



Ontario
Energy
Board

YEARBOOK OF NATURAL GAS DISTRIBUTORS

2021/22



Background on Statistical Yearbook of Natural Gas Distributors

The Ontario Energy Board (**OEB**) is the regulator of Ontario's natural gas and electricity sectors. In the natural gas sector, the OEB reviews and approves rates proposed to be charged to customers by regulated natural gas distributors.* The OEB licenses all marketers who sell natural gas to residential and small commercial customers.

The OEB provides this Yearbook of Natural Gas Distributors to publish the financial and operational information collected from regulated natural gas distributors. It is compiled from data submitted by the distributors through the OEB's Reporting and Record-Keeping Requirements.

Table of Contents	Page
Industry Metrics Snapshot	3
Balance Sheet	4
Balance Sheet Graphs	5
Income Statement	7
Income Statement Graphs	8
Financial Ratios	9
Financial Ratios Graphs	10
General Customer Information	13
General Customer Information Graphs	15
Service Quality Requirements	17
Cross-Reference to Uniform System of Accounts	18
Glossary of Terms	19

*There are five small gas companies that are exempt from rate regulation under the OEB Act, as well as two municipally owned gas companies (City of Kitchener and City of Kingston) that are not rate regulated by the OEB.

Key Metrics Overview of Ontario Natural Gas Distributors' Sector

Industry Metrics Snapshot

Financial Item / Metric	2017	2018	2019	2020	2021
Operating Revenues (\$) ¹	5,446,016,294	5,388,183,841	5,088,601,602	4,526,913,356	4,908,968,794
Net Income (\$)	481,665,263	565,379,399	557,150,806	495,228,125	548,759,021
Return on Shareholders' Equity (%) ²	8.93%	11.45%	5.57%	4.93%	5.28%
Operating Expenses (\$) ³	4,050,734,331	3,874,781,299	3,458,134,993	2,964,531,066	3,270,460,219
Depreciation Expense (\$)	594,168,499	608,808,669	638,468,356	656,955,198	679,682,658
Net Property, Plant and Equipment (\$)	15,312,793,338	15,037,654,293	15,433,279,142	15,933,314,956	16,751,336,880
Number of Customers ⁴	3,653,986	3,701,403	3,717,399	3,740,847	3,813,986
Gas Volumes (in million cubic meters) ⁵	24,533	26,088	26,704	25,065	25,137

¹ Operating revenues include revenues derived from utility operations.

² ROE is calculated as the sum of gas utilities' net income divided by total shareholders' equity.

³ Operating expenses includes gas cost, operating and maintenance expenses.

⁴ Total customers include system gas customers and direct purchase customers of gas marketers licensed by the OEB.

⁵ Annual gas volumes include quantities of gas sold to system gas customers and quantities of gas delivered to direct purchase customers.

**Balance Sheet
as of
December 31****Current Assets**

	Enbridge Gas	EPCOR Natural Gas	Industry
	\$	\$	\$
Cash	8,536,078	4,674	8,540,752
Accounts Receivable	1,297,471,130	2,522,264	1,299,993,394
Gas Inventories	895,147,375	-	895,147,375
Other Current Assets	90,402,031	1,388,516	91,790,547

Total Current Assets	2,291,556,614	3,915,453	2,295,472,067
-----------------------------	----------------------	------------------	----------------------

Non-Current Assets

Property, Plant & Equipment	16,661,687,725	89,649,155	16,751,336,880
Long-Term Investments	1,458,809	(210,445)	1,248,364
Deferred Charges	2,542,537,752	2,160,618	2,544,698,370
Other Non-Current Assets	5,093,082,024	(444,127)	5,092,637,897

Total Non-Current Assets	24,298,766,310	91,155,201	24,389,921,511
---------------------------------	-----------------------	-------------------	-----------------------

Total Assets	26,590,322,924	95,070,653	26,685,393,577
---------------------	-----------------------	-------------------	-----------------------

Current Liabilities

Bank Overdraft, Loans and Notes Payable	1,514,592,645	-	1,514,592,645
Accounts Payable & Accrued Liabilities	1,384,944,392	8,691,536	1,393,635,928
Other Current Liabilities	86,862,948	48,554	86,911,502
Income Taxes Payable	98,603,548	-	98,603,548
Current Portion of Long-Term Debt	126,818,386	40,289	126,858,675

Total Current Liabilities	3,211,821,919	8,780,378	3,220,602,297
----------------------------------	----------------------	------------------	----------------------

Non-Current Liabilities

Long-Term Debt	9,394,974,329	52,190,857	9,447,165,186
Deferred Income Taxes	1,666,005,485	-	1,666,005,485
Other Non-Current Liabilities	1,968,250,570		

Total Non-Current Liabilities	13,029,230,384	52,190,857	13,081,421,241
--------------------------------------	-----------------------	-------------------	-----------------------

