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September 30, 2011

**VIA RESS, E-MAIL & COURIER**

Ms. Kristen Walli  
Board Secretary  
Ontario Energy Board  
2300 Yonge Street  
27<sup>th</sup> Floor  
Toronto, Ontario  
M4P 1E4

Dear Ms. Walli:

**Re: Ontario Energy Board File No. EB-2010-0280  
Customer Service Amendments to the Gas Distribution Access Rule  
Submission of Enbridge Gas Distribution Inc. ("Enbridge")**

On June 29, 2011 the Ontario Energy Board ("Board") issued a Notice of Proposal to amend the Gas Distribution Access Rule ("GDAR") Customer Service Standards and invited natural gas distributors and interested parties to file comments on the proposal. In the Notice of Proposal the Board proposed that the coming into force date for the customer service amendments to the GDAR would be August 31, 2011. As of this date, each rate regulated natural gas distributor must have a Customer Service Policy posted in its website and must conduct its business in accordance with that Customer Service Policy.

On July 15, 2011, Enbridge filed comments with the Board and requested that the coming into force date for the customer service amendments to the GDAR be changed from August 31, 2011 to September 30, 2011.

Please find enclosed Enbridge's Conditions of Service, including its Customer Service Policy. The Conditions of Service is available on Enbridge's website at [enbridgegas.com/ConditionsofService](http://enbridgegas.com/ConditionsofService).

Please contact the undersigned if you have any questions.

September 30, 2011  
Mr. Kirsten Walli  
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Yours truly,

A handwritten signature in blue ink that reads "Bonnie Jean Adams". The signature is written in a cursive, flowing style.

Bonnie Jean Adams  
Regulatory Coordinator

Attachment

cc: Mr. David Stevens, Aird & Berlis (via email)