referred to in
the Affidavit of Tim Hesselink sworn
before me this 22nd day of August,
2024.

A handwritten signature in black ink, appearing to read "Orif", positioned above a horizontal line.

A Commissioner, etc.

EXHIBIT A

EPCOR Natural Gas Limited Partnership has applied to change its natural gas distribution rates and other charges for the Aylmer service territory

EPCOR Natural Gas Limited Partnership (ENGLP) has applied to the OEB for approval to change its natural gas distribution rates and other charges for its Aylmer service territory, effective **January 1, 2025**. If the application is approved as filed, a typical residential customer and a typical general service customer in ENGLP's Aylmer service territory would see the following annual changes in distribution charges effective **January 1, 2025**:

R1 – Residential customers	\$38 increase
R1 – General Service customers	\$126 increase

Other customers, including businesses, will also be affected.

ENGLP HAS ALSO APPLIED FOR APPROVAL:

- To dispose of the balances of certain deferral and variance accounts
- Of its proposed Customer Connection Policy

ENGLP has also applied for approval of a rate plan to set natural gas distribution rates for the period of **January 1, 2025**, through **December 31, 2029**. The rate plan is based on an OEB-approved formula that is tied to inflation and other factors intended to promote efficiency.

It is important to review the application carefully to determine whether you may be affected by the proposed changes.

YOU SHOULD KNOW

There are three types of OEB hearings: oral, electronic and written. The applicant has applied for a written hearing. If you think a different hearing type is needed, you can write to us to explain why.

This hearing will be held under section 36 of the **Ontario Energy Board Act, 1998**.

Ce document est aussi disponible en français.

During this hearing, we will hear questions and arguments about this case. We will also hear questions and arguments from those that have registered as Intervenor. After the hearing, we will decide to approve the application.

HAVE YOUR SAY

You have the right to information about this application process. Visit www.oeb.ca/notice and use file number

- Review the application
- File a letter with your comments
- Apply to become an intervenor

IMPORTANT DATES

You must engage with the OEB on or before **September 15, 2024**.

- Provide input on the hearing type (oral, electronic or written)
- Apply to be an intervenor

If you do not, the hearing will move forward without any further notice of the proceeding.

PRIVACY

If you write a letter of comment, your name and the content will be put on the public record and the OEB website. If you apply to become an intervenor, all the information you file will be on the public record.

LEARN MORE**Ontario Energy Board**

☎/TTY: 1 877-632-2727

🕒 Monday - Friday: 8:30 AM - 5:00 PM

🌐 oeb.ca/notice

EPCOR Natural Gas Limited Partnership

☎ 519-773-2222

🕒 Monday - Friday: 8:30 AM - 5:00 PM

🌐 epcor.ca

📍 epcor.ca

📍 epcor.ca

THIS IS EXHIBIT 'B' referred to in
the Affidavit of Tim Hesselink sworn
before me this 22nd day of August,
2024.

A handwritten signature in black ink, appearing to be 'D. H.', written above a horizontal line.

A Commissioner, etc.

EXHIBIT B

Hesselink, Tim

From: Hesselink, Tim
Sent: Thursday, August 15, 2024 10:25 AM
To: Patrick McMahon; EGI Regulatory Proceedings; sstoll@airdberlis.com; 'anembhard@igpc.ca'; lawford@piac.ca; markgarner@rogers.com; jlawford@piac.ca; knorton@igpc.ca; pmorin@igpc.ca
Cc: Meagher, Tayler; Mehta, Meheran; Emmanuel, Mark; McCrank, Darren
Subject: EPCOR Natural Gas Limited Partnership - Notice of Application
Attachments: Notice_ENGLP_Aylmer-2025 COS_IRM_20240812.pdf

Hello,

Re: EPCOR Natural Gas Limited Partnership Application for 2025 Rates - Aylmer
Ontario Energy Board File Number: EB-2024-0130

EPCOR Natural Gas Limited Partnership has applied to the Ontario Energy Board to change our natural gas rates in the Aylmer service territory. Please review the Ontario Energy Board's Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board's hearing.

As directed by the OEB in the August 12, 2024 Letter of Direction, please find attached the customer notice for EPCOR Natural Gas Limited Partnership's 2025 cost of service application, for rates effective January 1, 2025.