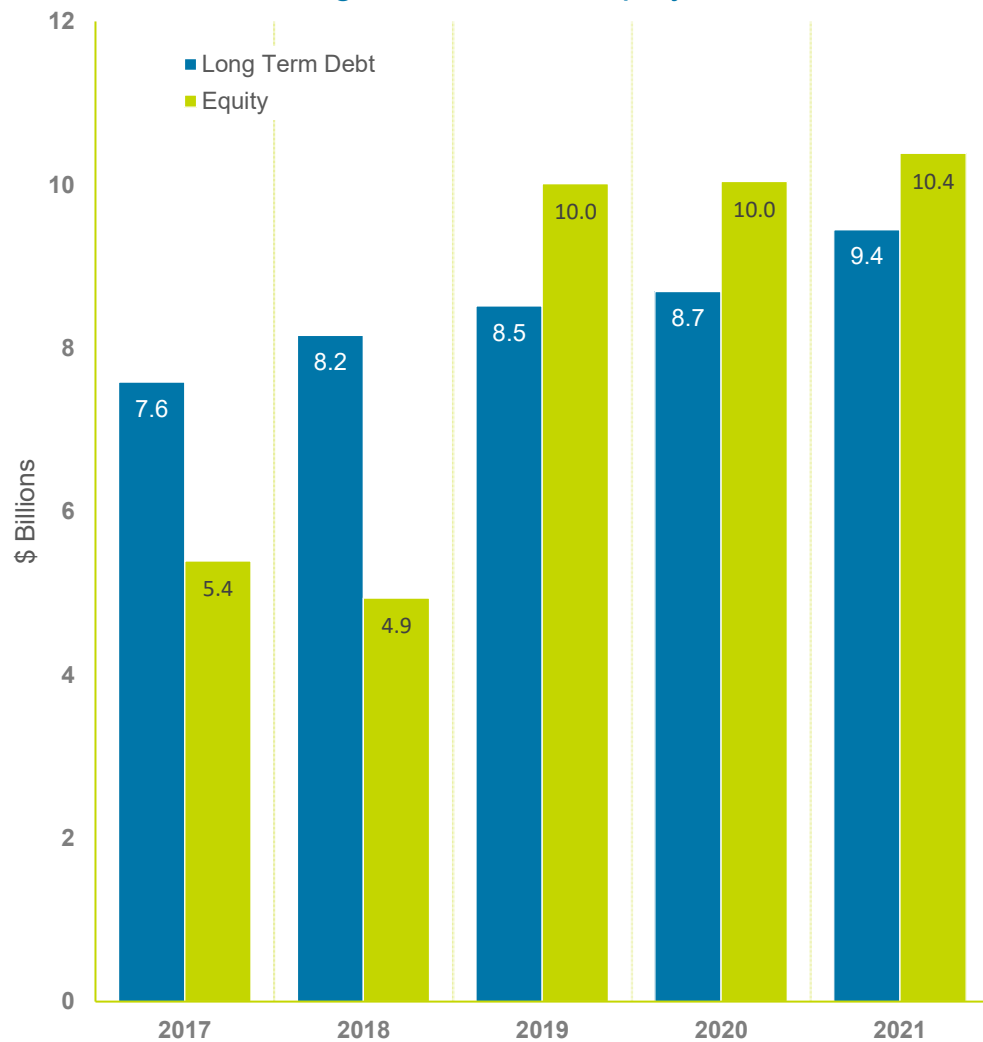
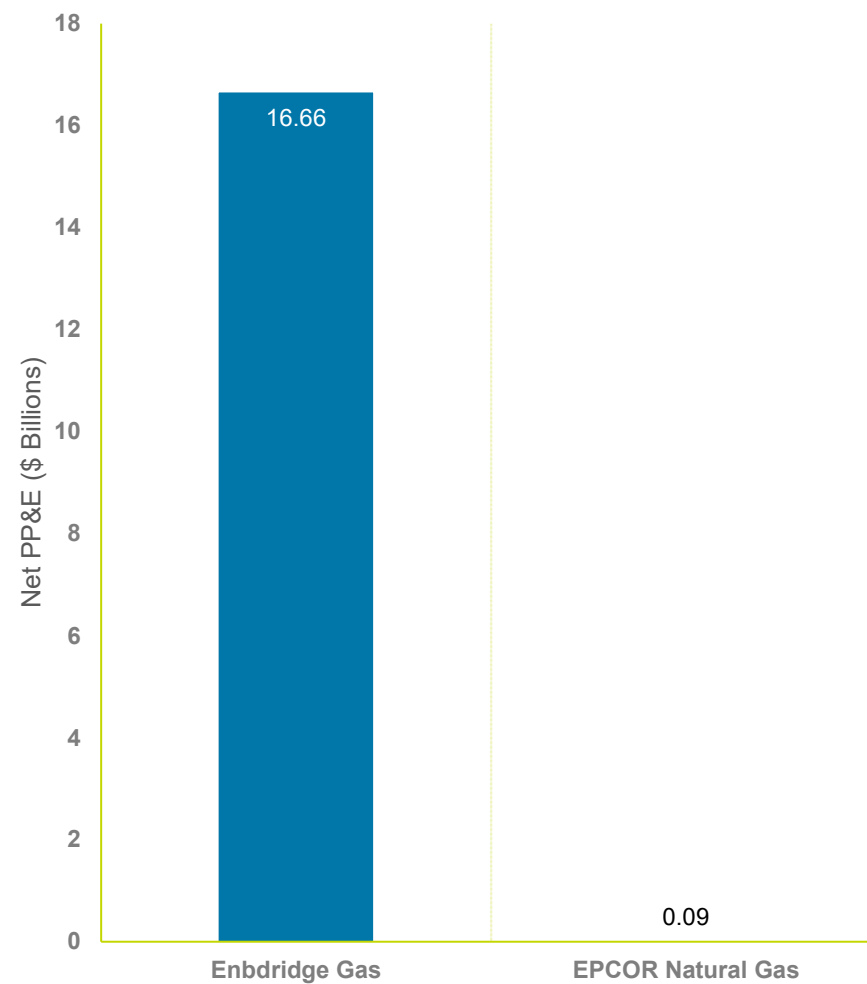
Total Liabilities	16,241,052,303	60,971,236	16,302,023,539
--------------------------	-----------------------	-------------------	-----------------------

