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December 22, 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") released a Notice of Proposal to Amend a Rule (the "June Notice") in which the Board proposed a number of amendments to the GDAR. The Proposed Amendments were designed to ensure that rate regulated natural gas distributors maintain appropriate standards and practices for certain prescribed areas of customer service for their residential customers, and to ensure that they publish and comply with those standards and practices.

On September 30, 2011 Enbridge filed with the Board its Conditions of Service and published these on Enbridge's website.

These conditions of service have been revised to reflect changes to our policies and practices as agreed to as part of the amendments to GDAR.

Please note the following revisions have been made:

- 1. Section 6.1 Setting Up an Enbridge Account to include the requirement to provide Enbridge with 3 days advance notice of a move. If notification is not received Enbridge will only retroactively adjust the account for a maximum of 30 days from the date notification is received. This will be implemented starting January 1, 2012.
- 2. Section 6.3 Security Deposits to revise the good payment history period for return of a security deposit from 24 to 12 months. This will be effective from January 2012.

December 22, 2011 Mr. Kirsten Walli Page 2 of 2

- 3. Section 6.5 Correction of Billing errors to restrict the period of correction for over or under billing to two years. This will be implemented starting January 1, 2012.
- 4. Section 6.9 Management of Customer Accounts originally stated: "In a landlord tenant situation Enbridge will follow directions recorded on the account when gas service was initially established". The phrase "when gas service was initially established" has been removed to allow for updated directions to be received from a Landlord.

Notice of the changes will be made on Enbridge's website at: enbridgegas.com/conditionsofservice. A bill message will also be placed on all residential customers' January bills to inform them of the changes.

Please contact the undersigned if you have any questions.

Yours truly,

[original signed]

Bonnie Jean Adams Regulatory Coordinator

Attachment

cc: Mr. David Stevens, Aird & Berlis (via email) All EB-2010-0280 Interested parties (via email) **ENBRIDGE GAS DISTRIBUTION INC.** 

CONDITIONS OF SERVICE JANUARY 1, 2012

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# **Preface**

As Canada's largest natural gas distribution company, Enbridge Gas Distribution ("Enbridge") has been providing natural gas services in a safe and reliable manner for more than 160 years, and currently provides service to approximately 1.9 million homes and businesses.

These Conditions of Service describe in summary form Enbridge's operating practices and policies, and are provided as part of our commitment to providing our customers with safe and reliable gas services.

We reserve the right to modify the contents of the Conditions of Service at any time. These Conditions of Service are meant as guidelines and do not supersede any terms and conditions agreed to in our contracts for gas supply with you.

# 1. Enbridge Franchise Area and Gas Distribution Services

The following is a list of cities and towns that Enbridge provides distributions services to.

#### Eastern Region

Admaston Alfred & Plantagenet Arnprior Beckwith Brockville Carleton Place Casselman Champlain Clarence-Rockland Deep River Drummond-North Elmsley Elizabethtown-Kitley

#### **Central Region**

- Adjala Ajax Amaranth Asphodel-Norwood Athens Aurora Barrie Bradford-West Gwillimbury Brampton Brighton Brock Caledon Cavan Monaghan Clarington Clearview Collingwood Douro-Dummer Dufferin Durham East Garafraxa East Gwillimbury
- Hawkesbury Horton Laurentian Hills Laurentian Valley Leeds and Grenville McNab-Braeside Merrickville-Wolford Mississippi Mills Montague North Glengarry North Grenville North Stormont
- East Luther Grand Valley Erin Essa Georgina **Grey Highlands** Havelock Belmont Methuen Innisfil Kawartha Lakes King Markham Melancthon Midland Mississauga Mono Mulmur New Tecumseh Newmarket Orangeville Oshawa Otonabee S- Monaghan
- The Nation Whitewater Region Penetanguishene Peterborough Pickering **Richmond Hill** Scugog Severn Shelburne Smith-Ennismore-Lakefield Southgate Springwater Tay Tiny Toronto **Trent Hills** Uxbridge Vaughan Wasaga Beach

Ottawa

Perth

Pembroke

Petawawa

**Rideau Lakes** 

South Glengarry

Renfrew

Russell Smiths Falls

Tay Valley

#### Niagara Region

Fort Erie Grimsby Lincoln Niagara Falls

- Niagara-on-the-Lake Pelham Port Colburne St. Catharines
- Thorold Wainfleet Welland West Lincoln

Wellington Whitby

Whitchurch

# 2. Gas Distribution Services

### 2.1. Gas Supply and Delivery

Gas will be delivered and/or supplied to our customers within our franchise area subject to these Conditions of Service and to the provisions of Enbridge's rate schedules, under the following circumstances:

- there is sufficient supply of gas;
- there is sufficient capacity in Enbridge's distribution system; and,
- the supplying and/or delivering of gas is economically feasible.

