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

BACKGROUNDER

DECISION AND INTERIM RATE ORDER

ENBRIDGE GAS INC. – EB-2026-0221

SEPTEMBER 24, 2026

Natural Gas Bills are Changing for Enbridge Gas Customers

The Ontario Energy Board (OEB) has approved new interim[1] natural gas prices for Enbridge Gas Inc. (Enbridge) to take effect October 1, 2026. Enbridge's residential customers using a typical amount of natural gas can expect an average annual bill impact ranging between a decrease of $28.67 and an increase of $17.74, depending on where they are in the province. Different rate zones have different bill impacts because the cost of delivering natural gas is not the same across the province.

Table 1 – Total Annual Bill Impact

Rate Zone and Typical Annual Usage for a Residential Customer	Enbridge Gas Distribution 2,400 m³	Union South 2,200 m³	Union North East 2,200 m³	Union North West 2,200 m³
Total Annual Bill – Current	**$1,028.62**	**$917.06**	**$1,170.27**	**$871.30**
– Beginning October 1, 2026	**$999.95**	**$934.80**	**$1,159.01**	**$857.98**
Total Annual Bill Impact	**-$28.67**	**$17.74**	**-$11.26**	**-$13.32**
– Percentage Change	**-2.8%**	**1.9%**	**-1.0%**	**-1.5%**

**Bill impacts will vary depending on how much natural gas individual customers use. Natural gas use is generally lowest during the summer months.*

BACKGROUND

The factors that contribute to the changes in natural gas customers' bills for the period October 1, 2026, to December 31, 2026, are as follows:

Market Prices

Forecast natural gas prices have declined relative to Enbridge Gas's July 2026 QRAM[2] (Quarterly Rate Adjustment Mechanism) across most purchase locations. While natural gas storage inventories are lower than at this time last year, they remain above the five-year average and strong natural gas production across North America continues to support ample supply and moderate market prices.

At the same time, larger customer refunds provided over the past year are expiring and will be replaced by smaller credits under the October 2026 rates. As a result, customers will see a higher adjustment on their bills related to past natural gas costs. Overall, lower forecast commodity prices and strong supply conditions are expected to largely offset the impact of this higher adjustment.

Other Rate Changes

Customer bill impacts in Table 1 include one-time adjustments to clear balances related to Enbridge's 2024 Utility Earnings and Disposition of Deferral and Variance proceeding.[3]

[1] The OEB approved the application on an interim basis at Enbridge's request.
[2] EB-2026-0156
[3] EB-2025-0155

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ABOUT THE QRAM AND NATURAL GAS MARKET PRICES

The QRAM is the process used by the OEB to adjust the prices that natural gas customers pay for the natural gas they use, reflecting changes in market prices.

Natural gas is a commodity bought and sold on North American energy markets. At any given time, its price changes based on a variety of factors including supply and demand, seasonal changes, levels of stored natural gas and major weather events. Because natural gas prices can change significantly throughout the year, Enbridge updates its price forecast every three months and uses that to apply to the OEB for approval of any proposed changes to the natural gas commodity charge on customer bills. These quarterly changes include:

- **Future costs:** The forecast cost of purchasing natural gas over the next 12 months.
- **Past costs**: An adjustment that reflects the difference between the amount customers were previously charged for natural gas and the amount Enbridge actually paid for it. This kind of adjustment is necessary because natural gas prices charged to customers are based on forecasts, which are never 100% accurate. If customers paid more than the actual cost of gas, they receive a credit through lower rates. If the actual cost of gas was higher than the forecast, rates may increase to recover the difference.

Approved price changes take effect on January 1, April 1, July 1 and October 1 each year.

The OEB does not allow natural gas utilities to earn a profit on the sale of gas. Utilities pass commodity costs through to customers without markup.

SUPPORT FOR CUSTOMERS

Support is available for customers who need assistance with their bill payments. You need to meet certain criteria to qualify for these programs or rules:

- **Low-income Energy Assistance Program (LEAP)**
  This program provides a grant towards a customer's electricity and/or natural gas bill if they're behind on their bill payments and may face having their service shut off. It is for emergency situations. See OEB.ca/LEAP
- **Rules for low-income customers**
  Electricity utilities, natural gas utilities and unit sub-metering providers follow customer service rules specific to low-income customers. These include waiving security deposits and allowing longer payment times under arrears payment plans. See OEB.ca/Rules

ABOUT THE OEB

The OEB is the independent regulator of Ontario's electricity and natural gas sectors. We protect the interests of consumers and enable the delivery of clean, reliable, secure and affordable energy that supports economic growth across the province. This includes ensuring that the people and businesses of Ontario pay rates that are reasonable while allowing for needed investments in an energy system that sustains our economy.

A key part of how we deliver on this mandate is through independent adjudication. When an application comes before us, the OEB applies a rigorous, impartial review that balances our legislated objectives and is free from interference.

Learn more at oeb.ca.

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Ce document est aussi disponible en français.

This Backgrounder was prepared by OEB staff to inform Ontario's energy consumers about the OEB's decision and is not for use in legal or regulatory proceedings. It is not part of the OEB's reasons for decision; those may be found in the Decision and Interim Rate Order issued September 24, 2026, which is the official OEB document.