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EMAILED AND FILED VIA RESS

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

Dear Ms Walli:

Re: EB-2010-0280: Consultation on Low-Income Gas Customer Service Standards

We represent Enbridge Gas Distribution Inc. ("Enbridge").

Enbridge has received the Board's Notice in this matter, which was issued yesterday afternoon. The Notice identifies areas where the Board has concerns about Enbridge's proposed customer service rules for low-income customers, and requests that Enbridge provide a response indicating whether it will consider further changes to its proposed policies. Enbridge is requested to provide its response by Monday, March 12, 2012.

Enbridge is concerned that it will have difficulty meeting this deadline, for two reasons. First, in order to consider the feasibility, practicality and impacts of the matters raised by the Board, Enbridge will have to undertake some internal research and investigation. That will take some time to complete. Second, a number of the key persons involved with responding to the Board's Notice will be away from the office on holiday for Spring Break over the next couple of weeks, which will make co-ordinating and completing a response difficult.

In these circumstances, we request an extension of the response deadline to Monday, March 26, 2012.

Should you have any questions, please do not hesitate to contact me.

Yours very truly,

AIRD & BERLIS LLP



David Stevens