### 2.2. Gas supply and/or delivery under more than one rate schedule

Gas may be supplied and/or delivered under more than one rate:

- Provided the customer meets all the applicability requirements of each rate schedule as approved by the Ontario Energy Board. Gas supplied and/or delivered under each rate schedule will normally be metered separately but may be taken through one meter provided:
  - Enbridge and the customer agree in writing upon a formula for determining the supply and/or delivery service that the customer will purchase under each rate schedule.

### 2.3. Interruptions in Gas Distribution and/or Supply

Customers may be required to curtail or discontinue the use of gas if the supply of gas is jeopardized by any of the following:

- in the event of actual or threatened shortage of gas due to circumstances beyond the control of Enbridge; or,
- when curtailment or restriction is ordered by any government or agency having jurisdiction.

Enbridge shall not be liable for any loss of production, nor for any damages whatsoever due to curtailment or discontinuance, nor because of the length of advance notice given to customers regarding curtailment or discontinuance.

### 2.4. Force Majeure

Customers of Enbridge shall not have any claim against Enbridge for damages sustained as a result of the interruption or cessation of gas deliveries caused by force majeure which include:

- acts of God, the elements;
- labour disputes, strikes, lockouts;
- fires, accidents;
- the breakage or repair of pipelines or machinery;
- depletion or shortage of gas supply;
- order of any legislative body or duly constituted authority; or,
- any other cause or contingencies beyond the control of Enbridge.

# 3. Rate Schedule

### 3.1. Changes in Rate Schedules

In the event the Ontario Energy Board amends the rate schedules of Enbridge, the amended price or amended terms and conditions shall apply to services provided under the rate schedules after the effective date established by the Ontario Energy Board.

# 4. Initiation of Service

### 4.1. Main Extensions

Enbridge will extend its gas main within its franchise area to serve new customers when it is feasible to do so. Enbridge will look at the following when determining feasibility:

- the number of potential new customers within the next five years;
- the amount of natural gas to be used; and,
- the cost of extending the gas main.

If the cost of the extension is not economically feasible, the applicant/s will be required to pay a contribution in aid of construction. Enbridge will determine the contribution amount and communication will be provided to the applicant/s in writing.

### 4.2. Service Installations

Enbridge reserves the right to designate the location at which the service will enter a building. The normal point of entry will be through the wall nearest to the gas supply. Where no additional cost is involved, the service may be installed to accommodate requirements of the applicant for service.

For residential service, Enbridge will usually install a service at no charge to the applicant, provided the service installed is 20 metres in length measured from the property line to a point of delivery up to 2 metres beyond the front building wall. For residential and non residential service, the cost of the service in excess of the cost of a normal residential service of 20 metres in length, and any length exceeding 2 metres beyond the front building wall, may be charged to the applicant.

Where an applicant for gas service requests an installation on property that is not owned by the customer such as road allowance, municipal or neighboring property, land rights (in the form of an easement) from the property owner will be required for the installation and maintenance of all necessary gas lines and equipment.

Enbridge will try to restore property to the approximate condition in which it was found before starting our operations. This includes property that is excavated or may be disrupted during laying, constructing, repairing or removing our facilities.

### 4.3. Location of Meter and Service Regulators

Enbridge shall supply each customer with a meter of a size and type that will adequately measure the gas supplied. Enbridge shall:

- 4.3.1.Make every effort to install meters and service regulators so as to be at all times accessible for inspection, reading, testing, maintaining and exchanging.
- 4.3.2.Not install meters in locations prohibited by law. The following locations are specifically prohibited:
  - under combustible stairways;
  - unventilated areas;
  - inaccessible areas; or,
  - within 90 cm (3 feet) of a source of ignition.

- 4.3.3.Install all meters outside the building to which gas is supplied except in rare circumstances where it is not practical.
- 4.3.4. Provide protection where outside meters and regulators are installed in locations that do not afford reasonable protection from damage.