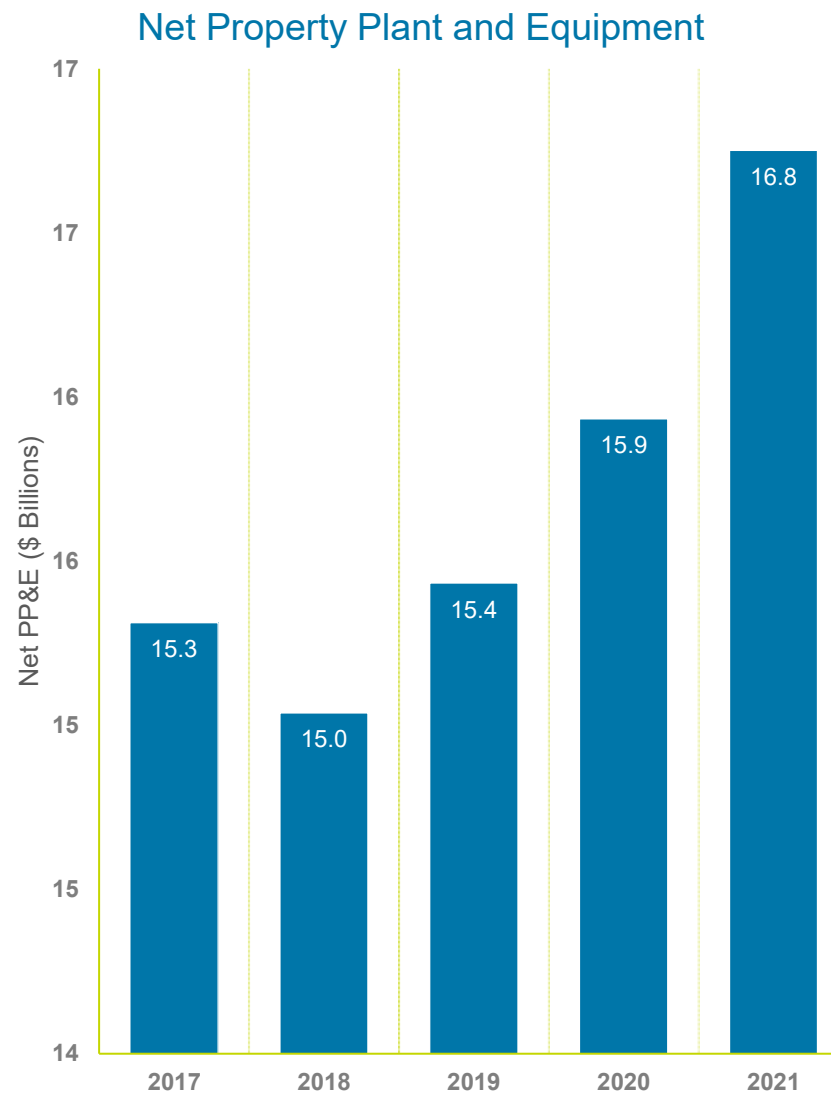
Shareholders' Equity

Share Capital & Retained Earnings	10,349,270,621	34,099,418	10,383,370,039
-----------------------------------	----------------	------------	----------------

Liabilities & Shareholders' Equity	26,590,322,924	95,070,653	26,685,393,577
---	-----------------------	-------------------	-----------------------

Long-Term Debt & Equity

Net Property Plant and Equipment by
Distributor



**Income Statement
For the Year Ended
December 31**
Revenues

Operating Revenues
Other Income

Expenses

Gas Cost, Operating and Maintenance
Depreciation
Interest

Income Before Income Taxes

Income Taxes

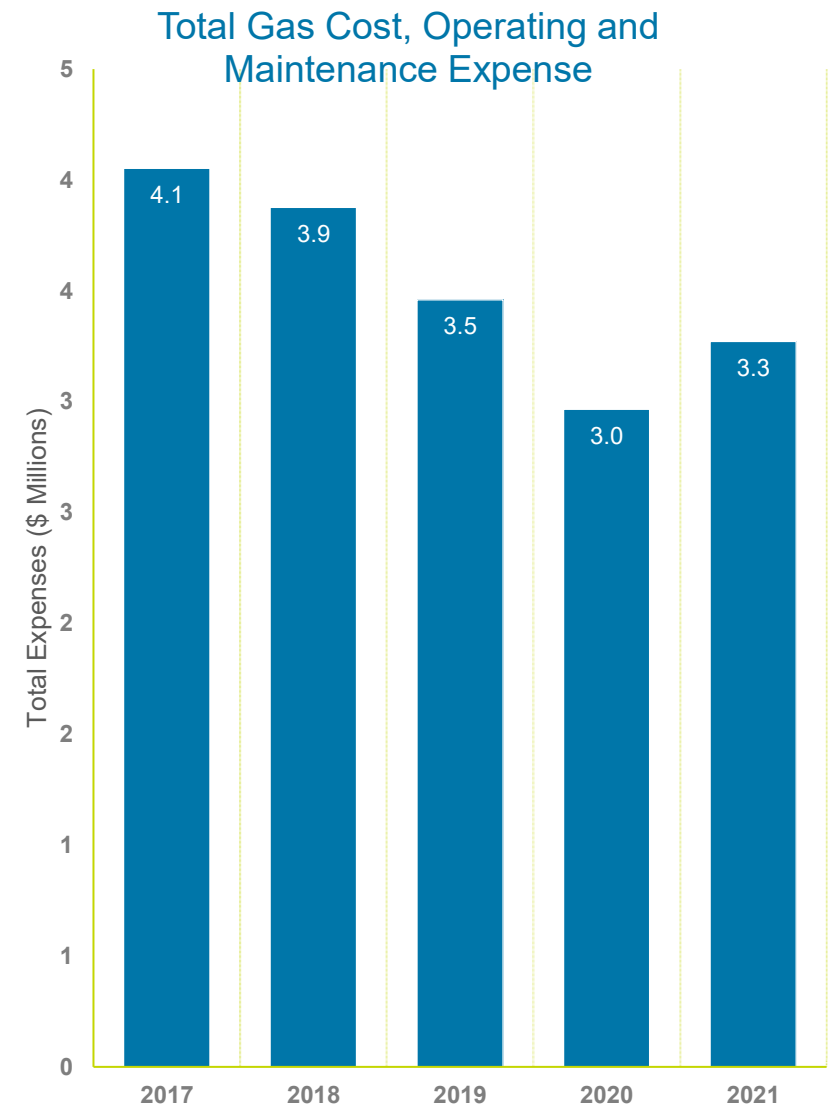
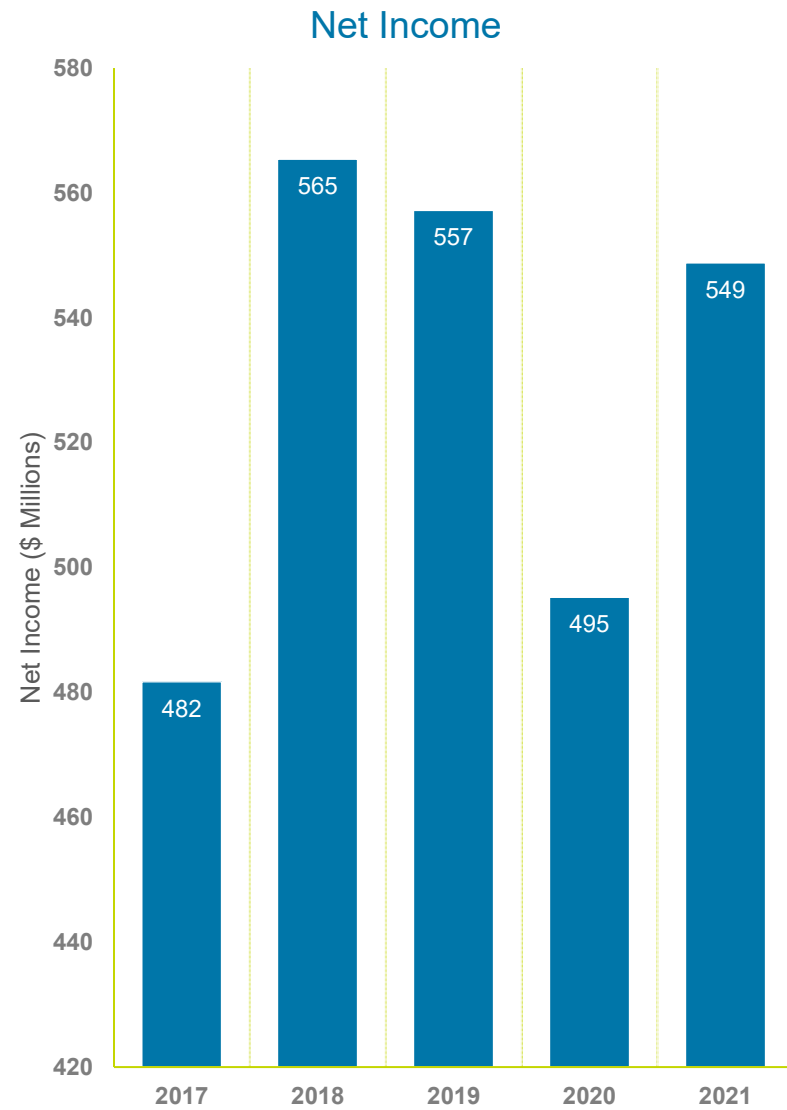
Net Income After Taxes