The application and supporting evidence can be found on the OEB's website:
<https://www.oeb.ca/applications/applications-oeb/current-major-applications/eb-2024-0130>

You are receiving this notice as a registered intervenor from our previous filing: EB-2018-0336.

Regards,
Tim



Tim Hesselink, CPA

Senior Manager, Regulatory Affairs
EPCOR Ontario
43 Stewart Road, Collingwood, ON
T: 249.225.5104
epcor.com

Hesselink, Tim

From: Hesselink, Tim
Sent: Thursday, August 15, 2024 10:32 AM
To: clerk@thamescentre.on.ca; jnethercott@thamescentre.on.ca; 'clerk@swox.org'; 'cao@elgin.ca'; ojaggard@town.aylmer.on.ca; aadams@malahide.ca; Genevieve.Scharback@norfolkcounty.ca; mschulth@london.ca; cherd@centralelgin.org; ttayer@bayham.on.ca
Cc: Meagher, Tayler
Subject: EPCOR Natural Gas Limited Partnership - Notice of Application
Attachments: Notice_ENGLP_Aylmer-2025 COS_IRM_20240812.pdf

Hello,

**Re: EPCOR Natural Gas Limited Partnership Application for 2025 Rates - Aylmer
Ontario Energy Board File Number: EB-2024-0130**

EPCOR Natural Gas Limited Partnership has applied to the Ontario Energy Board to change our natural gas rates in the Aylmer service territory. Please review the Ontario Energy Board's Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board's hearing.

As directed by the OEB in the August 12, 2024 Letter of Direction, please find attached the customer notice for EPCOR Natural Gas Limited Partnership's 2025 cost of service application, for rates effective January 1, 2025. You are receiving this notice in your function as a clerk of all municipalities in which ENGLP – Aylmer supplies natural gas.

The application and supporting evidence can be found on the OEB's website:

<https://www.oeb.ca/applications/applications-oeb/current-major-applications/eb-2024-0130>

Regards,
Tim



Tim Hesselink, CPA

Senior Manager, Regulatory Affairs
EPCOR Ontario
43 Stewart Road, Collingwood, ON
T: 249.225.5104
epcor.com

THIS IS EXHIBIT 'C' referred to in
the Affidavit of Tim Hesselink sworn
before me this 22nd day of August,
2024.

A handwritten signature in cursive script, appearing to read "Ding", positioned above a horizontal line.

A Commissioner, etc.

EXHIBIT C

Hesselink, Tim

From: [REDACTED]
Sent: Monday, August 19, 2024 12:49 PM
To: Hesselink, Tim
Subject: FW: Notice of Hearing: EPCOR Application to the Ontario Energy Board
Attachments: Notice_ENGLP_Aylmer-2025 COS_IRM_20240812.pdf



From: gas@epcor.com <gas@epcor.com>
Sent: Monday, August 19, 2024 12:40 PM
To: [REDACTED]
Subject: Notice of Hearing: EPCOR Application to the Ontario Energy Board

Good Afternoon

EPCOR Natural Gas Limited Partnership has applied to the Ontario Energy Board to change our natural gas rates in the Aylmer service territory. Please review the Ontario Energy Board's Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board's hearing.

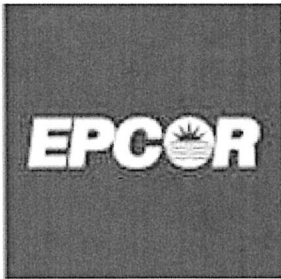
Please see the attached notice or we have also added a link to our website with all of the details.

[EPCOR Aylmer Rate Filing Webpage](#)

Sincerely,

EPCOR Natural Gas Limited Partnership

1-888-765-2256





PROVIDING MORE

Customer Contact Wizard

Review results of communication process.

5569 emails sent, 1 failed

Print Error Report

Account No	Linked Account No	Type	Email Address	Error Message
[Redacted]				

Back Finish Cancel

THIS IS EXHIBIT 'D' referred to in
the Affidavit of Tim Hesselink sworn
before me this 22nd day of August,
2024.

A handwritten signature in cursive script, appearing to read "G. J. H.", positioned above a horizontal line.

A Commissioner, etc.