Anyone who is not an authorized agent of Enbridge shall not be permitted to connect or disconnect our meters or regulators, nor shall any piping be connected to or disconnected from Enbridge's facilities except by representatives of Enbridge.

Customers are responsible, subject to the provisions of paragraph 4.3.4, for protecting all metering and regulating equipment necessary for the supply of gas and for keeping it accessible at all times.

### 4.4. Alterations

Alterations or service relocation requests will be dealt with as follows:

- The cost of work done to relocate existing equipment solely for the convenience of the customer will be charged to the customer.
- The undepreciated cost of any equipment abandoned as a result of relocation for the customer's convenience, or replacing equipment to increase their capacity to accommodate a customer's increased requirements, may be charged to the customer.

# 4.5. Customer Responsibilities regarding Building Piping Appliances & Equipment

As an applicant for service, a customer shall:

- at their own expense install, all piping, controls, safety devices, and other attachments necessary from the meter to the equipment or appliances served;
- ensure the building piping, appliances, and equipment are installed in accordance with regulations made under the authority of statutes passed by the Province of Ontario establishing the requirements for the installations of such facilities; and,
- be responsible for maintaining all building piping, appliances and equipment in a good and safe condition. Such maintenance will be at the customer's own expense.

If there is a leakage or escape of gas on a customer's premise, the customer is required to notify Enbridge immediately by calling our Emergency number at 1-866-763-5427.

Enbridge shall not be liable to the customer for any damages. The customer shall indemnify Enbridge from and against all loss, costs, damages, injury, or expense associated with any injury or damage to persons or property arising, either directly or indirectly, from or incidental to the escape of gas or products of combustion of gas from building piping, venting systems or appliances on the customer's side of the point of delivery.

For the purpose of inspecting or repairing or of altering or disconnecting any service pipe within or outside the building, the customer shall ensure that free access is permitted to Enbridge at all reasonable times, and upon reasonable notice given and request made, to all parts of every building or other premises to which gas is supplied.

### 4.6. Inspections of New Installations

All inspections shall conform to the Technical Standards and Safety Act and regulations made under the Act. All new installations of supply piping, gas appliances and installations will be inspected prior

to gas being introduced to a building in accordance with the requirements of the Technical Standards and Safety Act and the regulations made under the Act. If the inspection reveals that repairs or adjustments are required, the customer will be advised and repairs or adjustments will need to be corrected prior to the gas being turned on.

## 5. Maintenance of Service

### 5.1. Turning Off and Turning on Gas Supply

In an emergency, the gas supply to appliances may be turned off in the interest of safety. Only a qualified person holding an appropriate certificate from the Regulatory Authority having jurisdiction may turn on the supply of gas to appliances which have been turned off.

Except in the case of a notification of a hazard, the turning on and off of the gas supply for purposes of installing, servicing, removing or repairing gas appliances may only be done by a person certified to perform this work by the Regulatory Authority having jurisdiction.

### 5.2. Meter Exchange and Testing

#### 5.2.1.Meter Exchange

Under Government of Canada regulations (Section 12 of the Electricity and Gas Inspection Act), Enbridge is required to periodically exchange gas meters for government inspection.

To complete the meter exchange, we will shut off the gas supply to your existing meter, replace it with a new meter and then relight and inspect all of your natural gas equipment. There is no charge for this service. If we are required to exchange your meter we will contact you via letter or telephone. Please call the number provided at the time of contact to make an appointment. The inspector who comes to your property will carry valid Enbridge photo ID and you may ask to see it before providing access.

#### 5.2.2.Meter Testing

Should a meter fail to register the amount of gas used, consumption shall be estimated by Enbridge and supply and/or delivery charges shall be paid for by the customer in accordance with such estimate.

Should a customer dispute the accuracy of a meter, an application for a Government Inspection of the meter in accordance with the Electricity and Gas Inspection Act may be made. If, after the test, the meter is found to register with an error greater than that permitted by regulations, such error shall be held to have existed for a period of three months or from the date on which the meter was last sealed if the said sealing took place within three calendar months of the request. In the event of the meter being more than three months past due for re-verification, Enbridge or the customer, as the case may be, is entitled to the amount represented by the full error of the meter from the date on which it should have been re-verified. All costs involved in effecting this test shall be borne by the party against whom the decision is given.

