

Schedule 3.8

Retention Program and Incentive Program Report

**Retention Program and Residential Incentive Program Report**

The Board approved \$100,000 for a commercial retention program and \$100,000 for a residential incentive program in EGNB's 2017 rate application. Set out below is information on the programs for the year ending 2016 and information to date for 2017.

**Retention Program**

As outlined in Matters 306 and 330, this program is available to qualifying MGS, LGS and CGS customers. Each potential customer is evaluated individually based on variables and qualifying conditions which include:

- Customers must prove that they have been offered a competitive program in writing
- Customers must sign a contract with EGNB for a specific period of time
- Customers must continue to use natural gas for a specific period of time or they must return all funds to EGNB

MGS customers sign a contract to remain on the system a minimum of two years. LGS and CGS customers sign a contract to remain on the system a minimum of one year. Set out below is information on the Retention Program for 2016:

	<b>Customer</b>	<b>Rate Class</b>	<b>Amount payable</b>	<b>Annual Revenue Saved</b>
1	Customer 1	LGS	\$ 7,000	\$ 28,916
2	Customer 2	LGS	\$ 7,000	\$ 37,786
3	Customer 3	LGS	\$ 7,000	\$ 28,770
4	Customer 4	MGS	\$ 7,200	\$ 12,705
5	Customer 5	MGS	\$ 7,564	\$ 17,696
6	Customer 6	MGS	\$ 7,500	\$ 18,077
7	Customer 7	LGS	\$ 5,400	\$ 22,161
8	Customer 8	MGS	\$ 6,500	\$ 10,298
9	Customer 9	MGS	\$ 6,500	\$ 11,697
10	Customer 10	MGS	\$ 7,000	\$ 12,708
11	Customer 11	MGS	\$ 5,000	\$ 9,116
12	Customer 12	LGS	\$ 2,500	\$ 26,935
13	Customer 13	MGS	\$ 2,350	\$ 11,071
14	Customer 14	LGS	\$ 6,075	\$ 18,302
15			<b>\$ 84,589</b>	<b>\$ 266,239</b>

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1 Set out below is information on the Retention Program for 2017 as at June 30<sup>th</sup>.

	<b>Customer</b>	<b>Rate Class</b>	<b>Amount Payable</b>	<b>Annual Revenue Saved</b>
1				
2	Customer 1	LGS	\$ 4,000	\$ 28,008
3	Customer 2	LGS	\$ 4,000	\$ 23,739
4	Customer 3	LGS	\$ 4,000	\$ 28,205
5	Customer 4	MGS	\$ 2,000	\$ 14,204
6	Customer 5	CGS	\$ 15,750	\$ 77,943
7	Customer 6	CGS	\$ 11,500	\$ 60,975
			<b>\$ 41,250</b>	<b>\$ 233,073</b>

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3 For the remainder of 2017, account managers will continue to evaluate the market and potential  
4 competitive offers. EGNB will respond accordingly with offers that are beneficial to the  
5 customer and the utility as per the program parameters.

6 For 2018, the budget for the program will be maintained at the current level of \$100,000. For  
7 2019, the program will be reduced to \$50,000 as the typical historical price variance between  
8 natural gas and propane is expected to continue to trend favorably.

9 EGNB will continue to provide a report to the Board quarterly along with the financial  
10 statements.

### 11 Residential Incentive Program

12 As outlined in Matters 306 and 330, this program is available to qualifying SGS customers. New  
13 natural gas customers will qualify for an incentive up to \$2000 depending on the amount of GJs  
14 estimated to consume and the equipment being selected for installation. Qualification  
15 requirements include:

- 16 • New natural gas residential customers only
- 17 • Property must currently have access to a natural gas pipeline
- 18 • New home construction or existing home retrofit

19 Customers will sign a form confirming details and provide receipts with a requirement to burn  
20 natural gas for a minimum of two years. Amounts are not payable until all appliances are  
21 inspected and turned on.