Extraordinary Items

Net Income (Loss)

	Enbridge Gas	EPCOR Natural Gas	Industry
	\$	\$	\$
Operating Revenues	4,892,946,868	16,021,926	4,908,968,794
Other Income	49,562,237	185,809	49,748,046
	4,942,509,105	16,207,735	4,958,716,840
Gas Cost, Operating and Maintenance	3,256,528,793	13,931,426	3,270,460,219
Depreciation	676,833,740	2,848,918	679,682,658
Interest	395,385,442	1,482,604	396,868,046
	4,328,747,975	18,262,948	4,347,010,923
Income Before Income Taxes	613,761,130	(2,055,214)	611,705,916
Income Taxes	62,946,895	-	62,946,895
Net Income After Taxes	550,814,235	(2,055,214)	548,759,021
Extraordinary Items	-	-	-
Net Income (Loss)	550,814,235	(2,055,214)	548,759,021

Note: Reported results include certain non-utility activities that are not regulated by the Ontario Energy Board.



Financial Ratios**Liquidity Ratios**

Current Ratio

(Current Assets/Current Liabilities)

Leverage Ratios

Debt Ratio

(Total Debt/Total Assets)

Debt to Equity Ratio

(Total Debt/Shareholders' Equity)

Interest Coverage

(EBIT/Interest Charges)

Profitability Ratios

Financial Statement Return on Assets

(Net Income/Total Assets)

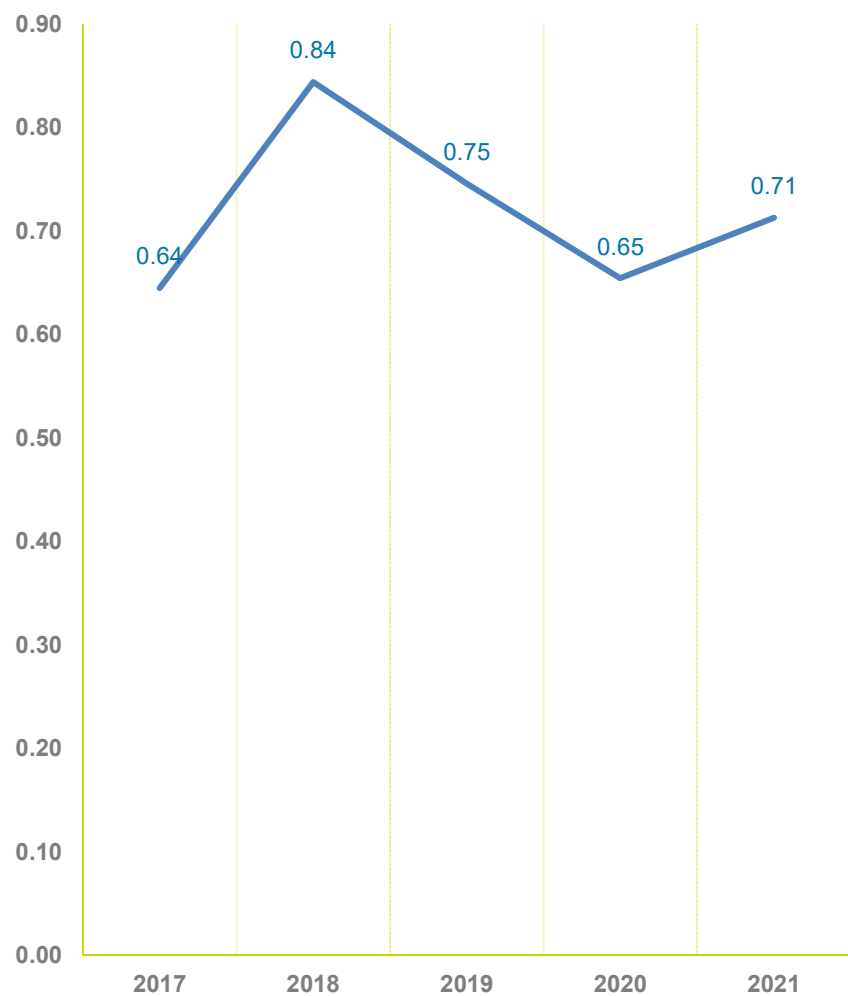
Financial Statement Return on Equity

(Net Income/Shareholders' Equity)

	Enbridge Gas	EPCOR Natural Gas	Industry
Current Ratio	0.71	0.45	0.71
Debt Ratio	0.42	0.55	0.42
Debt to Equity Ratio	1.07	1.53	1.07
Interest Coverage	2.55	(0.39)	2.54
Financial Statement Return on Assets	2.07%	-2.16%	2.06%
Financial Statement Return on Equity	5.32%	-6.03%	5.28%

