December 20, 2011

Ms. Kirsten Walli

Board Secretary

Ontario Energy Board

2300 Yonge Street, 27th Floor

Toronto, ON M4P 1E4

Dear Ms. Walli:

**RE: EB-2010-0280 – Union Gas Limited – Revised Conditions of Service**

On June 29, 2011, the Ontario Energy Board (the “Board”) released a Notice of Proposal to Amend a Rule in which it proposed a number of amendments to the GDAR. In the June Notice, the Board proposed August 31, 2011 as the coming into force date for the customer service-related amendments to the GDAR and advised that, as of that date, each Gas Distributor must have a compliant Customer Service Policy posted on its website and must conduct its business in accordance with that Customer Service Policy. The Board also proposed that gas distributors be required to provide advance public notice of any revisions to the Customer Service Policy and provide a copy to the Board.

On September 30, 2011, Union posted its existing customer service policies (“Conditions of Service”) on its website. Union stated in its Conditions of Service that it would implement modifications regarding customer service standards by March 1, 2012.

On October 14, 2011 the Board released a Notice of Amendment to a Rule in which it revised the coming into force date to April 1, 2012.

Union will implement the following modification to its Conditions of Service effective January 1, 2012:

1. Section 4.4 Bill issuance and Payment

The bill payment period before a Late Payment Charge is applied has been extended from 16 to 20 days.

Union has also made the following correction to the Conditions of Service:

1. Section 2.3 Customer Costs

The length of service line provided by Union at its cost to connect a residential customer has increased from 20 to 30 meters.

Please find attached Union’s revised Conditions of Service in compliance with section 8.5.2 of GDAR. The revised Conditions of Service will be updated by January 3, 2012 at Union’s website at <http://uniongas.com/aboutus/policies/>. Notice for the change to Section 4.4 will be provided to customers in a bill message issued in January 2012 in compliance with section 8.5.1 of GDAR.

If you have any questions, please contact me at 519-436-4521

Sincerely,

*[original signed by]*

Marian Redford

Manager, Regulatory Initiatives

c.c: Crawford Smith (Torys)