In the event of an erroneous connection or incorrect use of an apparatus, the error shall be deemed to have existed from the time of connection.

In the event it can be, through records, determined when an error occurred, the bill will be retroactive to that time.

# 6. Customer Service

For the purposes of this section, "customer" means a residential customer (referred to as "you" in this section).

In accordance with Enbridge's submission to Ontario Energy Board regarding Gas Distribution Access Rule customer service standards for natural gas distributors, Enbridge will be revising its policies and practices and amending its Conditions of Service by September 30, 2012.

### 6.1. Setting up an Enbridge Account

Whether you are a first time customer to Enbridge or moving from an existing Enbridge account, you should notify us before taking possession of a new home. Enbridge requires at least 3 business days (including Saturdays) advance notice of a move. If advance notice is not given Enbridge will only retroactively adjust the account for a maximum of 30 days from the date notification is received.

On our website you will find information on how to submit a "First Time Customer" form or a Move request or you can call the Enbridge Call Centre at 1-877-362-7434.

As an Enbridge customer you will be expected to comply with the Conditions of Service and will be obliged to pay for all gas supplied and/or delivered to your premises. These Conditions of Service will remain in effect until Enbridge has accepted and completed your request for termination or until we have processed your move request.

### 6.2. Meter Reading

Enbridge reads your meter every other month and will estimate your consumption based on your historical gas usage in between readings. If Enbridge's representative is unable to read the meter, a bill will be issued based on an estimated reading. If Enbridge has been unable to read a meter during normal working hours, arrangements will be made to obtain a reading at the customer's convenience. You can also submit your own meter reading using the Submit Meter Reading Form on our website or alternatively, you can call the Enbridge Call Centre at 1-800-268-5442.

### 6.3. Security Deposits

Security deposits are collected to secure payment for future charges in the event of a customer not paying their bill. To protect against losses, Enbridge reserves the right to request a security deposit from its customers as a condition of supplying gas service. A security deposit may be required if you are a first time Enbridge customer, or if you have not been able to maintain a good payment history.

All new residential customers are subject to a security deposit, unless they meet one of the waiver criteria outlined below. If you are required to pay a security deposit an amount of \$250.00 will be charged on your next gas bill. Payment of the security deposit is required by the Late Payment Effective Date on the bill.

Enbridge will waive your security deposit requirement if you meet any of the following criteria:

- If you have moved and your previous account is in good standing;
- If you choose to sign up for our Pre-Authorized Payment Plan; or
- If you can provide a reference letter from another utility in Canada dated within the past 60 days.

Enbridge will review all security deposits on a monthly basis from the date the deposit is fully paid. If you have paid a security deposit, it will be refunded once you have demonstrated good payment history for a period of 12 months. Your security deposit will be returned with interest as a credit on

your next gas bill. If you choose to have the amount refunded, you can call the Enbridge Call Centre at 1-877-362-7434 and a refund cheque will be issued.

Good payment history is maintained unless you have experienced any of the following:

- Receipt of a disconnection notice from Enbridge;
- A payment you provided to Enbridge has been returned for insufficient funds; or
- Your gas has been turned off due to non-payment.

Interest earned on your security deposit will be paid upon return of all or any part of the security deposit or at the time you close your account, whichever comes first. Simple interest will be earned on all security deposits except those held for a total of six months or less. The interest rate applicable to security deposits in any year will be established quarterly and will be based upon the Ontario Energy Board prescribed interest rates. Interest is calculated retroactively to the date the security deposit was received.

Security deposits are not to be considered as prepayments for future charges.

### 6.4. Bill Issuance and Payment

#### 6.4.1.Your Monthly Bill

Enbridge charges you the following charges on a monthly basis:

#### • Monthly Customer Charge

Enbridge has a minimum charge per gas meter to help recover a portion of the fixed costs that the company incurs to keep the system ready for customer use at all times. These fixed costs (such as 24-hour emergency service, meter reading, pipeline maintenance and customer support services) do not vary with the amount of gas used.

#### • Transportation to Enbridge

This charge is for the cost of transporting natural gas to distribution facilities in Ontario, including tolls.

#### • Delivery to You

Once natural gas is received by Enbridge, these are the costs to safely and reliably deliver natural gas to our customers.