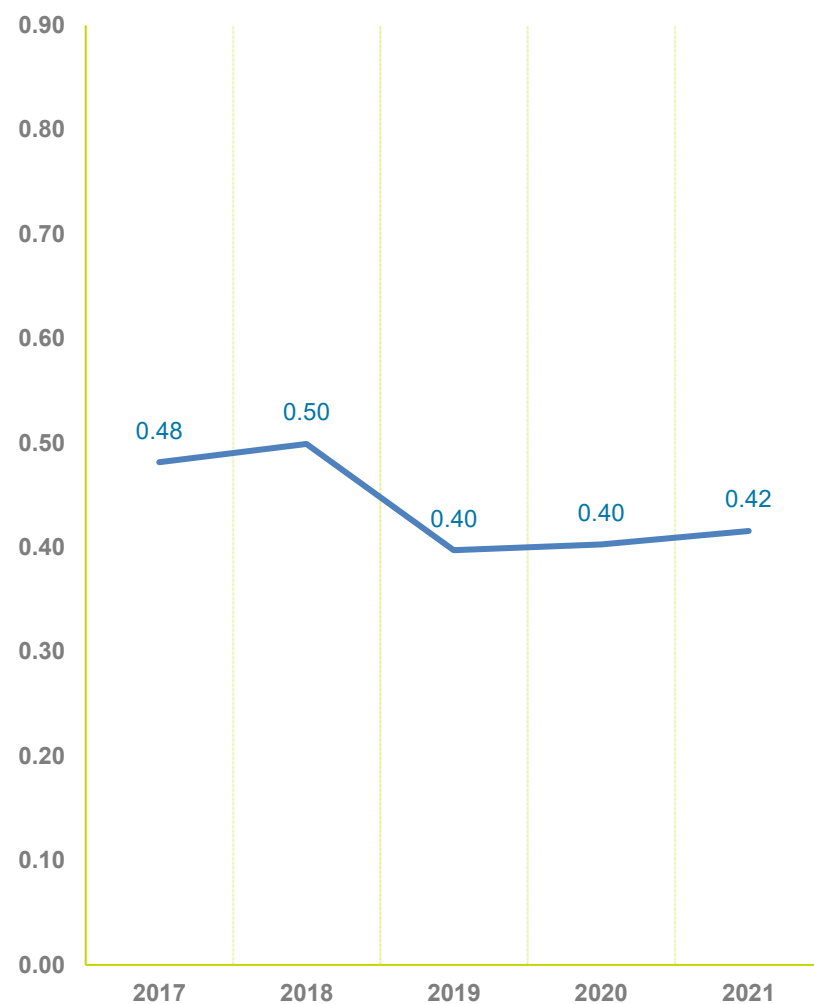
Current Ratio

(Current Assets/Current Liabilities)

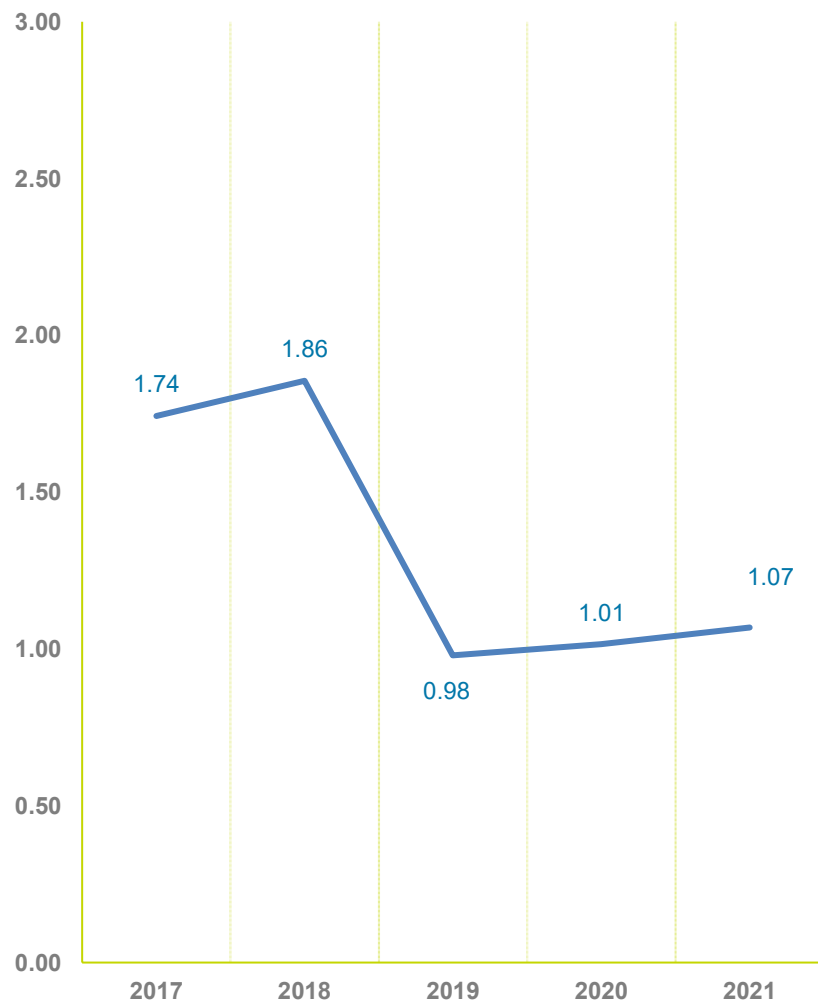


Debt Ratio

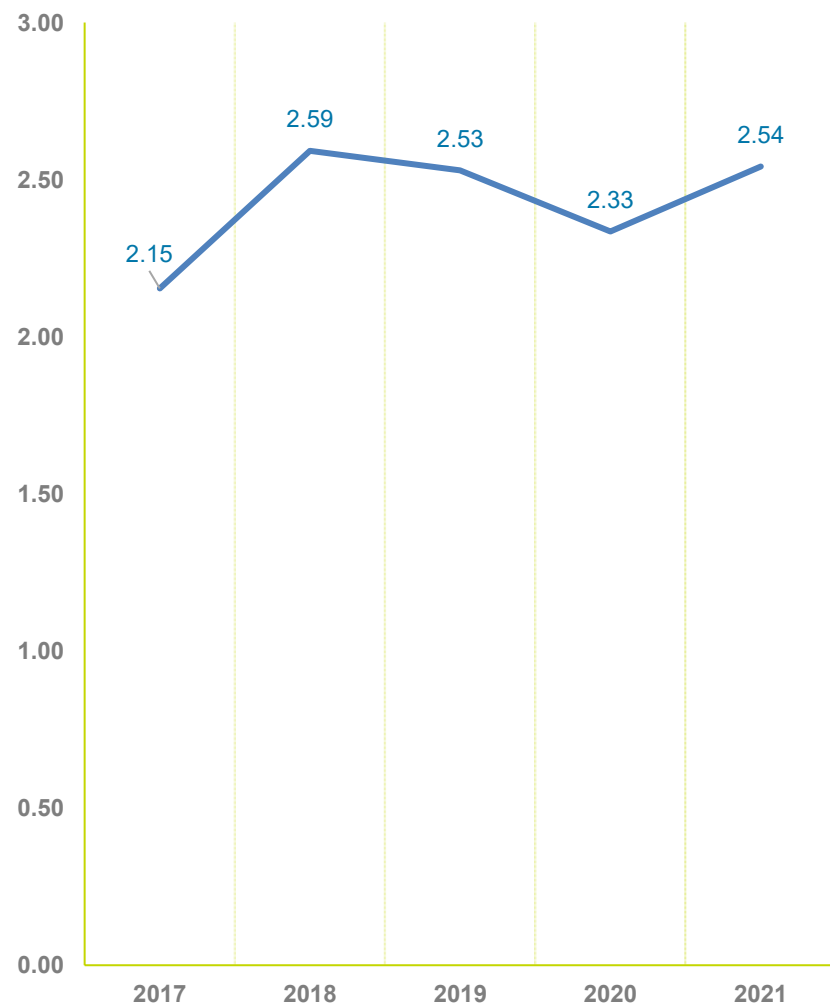
(Total Debt/Total Assets)



