



June 28, 2024

Information for Large Volume Union North Rate Zone Customers

Enbridge Gas Receives Ontario Energy Board Approval for Rate Changes Effective July 1, 2024

Enbridge Gas recently received approval from the Ontario Energy Board (OEB) for rate changes effective July 1, 2024 ([EB-2024-0166](#)). These changes were proposed to the OEB earlier this month as part of the Quarterly Rate Adjustment Mechanism (QRAM).

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.

July 2024 QRAM

Delivery Rates

The following changes to delivery rates reflect quarterly updates to gas costs (compressor fuel, unaccounted for gas, own use 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 ³)
Rate 20	0.0034
Rate 100	0.0002

Rate 01 and Rate 10 Customers

[Rate 01](#) and [Rate 10](#) will also be changing effective July 1, 2024. Customers can find current information on these rates on our website.

Balancing Transaction Fees

Balancing transaction fees will be updated effective July 1, 2024. For current rates, please see the [Balancing Services Rider A](#).

Verification of Contact Information

Enbridge Gas requires up-to-date company and contact information for planning purposes and in the event of an emergency.

In August, customers can expect to receive an email requesting verification of their information. Please watch for this email and respond as soon as it is received.



Awareness - Email Address Change

Effective June 27, 2024 Enbridge Gas is moving all email addresses that have the ending @uniongas.com to @enbridge.com. This change will prevent Enbridge Gas from receiving emails that are sent to @uniongas.com addresses. Please update your Enbridge contact list to ensure email will be routed accordingly after the change is effective.

Enbridgegas.com Update – New Landing Page Coming in August

Starting in August, on your first visit to the revised enbridgegas.com site, you will be prompted to select the province or state in which you are located, in order to navigate to the content relevant to your service area. This change accommodates the expansion of Enbridge gas services to gas utilities serving customers in Ohio, Utah, Idaho and Wyoming.

The selection should only be required on your first visit*. Your preferred location will be stored, and you will automatically be directed to your selection on future visits. For our valued Ontario customers, there are no additional changes. You can expect the same high level of service and can continue to interact with your Enbridge Gas account representative.

* Users who make use of a virtual private network or do not allow functional cookies on enbridgegas.com may have to make their selection each time they visit.

For more information, find the full application ([EB-2024-0166](#)) posted on our website.

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