#### • Gas Supply Charge

The charge for natural gas itself varies with the amount of gas used by each of our customers. You can choose to have your gas supplied by Enbridge Gas Distribution or an independent marketer. The rates that Enbridge charges for gas used are regulated by the Ontario Energy Board.

There are other charges that may appear on your bill from time to time based on events that occur with your account. These include:

#### • New Account Charge

If you open a new account with Enbridge, the first bill will include a one time service charge of \$25.00, to help cover the costs of setting up the account, taking a meter reading and related work.

#### • Late Payment Effective Date/Late Payment Charge

Enbridge charges are due when the bill is received, which is considered to be three days after the date the bill is rendered. Customers are provided a period of 17 days to make a payment before a Late Payment Charge is applied to their account.

When payment in full of the Enbridge invoice is not received on or before the "Late Payment Effective Date" on the bill, a late payment charge will be incurred on the next bill. A charge of 1.5% per month (19.56% effectively per annum) on all of the unpaid charges, including all applicable federal and provincial taxes, will be applied to the account.

Late payment charges are not applied to security deposits amounts owing.

#### • Adjustments

Your bill may show adjustments to charges from time to time when there is a correction made on your account.

For more information on the charges that appear on your bill, visit the Understanding Your Bill section on our website.

#### 6.4.2. Charges from Other Companies

The Enbridge Billing Service allows other energy companies to include their charges on the Enbridge bill. If you have purchased a product or service from a participating company, the charges would appear in the section called "Charges From Other Companies" on your Enbridge bill.

This service helps make paying bills more convenient for you. You receive one bill and make one monthly payment to Enbridge Gas Distribution. This service also helps to keep rates low by sharing costs with other billers.

#### 6.4.3.Billing from a licensed energy marketer

If you buy your natural gas supply from a licensed energy broker, your gas supply charges, along with the name of the licensed energy broker will appear in the 'Charges For Gas' section of your Enbridge bill.

#### 6.4.4.Billing Options

Paperless Billing 🤒

Enbridge offers customers an environmentally friendly and secure bill delivery option in the form of a paperless bill. You can view and store up to 24 months of bills electronically through this service.

#### Budget Billing Plan

The Enbridge Budget Billing Plan (BBP) provides all residential gas heating customers the convenience of paying equal amounts throughout the year and avoiding higher bills in winter months. Using your prior year's gas usage, Enbridge forecasts the amount of gas you will use and applies the current gas price to determine your monthly BBP installment. The BBP season runs from September to July each year. In July, Budget Billing Plans are reviewed and reconciled and customers are billed or credited a BBP Final Adjustment that represents the difference between the charges for gas actually used from the time you join the plan and the monthly BBP installments billed to date. In the month of August, you are billed for the actual gas used in the month. The new plan then starts again in September.

Should a credit balance result after the annual reconciliation, the amount will be credited to your account and will appear on your July bill. If you choose to have the amount refunded, you can call the Enbridge Call Centre at 1-877-362-7434 and a refund cheque will be issued.

Should a chargeable balance result after the annual reconciliation, the amount will be charged to your account and will appear on your July bill. In the event that the BBP Final Adjustment charge is higher than expected, you may choose to call the Enbridge Call Centre at 1-877-362-7434 and one of our Customer Service Representatives will work with you to determine suitable payment arrangements.

At a minimum, one mid-season BBP review will occur usually at the beginning of the next calendar year. The mid-season review will recalculate your monthly BBP installment to ensure accuracy as weather, usage and rate changes could affect the actual charges for gas you use. After the mid-season review, the new monthly installment amount will be billed on your next bill and a bill message will explain that there was a review of your monthly BBP installment. Customers are encouraged to monitor their BBP details (actual gas charges billed to date versus BBP installments billed to date) and may request a review at any time.

A number of factors can create a variance in the plan. Significant changes in weather, gas prices, change in gas marketers, or gas use in the home, such as installing a new natural gas appliance, can create a difference between actual gas costs and installment amounts.

First time gas customers are automatically assigned to the BBP unless they request otherwise.

#### 6.4.5.Payment Options

#### Pre-Authorized Payment

Enbridge also offers a Pre-Authorized Payment Plan. Signing up for the Pre-Authorized Payment Plan will allow your amount due to be automatically withdrawn from your bank account on the day before the Late Payment Effective Date.