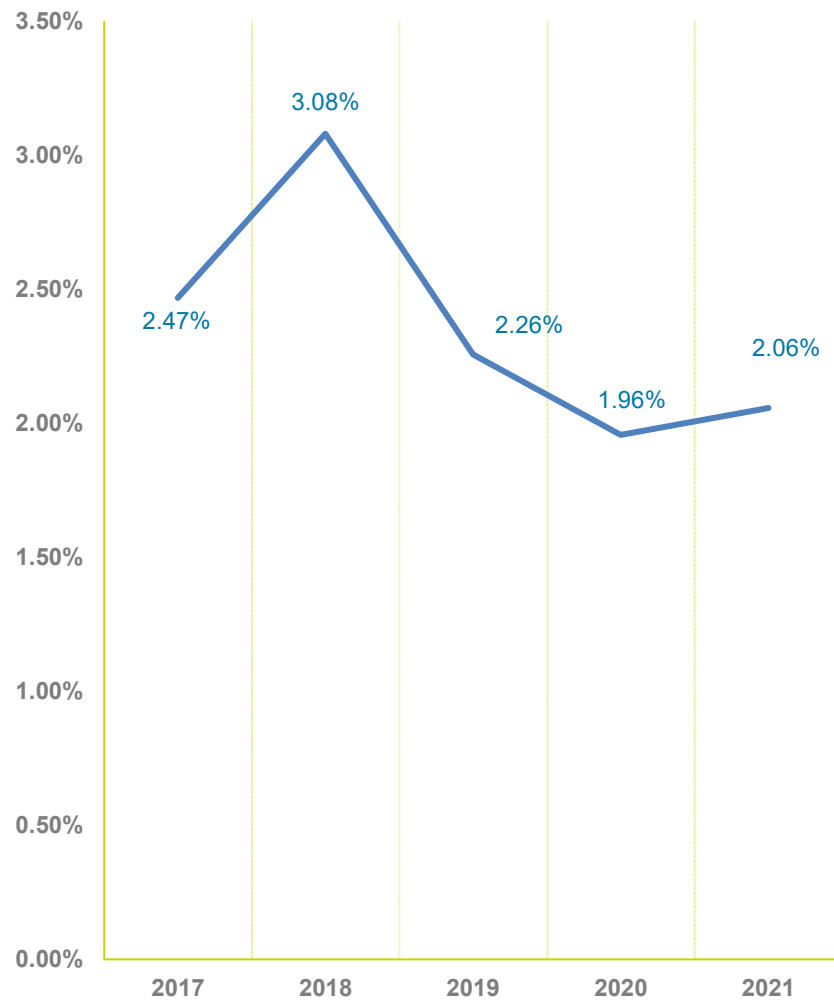
Debt to Equity Ratio
(Total Debt/Equity)



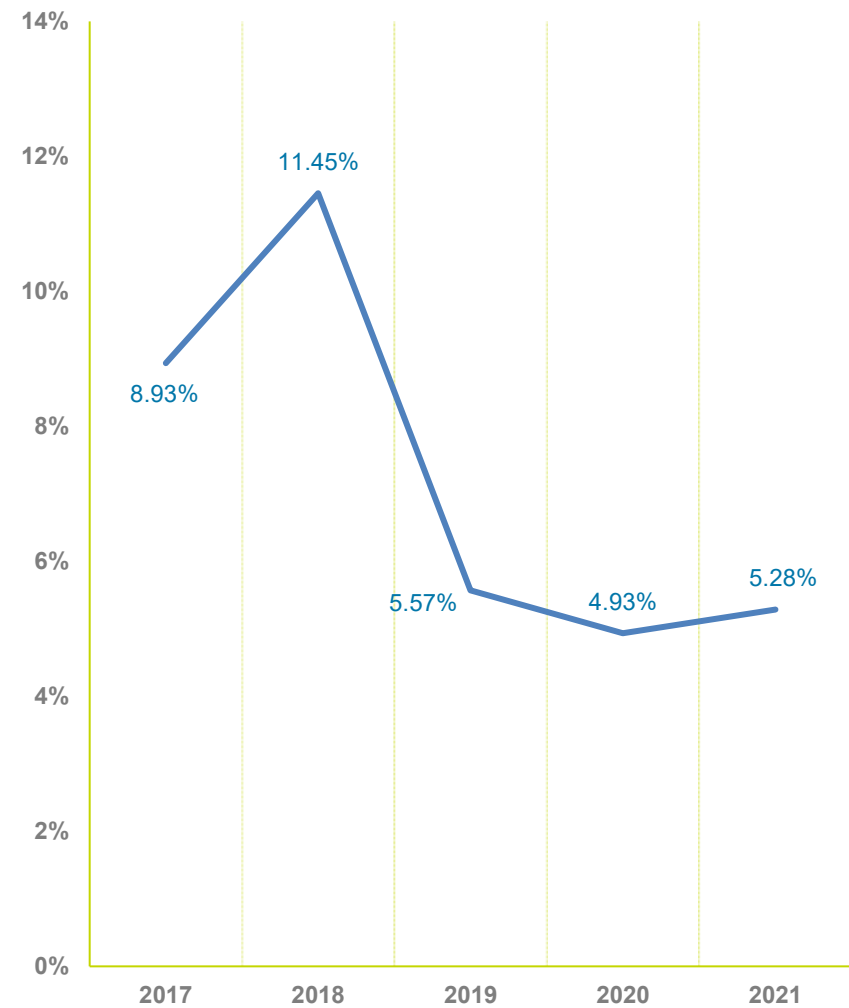
Interest Coverage
(EBIT/Interest Charges)



Financial Statement Return on Assets
(Net Income/Total Assets)



Financial Statement Return on Equity
(Net Income/Shareholders' Equity)



General Customer Information**Total Number of Customers ¹**
For the Year Ended December 31

	Enbridge Gas	EPCOR Natural Gas	Industry
Residential	3,781,073	11,317	3,792,390
Non-Residential	21,488	108	21,596
	3,802,561	11,425	3,813,986

¹ Total number of customers include system gas customers who purchase gas supply from their utility and direct purchase customers of marketers licensed by the OEB.

