

# ONTARIO ENERGY BOARD NOTICE TO CUSTOMERS OF EPCOR NATURAL GAS LIMITED PARTNERSHIP

**EPCOR Natural Gas Limited Partnership has applied to raise its natural gas rates starting October 1, 2018.**

**Learn more. Have your say.**

**EPCOR Natural Gas Limited Partnership (previously known as Natural Resource Gas Limited) has applied to the Ontario Energy Board to increase its natural gas rates starting October 1, 2018. If the application is approved, a typical residential customer would pay an additional \$1.15 per month from October 1, 2018 to December 31, 2019. Other customers, including businesses, will also be affected.**

**The requested rate increase includes annual adjustments for the three rate years covering the period October 1, 2016 to December 31, 2019 and the impact of clearance of balances in certain accounts. The proposed annual rate adjustment is set using an Ontario Energy Board approved formula. The formula is tied to inflation and other factors intended to promote efficiency.**

**The application also includes a request to:**

- **establish a fixed monthly charge for a large industrial customer**
- **change the start of the rate year from October 1 to January 1. This change is proposed to take effect in 2020 with the rates proposed for October 1, 2018 to September 30, 2019 to remain in effect until December 31, 2019**

## **THE ONTARIO ENERGY BOARD WILL HOLD A PUBLIC HEARING**

The Ontario Energy Board (OEB) will hold a public hearing to consider EPCOR Natural Gas' request. We will question the company on its case for a rate change. We will also hear questions and arguments from individual customers and from groups that represent EPCOR Natural Gas' customers. At the end of this hearing, the OEB will decide what, if any, rate changes will be allowed.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

## **BE INFORMED AND HAVE YOUR SAY**

You have the right to information regarding this application and to be involved in the process.

- You can review EPCOR Natural Gas' application on the OEB's website now.
- You can file a letter with your comments, which will be considered during the hearing.
- You can become an active participant (called an intervenor). Apply by **September 10, 2018** or the hearing will go ahead without you and you will not receive any further notice of the proceeding.
- At the end of the process, you can review the OEB's decision and its reasons on our website.

## **LEARN MORE**

Our file number for this case is **EB-2018-0235**. To learn more about this hearing, find instructions on how to file letters or become an intervenor, or to access any document related to this case, please enter the file number **EB-2018-0235** on the OEB website: [www.oeb.ca/participate](http://www.oeb.ca/participate). You can also phone our Consumer Relations Centre at 1-877-632-2727 with any questions.

## **ORAL VS. WRITTEN HEARINGS**

There are two types of OEB hearings – oral and written. EPCOR Natural Gas has applied for a written hearing. The OEB is considering this request. If you think an oral hearing is needed, you can write to the OEB to explain why by **September 10, 2018**.

## **PRIVACY**

*If you write a letter of comment, your name and the content of your letter will be put on the public record and the OEB website. However, your personal telephone number, home address and email address will be removed. If you are a business, all your information will remain public. If you apply to become an intervenor, all information will be public.*

*This rate hearing will be held under section 36 of the Ontario Energy Board Act, 1998, S.O. 1998, c.15 (Schedule B).*