#### • Other payment options include:

- o Online or in person at a financial institution
- Telephone Banking
- o Credit Card

For a Credit Card Convenience fee of \$2.85 for every \$150 charge paid to our Credit Card Service Provider, you may use a valid credit card to make a payment.

#### o Western Union

For customers with overdue amounts that are at or nearing disconnection for nonpayment, you may choose to make a payment for a fee through Western Union.

o Standard Mail

You can send a cheque or money order (no cash please), along with the bottom tearoff portion of your bill, to:

Enbridge P.O. Box 644 Toronto, ON M1K 5H1 Please make your cheque payable to "Enbridge" and write your account number on the front.

o Pay in Person

You may also drop your payment off at one of our payment drop boxes located in the following locations 24 hours a day: (Please note: for your security, we cannot accept cash at these offices.)

VPC Office 500 Consumers Road North York, Ontario

Ottawa Office 400 Coventry Road Ottawa, Ontario

Thorold Office 3401 Schmon Parkway Thorold, Ontario

### 6.5. Correction of Billing Errors

Retroactive billing ensures that all gas consumption and other Enbridge charges, not billed previously, are billed correctly to the customer. Retroactive billing can be the result of either a customer error or a company error. When a customer has been billed incorrectly, retroactive billing is required.

Where billing errors, either through company or customer error, have resulted in either under or overbilling, the customer will be charged or credited with the amount erroneously billed for a period not exceeding two years.

If you have been underbilled, Enbridge will work with you to determine a suitable payment arrangement.

### 6.6. Discontinuance of Gas Supply or Delivery

#### 6.6.1.Customer Initiated Discontinuance

A customer will continue to be bound by these Conditions of Service and will be obliged to pay for all gas supplied and/or delivered to the premises along with any other monthly charges applicable including late payment penalties until Enbridge has terminated the supply of gas following the acceptance of a request for termination from the customer.

#### 6.6.2. Emergency or Safety related Discontinuance

Enbridge may discontinue gas supply and/or delivery to any customer for any of the following reasons:

- for use of gas for any purpose other than that described in the service application, gas supply contract, or rate schedule;
- in case Enbridge, is refused access for any lawful purposes to the premises to which gas is supplied and/or delivered;

- when Enbridge property on a customer's premises is in any manner tampered with, damaged, or destroyed;
- when Enbridge has reason to believe that an unsafe condition exists on the premises or may develop from a continuation of gas supply and/or delivery;
- when a gas installation contravenes the provisions of the Technical Standards and Safety Act, associated regulations, or any other applicable enactment; or
- when there is evidence of gas theft.

Discontinuance of gas supply and/or delivery for any of the reasons set out in paragraph 6.6.2 shall result in a disconnection charge payable by the Customer.

#### 6.6.3. Discontinuance of Service for Non-payment

Enbridge charges are due when the bill is received, which is considered to be three days after the date the bill is rendered. If, for any reason, you are unable to make full payment you are encouraged to contact Enbridge to make suitable payment arrangements. Customers can call the Enbridge Call Centre at 1-877-362-7434.

If the bill is not paid in full and you have not contacted Enbridge to make payment arrangements, under the Public Utilities Act, Enbridge has the right to discontinue gas service. Prior to discontinuance of gas service Enbridge will provide a minimum 48 hours notice in writing along with a call to advise when the disconnection will occur.

If you are seeking payment assistance through a registered charity, government agency, social service agency or a third party, you must provide consent to Enbridge to provide details of your account to these third parties. Enbridge will place any disconnection or collections actions on hold and will work with the third party to obtain payment to avoid disconnection of your gas service.

If your meter has been turned off for non-payment, when payment in full is received by Enbridge including any disconnection charges and security deposit, Enbridge will reconnect your gas meter within 48 hours.

### 6.7. Arrears Management Programs

Enbridge has different arrears management programs available to customers who are unable to pay their entire bill. Enbridge works with customers depending on their individual circumstances to come up with a mutually agreeable payment arrangement. Customers requiring assistance are encouraged to call the Enbridge Call Centre at 1-877-362-7434 to discuss options.

In the event that you are having difficulty paying your bill, emergency financial assistance is also available. The Ontario Energy Board has initiated the Low Income Energy Assistance Program which operates similar to our Winter Warmth Program and provides financial assistance to families in need. You can choose to apply for financial assistance through various community agencies. Disconnection of gas service is always a last resort.