Total Volumes ²
In million cubic meters

	Enbridge Gas	EPCOR Natural Gas	Industry
Residential	7,666	23	7,688
Non-Residential	17,387	61	17,449
	25,053	84	25,137

² Annual gas volumes include quantities of gas sold to system gas customers and quantities of gas delivered to direct purchase customers.

General Customer Information**System Gas Customers ¹****For the Year Ended December 31**

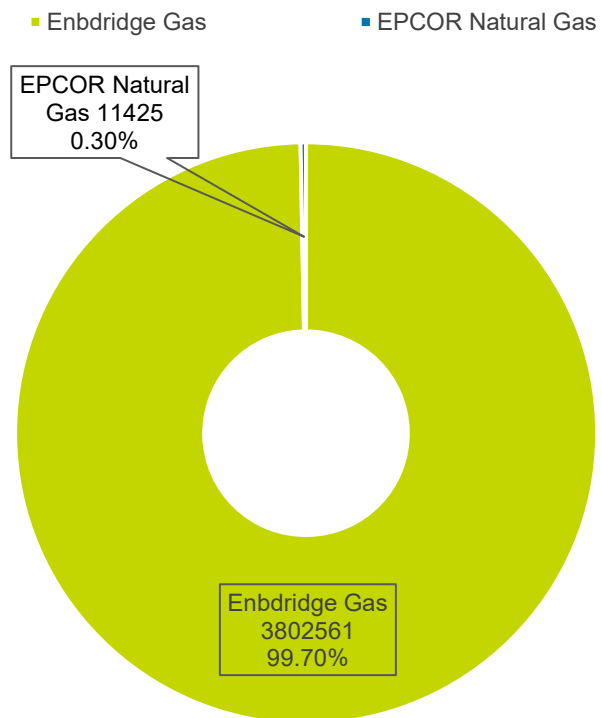
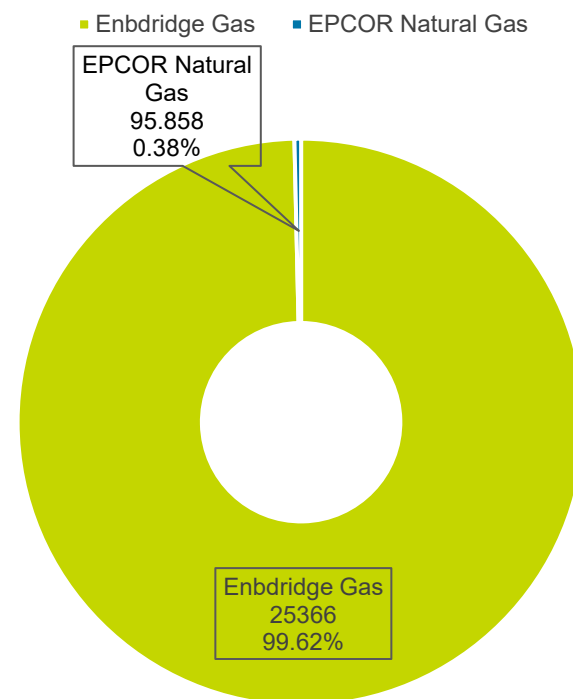
	Enbridge Gas	EPCOR Natural Gas	Industry
Low Volume	3,711,979	11,826	3,723,805
Large Volume	16,513	20	16,533

¹ System Gas Customers (subset of Total Customers) refer to customers who purchase gas supply from their utility.

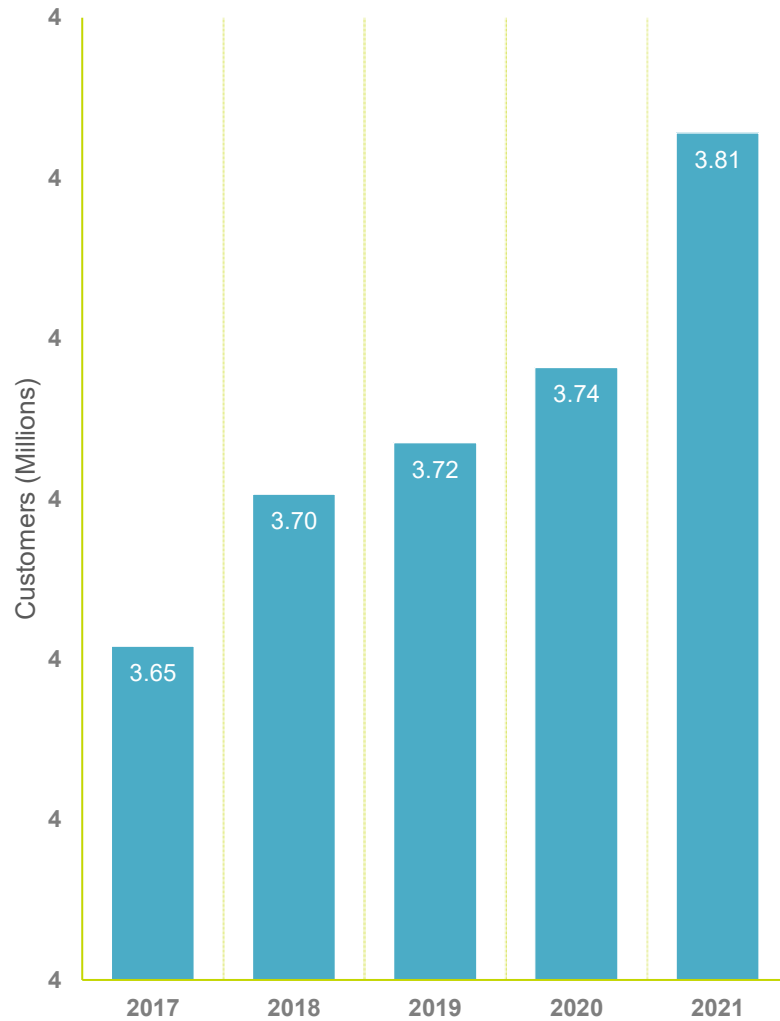
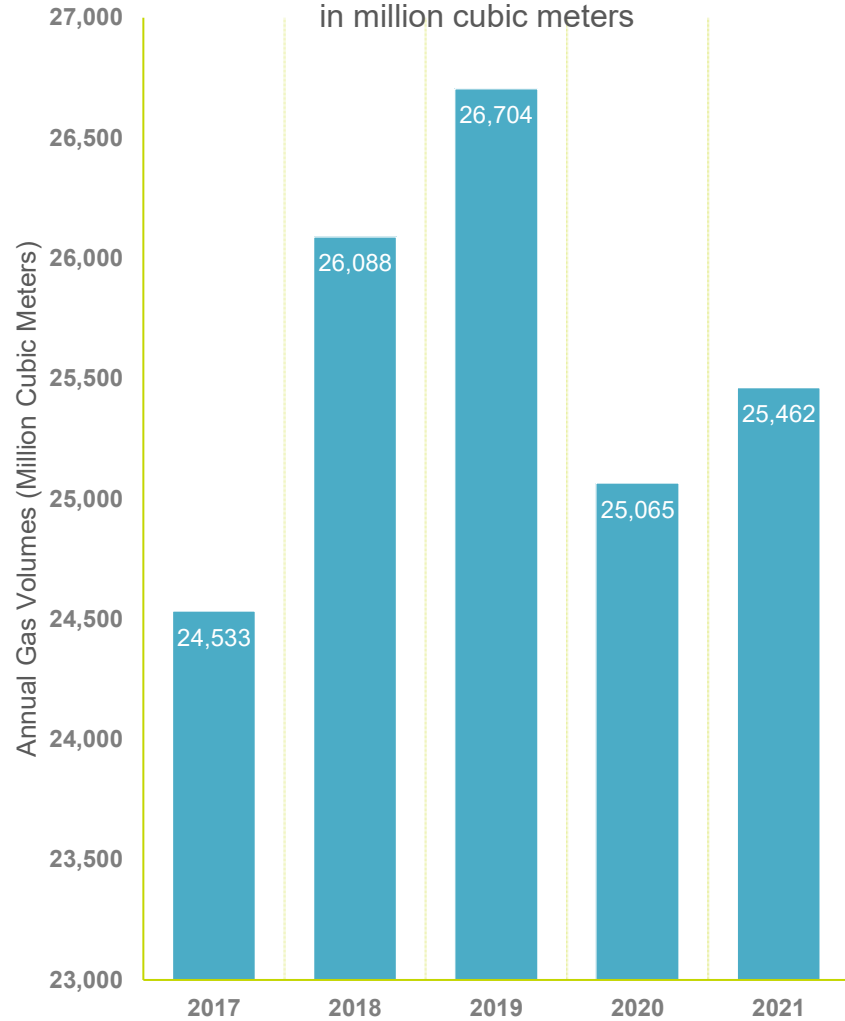
Low Volume Customer - Less than 50,000 cubic meters/year.

