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January 26, 2009

VIA EMAIL and COURIER

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
2300 Yonge Street, Suite 2700
Toronto, ON
M4P 1E4

Dear Ms. Walli:

**Re: Enbridge Gas Distribution Inc. ("Enbridge")
EB-2008-0275 ARC Exemption**

We have just noted that the Board's decision in this proceeding did not address one small aspect of Enbridge's request for exemption – whether Enbridge may provide, on a continuing basis through dispatch operations, customer information to Gazifère on-call personnel for the provision of emergency response services after hours.

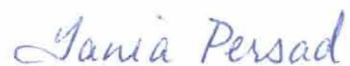
As noted in Enbridge's application, argument, and reply argument, Enbridge and Gazifère share emergency on-call services, rather than duplicating personnel, for operational efficiency. Even after the new CIS systems achieve full functionality, there will be a continuing need for Enbridge dispatch to provide customer information, such as name, location, and any incident details, to Gazifère on-call personnel for the provision of emergency response services. For greater clarification, Gazifère personnel will not have direct access to Enbridge customer information once the new CIS systems are in place, but will only be provided the required information by Enbridge dispatch as needed for emergency response.

We therefore reiterate our request that the Board extend Enbridge's exemption to provide for the continued limited sharing of customer information for on-call emergency response services, in accordance with the Board's power to amend its own orders and decisions under section 43 of the Board's *Rules of Practice and Procedure*.

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Concurrent with this filing, Enbridge is providing a copy of this letter to parties that intervened in this proceeding.

Yours truly,



Tania Persad
Senior Legal Counsel, Regulatory

cc: EB-2008-0275 Interested Parties (via email)