### 6.8. Allocation of Payments between gas and non-gas charges

Payments are applied to your gas bill charges based upon the oldest billed amounts being paid first. In the event that payment is insufficient to cover all charges invoiced in a month, payments will be allocated to non-gas charges first, unless otherwise notified of a dispute. Any charges that remain outstanding past the late payment effective date will incur a late payment charge as mentioned in the Bill issuance and Payment section.

### 6.9. Management of Customer Accounts

Enbridge is committed to providing excellent service and to ensuring that relationships with customers are conducted with integrity and in a responsible, fair, honest and ethical manner. Consistent with these objectives Enbridge maintains high standards of confidentiality with respect to the personal information in its possession. Any personal information related to a customer's account will only be shared with the party named on the account or any third party designated by the customer. To provide consent for another person or a third party to discuss your account details with Enbridge, you must contact our Enbridge Call Centre at 1-877-362-7434 to advise us of your permission to discuss your account with these parties.

In a landlord tenant situation Enbridge will follow directions recorded on the account.

### 6.10. Our Customer Service Process

#### Step 1: Call the Enbridge Call Centre at 1-877-362-7434

Enbridge customer service representatives (CSRs) are trained to help answer your questions.

#### Step 2: Ask to Speak to a Supervisor

If you feel that your questions are not being fully addressed by the CSR, please ask to speak to a supervisor. They'll try to work with you to resolve your issue.

#### Step 3: Contact the Enbridge Customer Ombud

If you've spoken to a CSR and a supervisor and are not completely satisfied with the solution provided, the supervisor will offer to elevate your concern to the Enbridge Customer Ombud's office.

For complete information regarding our dispute resolution process, please visit the Enbridge website: https://www.enbridgegas.com/contact-us/

# **APPENDIX A**

# **DEFINITION OF TERMS**

**British thermal unit** – means the amount of heat required to raise the temperature of one pound of distilled water from 60° Fahrenheit to 61° Fahrenheit.

**Building piping** – includes pipe, whether indoors, outdoors, exposed or buried, which brings gas from the "point of delivery" to each point of utilization including plugged or capped gas valves.

**Cubic metre** - A standard cubic metre of gas is the volume of gas contained in a one cubic metre at a temperature of 15 degrees Celsius and at an absolute pressure of 101.325 kilopascals ("kPa"). 10<sup>3</sup>m<sup>3</sup> equals 1,000 cubic metres.

**Curtailment** - An interruption in an Applicant's gas supply at a Terminal Location resulting from compliance with a request or an order by the Company to discontinue or curtail the use of gas.

**Customer** – means any person, persons, company or corporation responsible for purchasing gas through Enbridge's meter.

**Gas** – natural gas or its equivalent containing not less than the heating value specified from time to time in Enbridge's rate schedules.

**Gas appliance** – means any device approved by the appropriate governmental authority which uses gas as a fuel or as a raw material.

Joule - A measurement of heat.

Late payment effective date – means the date late payment charges will be added to your bill if full payment has not been received.

**Late payment charge** – means a charge which is imposed when full payment of the gas bill is not made by the "late payment effective date".

**Meter** – means a device approved by the appropriate governmental authority and installed to measure the volume of gas delivered to the customer.

**Month or monthly** – means, for the purposes of calculating customers' accounts, a period of approximately 30 days.

**Point of delivery** – means that point at which gas leaves Enbridge's metering and regulating facilities and is delivered to you or, if there are no such facilities, Enbridge's shut-off valve.

**Property line** – means that line which delineates the boundary between one property and the next immediately adjacent property whether it is public or private.

**Rate schedule** – means one of a set of schedules filed by Enbridge with and approved by the Ontario Energy Board that specifies rates, applicability, character of service, terms and conditions of service and the effective date.

**Service** – means the pipe or tubing and associated fittings which transmits gas from the pipeline to the meter inlet connection. Where unmetered gas is provided, the service shall be deemed to terminate at the shut-off valve located closest to the building entry, immediately inside the building wall. Where gas pressure regulation is necessary, the service regulator shall form part of the service.

**Standard conditions** – Temperature of 60°F and 15°C for Imperial and S.I. respectively. Pressure of 14.73 pounds per square inch absolute (psia) and 101.325 kilopascals absolute (kPa) for Imperial and SI respectively. Water vapour content less than 7 pounds per million cubic feet and 100 milligrams per cubic metre for Imperial and SI respectively.