Large Volume Customer - Greater than 50,000 cubic meters/year.

Number of Customers

Gas Volumes
in million cubic meters

Total Number of Customers

Annual Gas Volumes
in million cubic meters

Service Quality Requirements

Metric	Enbridge Gas	EPCOR Natural Gas
Call Answering Service Level (OEB Minimum Standard: 75%)	64.30%	89.30%
Number of Calls Abandon Rate (OEB Standard: not exceed 10%)	16.00%	4.10%
Meter Reading Performance (OEB Standard: not exceed 0.5%)	5.00%	0.00%
Appointments Met within Designated Time Period (OEB Minimum Standard: 85%)	94.50%	99.80%
Time to Reschedule Missed Appointments (OEB Standard: 100%)	97.00%	100.00%
Emergency Calls Responded within One Hour (OEB Minimum Standard: 90%)	95.20%	97.60%
Number of Days to Provide a Written Response (OEB Minimum Standard: 80%)	100.00%	100.00%
Number of Days to Reconnect a Customer (OEB Minimum Standard: 85%)	96.90%	100.00%

Cross-Reference to Uniform System of Accounts for Gas Utilities

	Financial Statement Line Items	Related Uniform System of Accounts (RRR 2.1.7)
Balance Sheet	Cash	Accounts 130-131 if debit balance
	Accounts Receivable - Net	Accounts 132+140-147
	Gas Inventories	Accounts 152+153
	Other Current Assets	Accounts 150+151+160-163 + 256 if debit balance
	Property, Plant & Equipment	Accounts 100-116
	Long Term Investments	Accounts 120-123
	Deferred Charges	Accounts 170-179
	Other Non-Current Assets	Accounts 180-183 + 276 if debit balance
	Bank Overdraft, Loans and Notes Payable	Accounts 130-131 if credit balance + 250
	Accounts Payable & Accrued Liabilities	Accounts 251+252+254+259
	Other Current Liabilities	Accounts 253+255+257+260+263
	Income Taxes Payable	Account 256 if credit balance
	Current Portion of Long-term Loan	Accounts 258+262
	Long-term Debt	Accounts 220-249
	Total Debt	Accounts 130-131 if credit balance + 220-249 + 250 + 258 + 262
	Deferred Income Taxes	Account 276 if credit balance
	Other Non-Current Liabilities	Accounts 270+271+278+279+290
	Share Capital Retained Earnings	Accounts 200-216
Income Statement	Operating Revenues	Account 300
	Other Income	Accounts 307+308+310+312-316+319+324+325+333
	Gas Cost, Operating and Maintenance Expenses	Accounts 301+302+305+311+321+326-331
	Depreciation Expense	Accounts 303+304
	Interest Expense	Accounts 320+322+323
	Income Taxes (Current and Deferred)	Account 306
	Extraordinary Items	Accounts 338-339

Call Answering Service Level is the percentage of calls to the general inquiry phone number, including IVR calls, that are answered within 30 seconds. Must be met 75% of the time.

Calls Abandon Rate is the percentage of callers that hang up before they reach a live operator. Must be less than 10%.

Meter Reading Performance is the percentage of meters with no read for four consecutive months. Must be less than 0.5%.

Appointments Met Within the Designated Time Period is the percentage of appointments, including meter related or other customer related work, that are met within their 4 hour scheduled time/date as arranged with the customer. Must be met 85% of the time.

Time to Reschedule a Missed Appointment is the percentage of missed appointments that the customer is contacted within 2 hours of the end of the original appointment time to reschedule the appointment. Must be met 100% of the time.

Emergency Calls Responded to Within One Hour is the percentage of customers that received an on-site response within 60 minutes of their emergency call reaching a live person. Must be met 90% of the time.

Number of Days to Provide a Written Response is the percentage of customers that receive a written response within 10 days of the distributor receiving the complaint. Must be met 80% of the time.

Number of Days to Reconnect a Customer is the percentage of customers that are reconnected within 2 business days of bringing their accounts into good standing. Must be met 85% of the time.