

September 21, 2023

Natural gas bills are changing

The Ontario Energy Board (OEB) has approved new natural gas prices for Enbridge to take effect October 1, 2023.

REASONS FOR CHANGES TO NATURAL GAS BILLS

Quarterly Rate Adjustment Mechanism (QRAM)

Several factors contribute to the change in natural gas prices approved for Enbridge's QRAM for the October 1 to December 31 period. The market price of natural gas is increasing due to increasing prices on the futures market. The market price increase is lower than it otherwise would have been, due to downward pressure on prices resulting from North American natural gas storage inventory levels that are higher than normal as a result of warmer than normal weather in prior periods. The increase in the natural gas market price is also being offset by the impact of adjustments related to past periods (see "About the QRAM" below).

Total Annual Bill Impact

As noted in Table 1, beginning October 1, 2023, the total annual bill impact* for residential customers using a typical amount of natural gas in each rate zone will be:

Table 1

Rate Zone and Typical Annual Usage for a Residential Customer	Enbridge Gas Distribution 2,400 m ³	Union South 2,200 m ³	Union North East 2,200 m ³	Union North West 2,200 m ³
Total Annual Bill – Current	\$1,300.04	\$1,216.66	\$1,486.32	\$1,229.95
– Beginning October 1, 2023	\$1,326.89	\$1,208.88	\$1,408.28	\$1,233.84
Total Annual Bill Impact	\$26.85	-\$7.78	-\$78.04	\$3.89
Percentage Change	2.1%	-0.6%	-5.3%	0.3%

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

The QRAM is the process by which the OEB adjusts the prices that natural gas customers pay for the natural gas that they use and to reflect changes in natural gas market prices.

These price changes are approved to take effect on the 1st of the month in January, April, July, and October each year.

The OEB does not allow natural gas distributors to earn a profit on the sale of natural gas, regardless of market fluctuations in price.

Other Rate Changes

The OEB also sets rates that natural gas distributors can charge for the delivery and storage of natural gas.

Any changes to those rates that are approved by the OEB between QRAM decisions also take effect on the first day of the next calendar quarter.

Other Rate Changes

There are no other rate changes affecting natural gas customer bills on October 1, 2023.

About the QRAM

Natural gas is a commodity that is bought and sold on North American energy markets. At any given time, its price fluctuates based on a variety of factors including supply and demand, seasonal changes, levels of stored natural gas, and major weather events. Enbridge updates its forecast of market prices every three months and uses that forecast to seek the OEB's approval of its proposed changes to natural gas commodity prices. These proposed changes cover:

- **Future costs:** This is based on a forecast of market prices for natural gas over the next 12-month period.
- **Past costs:** This is based on the difference between what the utility previously forecast that their customers would pay and what their customers actually paid. This kind of adjustment is needed because the gas prices charged to customers are based on forecasts, which are never 100% accurate. The adjustment for past costs can increase or lower the rate accordingly. For example, if a utility collected more from customers than it paid for gas in the past, the difference is credited back to customers through a lower rate. Likewise, if not enough was collected by the utility, the rate will be higher.

The OEB does not allow natural gas distributors to earn a profit on the sale of gas, regardless of market fluctuations in price.

Resources to Support Natural Gas Customers

- **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 and may face having their service shut off. It is for emergency situations. See [OEB.ca/BillHelp](https://www.oeb.ca/BillHelp)
- **Rules to protect low-income consumers**
Electricity utilities, natural gas utilities and unit sub-meter 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/BillHelp](https://www.oeb.ca/BillHelp)
- **Enbridge** – To help consumers save energy and lower their natural gas bill, Enbridge offers rebates for energy-efficiency upgrades and free upgrades for income-qualified homes.
 - **Residential**
 - **Business**

About the OEB

The OEB is the independent regulator of Ontario's electricity and natural gas sectors. It protects the interests of consumers and supports the collective advancement of the people of Ontario. Its goal is to deliver public value through prudent regulation and independent adjudicative decision-making which contributes to Ontario's economic, social and environmental development.



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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 the decision; those may be found in the Decision and Order issued today, which is the official OEB document.

