



**BY E-MAIL AND WEB POSTING**

**March 6, 2012**

**To: Enbridge Gas Distribution Inc.**

**CC: All Gas Distributors in Consultation Processes EB-2010-0280**

**Re: Consultation on Low-Income Gas Customer Service Standards –  
Extension of time for reply to Board's March 1, 2012 letter  
Board File: EB-2010-0280**

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On March 1, 2012 the Board issued a letter in this consultation asking gas distributors to consider specific changes in selective areas of their proposed low-income customer service standards and policies. The letter asked that gas distributors reply by March 12, 2012.

On March 2, 2012, Enbridge Gas Distribution Inc. ("Enbridge") wrote to the Board requesting an extension of time to provide its response to conduct further internal work and to manage staff absences. Enbridge requested a new deadline of Monday, March 26, 2012.

The Board has decided to grant Enbridge's request. In addition, the Board will allow all gas distributors in this proceeding to provide their responses to its March 1, 2012 letter by March 26, 2012.

Yours truly,

Original Signed

John Pickernell  
Assistant Board Secretary