1 Set out below is information on the Residential Incentive Program for 2016:

	<b>Customer</b>	<b>Amount Payable</b>	<b>Annual GJs</b>	<b>2 Years Revenue</b>
1				
2	Customer 1	\$ 2,000	77	\$ 1,953
3	Customer 2	\$ 2,000	134	\$ 3,078
4	Customer 3	\$ 1,609	75	\$ 1,913
5	Customer 4	\$ 1,609	60	\$ 1,617
6	Customer 5	\$ 2,000	40	\$ 1,222
7	Customer 6	\$ 1,894	84	\$ 2,091
8	Customer 7	\$ 2,000	75	\$ 1,913
9	Customer 8	\$ 2,000	109	\$ 2,585
10	Customer 9	\$ 1,225	97	\$ 2,348
11	Customer 10	\$ 2,000	65	\$ 1,716
12	Customer 11	\$ 1,163	70	\$ 1,814
13	Customer 12	\$ 1,582	42	\$ 1,261
14	Customer 13	\$ 2,000	93	\$ 2,269
15	Customer 14	\$ 2,000	85	\$ 2,111
16	Customer 15	\$ 2,000	42	\$ 1,261
17	Customer 16	\$ 2,000	40	\$ 1,222
18	Customer 17	\$ 2,000	57	\$ 1,558
19	Customer 18	\$ 1,042	47	\$ 1,360
20	Customer 19	\$ 2,000	77	\$ 1,953
21	Customer 20	\$ 2,000	29	\$ 1,005
22	Customer 21	\$ 2,000	54	\$ 1,498
23	Customer 22	\$ 2,000	54	\$ 1,498
24	Customer 23	\$ 2,000	54	\$ 1,498
25	Customer 24	\$ 2,000	54	\$ 1,498
26	Customer 25	\$ 2,000	54	\$ 1,498
27	Customer 26	\$ 2,000	54	\$ 1,498
28	Customer 27	\$ 2,000	54	\$ 1,498
29	Customer 28	\$ 2,000	54	\$ 1,498
30	Customer 29	\$ 2,000	54	\$ 1,498
31	Customer 30	\$ 2,000	54	\$ 1,498
32	Customer 31	\$ 2,000	54	\$ 1,498
33	Customer 32	\$ 2,000	54	\$ 1,498
34	Customer 33	\$ 2,000	54	\$ 1,498
35	Customer 34	\$ 2,000	54	\$ 1,498
36	Customer 35	\$ 2,000	54	\$ 1,498
37	Customer 36	\$ 2,000	54	\$ 1,498
38	Customer 37	\$ 2,000	54	\$ 1,498
39	Customer 38	\$ 2,000	54	\$ 1,498
40	Customer 39	\$ 2,000	54	\$ 1,498
41	Customer 40	\$ 2,000	54	\$ 1,498
42	Customer 41	\$ 2,000	54	\$ 1,498
43	Customer 42	\$ 2,000	54	\$ 1,498
44	Customer 43	\$ 2,000	54	\$ 1,498
45	Customer 44	\$ 2,000	46	\$ 1,340
46	Customer 45	\$ 2,000	166	\$ 3,710
47	Customer 46	\$ 2,000	93	\$ 2,269
		<b>\$ 88,124</b>	<b>2945</b>	<b>\$ 78,030</b>

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1 Set out below is information on the Residential Incentive Program for 2017 as at June 30<sup>th</sup>.

	<b>Customer</b>	<b>Amount Payable</b>	<b>Annual GJs</b>	<b>2 Years Revenue</b>
2	Customer 1	1600	69	1795
3	Customer 2	2000	60	1617
4	Customer 3	2000	87	2150
5	Customer 4	2000	85	2111
6	Customer 5	2000	89	2190
7	Customer 6	2000	93	2269
8	Customer 7	1550	67	1755
9	Customer 8	1550	67	1755
10	Customer 9	2000	89	2190
11	Customer 10	2000	92	2249
12	Customer 11	2000	89	2190
13	Customer 12	2000	89	2190
14	Customer 13	2000	89	2190
15	Customer 14	2000	89	2190
16	Customer 15	2000	89	2190
17	Customer 16	2000	89	2190
18	Customer 17	2000	89	2190
19	Customer 18	2000	89	2190
20	Customer 19	2000	108	2565
		<b>\$ 36,700</b>	<b>1618</b>	<b>\$ 40,160</b>

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4 For 2018, the Residential Incentive Program is being maintained at the current level of \$100,000  
 5 for an approximate additional target of 40 new customers and to assist approximately 20  
 6 customers who are considering adding equipment and additional load to the system. For 2019,  
 7 the program is being increased to \$250,000 to attract approximately 100 new customers and  
 8 assist 50 existing customers who wish to add additional equipment and load to the system.