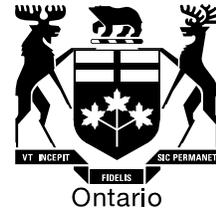


Ontario Energy Board
P.O. Box 2319
27th. Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

Commission de l'énergie de l'Ontario
C.P. 2319
27eM étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone; 416- 481-1967
Télécopieur: 416- 440-7656
Numéro sans frais: 1-888-632-6273



BY E-MAIL

July 26, 2011

Mr. Norm Ryckman
Director, Regulatory Affairs
Enbridge Gas Distribution Inc.
Toronto ON M2J 1P8

LETTER OF DIRECTION

Dear Mr. Ryckman:

**Re: Enbridge Gas Distribution Inc.
Enbridge Customer Care and Customer Information System Costs
Board File Number: EB-2011-0226**

The Ontario Energy Board has now issued its Notice relating to your Customer Care and Customer Information System Costs Application (the "Notice"). Please note that you must publish the notice within fourteen days of the date of this letter. If publication is impossible within fourteen days, you must inform the Board Secretary immediately.

You are directed:

1. to immediately serve a copy of the Notice in both the English and French versions, together with a copy of the Application, either personally, by courier, or by registered mail on the Clerks of all municipalities in which Enbridge Gas Distribution Inc. ("Enbridge") supplies gas, and the English version only, together with a copy of the Application, on all Native Bands and Native Reservations to which Enbridge supplies gas, on all intervenors in EB-2011-0008, on Union Gas Limited and on Natural Resource Gas Limited;
2. to immediately arrange for the English version of the Notice, headed with the Ontario Government logo and the words "Ontario Energy Board", to be published in one issue of the English language daily newspaper and one issue of the English language weekly newspaper having the highest circulation, according to the best information available, in each of Enbridge's service areas;
3. to immediately arrange for the French version of the Notice, headed with the Ontario Government logo and the words "Commission de l'énergie de

l'Ontario", to be published in one issue of any French daily newspaper, if available, and one issue of all weekly French language newspapers in each of Enbridge's service areas;

NOTE: Please make it clear to the newspaper that any invoices regarding publication are to be sent to the Enbridge and not to the Board.

4. to file with the Board affidavit evidence proving the above service and publication immediately upon completion, attaching as appendices the relevant Notice, Application, and original post office registration or courier receipts, but not the newspaper tear sheets;
5. to make a copy of the Application and evidence, and any amendments thereto, available for public review at Enbridge Gas Distribution Inc.'s office and on its website;
6. to make a copy of the Notice available for public review at Enbridge Gas Distribution Inc.'s office and on its website; and,
7. to provide a copy of the Application and evidence, and any amendments thereto, to anyone requesting the material.

You are further directed not to include any document(s) or material(s) when serving the Notice other than document(s) or material(s) expressly required by this Letter of Direction to be served.

Yours truly,

Original signed by

Kirsten Walli
Board Secretary

cc: Mr. David Stevens (Aird & Berlis)