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ONTARIO ENERGY BOARD

March 26, 2019

Dear Ms Scott, MPP

I reside in the village of Cambray. I am writing to you so that I can be added to the list of people that have contacted you regarding the Enbridge Cambray/Fenelon Falls gas line expansion.

When we were approached by Enbridge to convert to gas, there was never any mention of or on the literature handed to us of the System Expansion Surcharge. What was said, was that if we were to sign up while the project was going through the village of Cambray there would be no charge to bring gas to our home. With this information we decided to go to the expense of removing our oil furnace, wood stove, and electric hot water tank and replace with gas equipment. This cost was prohibitive.

I received my first bill for a 10 day period, \$110.11. \$40.71 of that was SES. I was shocked. I immediately called Enbridge to inquire what is an SES. The Enbridge employee did not know what it was, she had to put me on hold to find out. Returning to our call she read aloud from their literature, in order to explain what it was as she advised that this was something new to her. Following termination of this call and after digesting this new information, I called back with further questions only to get a different representative. Again, this new representative knew nothing of the SES and I was again placed on hold while she investigated. Not only were Enbridge's new customers not advised about it, it seems that their own employees also weren't aware of this new charge.

I have received my first full monthly bill of \$403.07. With the SES being \$151.11, needless to say the initial excitement of now having access to gas has turned into such a disappointment. I believe that the SES charge was a very important piece of information we as consumers had a right to know when making our decision. My hope is that you will step in and help this growing community of uninformed Enbridge customers in the Cambray/Fenelon Falls project. I would like my bill to be on par with other Enbridge customers outside our territory, with no SES charge.

Sincerely,

Carolyn Parker

Cc: Mr. Schmale MP

Mr. Letham CKL Mayor

Gas Distribution Ombudsman's Office

Ontario Energy Board