EXHIBIT D

<https://www.epcor.com/about/news-announcements/Pages/2024-08-16-aylmer-rate-filing.aspx>

The screenshot shows a web browser window with the URL [epcor.com/about/news-announcements/Pages/2024-08-16-aylmer-rate-filing.aspx](https://www.epcor.com/about/news-announcements/Pages/2024-08-16-aylmer-rate-filing.aspx). The page features the EPCOR logo in the top left and a navigation menu with items: ACCOUNT & BILLING, PRODUCTS & SERVICES, OUTAGES & SAFETY, LEARN & EXPLORE, and ABOUT EPCOR. Below the navigation is a header image of gas meters. The main content area has the following text:

COST-OF-SERVICE APPLICATION & NOTICE OF HEARING

AUGUST 16, 2024

[t](#) [f](#) [in](#)

Rates for natural gas service are reviewed and determined by the Ontario Energy Board (OEB) and reflect the costs necessary to maintain your natural gas system and provide safe, reliable service.

EPCOR filed an application to adjust rates for natural gas service in the Aylmer service area on July 18, 2024. Pending review and approval by the Ontario Energy Board, new rates for service will be effective January 1, 2025.

Please review the Ontario Energy Board's Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board's hearing.

For more information, contact us at 519-773-5321 or gas@epcor.com.

<https://www.epcor.com/about/news-announcements/Pages/default.aspx>

The screenshot shows a web browser window with the URL [epcor.com/about/news-announcements/Pages/default.aspx](https://www.epcor.com/about/news-announcements/Pages/default.aspx). The page features the EPCOR logo in the top left and a navigation menu with items: ACCOUNT & BILLING, PRODUCTS & SERVICES, and OUTAGES & SAFETY. Below the navigation is a header image of gas meters. The main content area has the following text:

media inquiries

This phone number and inbox do n

Phone: (780) 721-9001
Email: media@epcor.com

Stay up to date on our n

Year

Cost-of-Service
Application & Notice of
Hearing

THIS IS EXHIBIT 'E' referred to in
the Affidavit of Tim Hesselink sworn
before me this 22nd day of August,
2024.

A handwritten signature in cursive script, appearing to read "Orif", is positioned above a horizontal line.

A Commissioner, etc.

EXHIBIT E

X (Twitter) Post:



The image is a screenshot of a social media post from EPCOR. At the top left is the EPCOR profile picture and name, with a verified checkmark and the handle @EPCOR. The main text of the post reads: "We have applied to the Ontario Energy Board to change our natural gas rates in the #Aylmer service territory. Learn more. Have your say: epcor.com/about/news-ann...". Below this is a large grey box containing the title "EPCOR Natural Gas Limited Partnership" in large white font, followed by a subtitle: "EPCOR Natural Gas Limited Partnership has applied to change its natural gas distribution rates and other charges for the Aylmer service territory". A white button with the text "Learn More" is positioned below the subtitle. At the bottom right of the grey box is the logo for the Ontario Energy Board, which consists of a stylized white symbol and the text "ONTARIO ENERGY BOARD" and "COMMISSION DE L'ÉNERGIE DE L'ONTARIO". At the very bottom of the post, it shows the time "2:00 PM", the date "Aug 20, 2024", and the view count "294 Views".

EPCOR @EPCOR

We have applied to the Ontario Energy Board to change our natural gas rates in the #Aylmer service territory. Learn more. Have your say: epcor.com/about/news-ann...

EPCOR Natural Gas Limited Partnership

EPCOR Natural Gas Limited Partnership has applied to change its natural gas distribution rates and other charges for the Aylmer service territory

[Learn More](#)

 **ONTARIO ENERGY BOARD** | **COMMISSION DE L'ÉNERGIE DE L'ONTARIO**

2:00 PM · Aug 20, 2024 · 294 Views

Facebook Post

7:39 📶 🔋

< EPCOR Canada 2 > ✎ 🔍

Posts About Photos Videos More ▾

EPCOR Canada ⋮

Posted by U Tilly Tee

16h · 🌐

We have applied to the Ontario Energy Board to change our natural gas rates in the Aylmer service territory. Learn more. Have your say: <https://www.epcor.com/a...> See more

EPCOR Natural Gas Limited Partnership

EPCOR Natural Gas Limited Partnership has applied to change its natural gas distribution rates and other charges for the Aylmer service territory

Learn More

ONTARIO ENERGY BOARD

COMMISSION DE L'ÉNERGIE DE L'ONTARIO

See insights Boost a post

Give Stars to EPCOR Canada. Edit

Like

Comment

Copy

Share

9+