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July 26, 2012

VIA RESS, E-MAIL & COURIER

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

Dear Ms. Walli:

Re: Ontario Energy Board File No. EB-2010-0280
Notice of Proposal to Amend a Rule – Eligible Low-Income Customer Service
Policy Amendments to the Gas Distribution Access Rule
Submission of Enbridge Gas Distribution Inc.

On July 12, 2012, the Ontario Energy Board (the “Board”) issued its Notice of Proposal to Amend a Rule related to low-income customer service policy amendments to the Gas Distribution Access Rule (“GDAR”). The purpose of the proposed rule amendments is to ensure that rate-regulated natural gas distributors maintain appropriate customer service policy standards and practices for their low-income residential customers, and to ensure that they publish, and comply with, those standards and practices.

Enbridge Gas Distribution (“Enbridge”) has reviewed the proposed amendments to GDAR and confirms that it will maintain appropriate customer service policy standards and practices for its low-income residential customers, the Company will ensure that those policies and practices are published, and that it will comply with those standards and practices.

As stated in the submission filed by Enbridge on April 30, 2012, there will be costs and other financial impacts associated with implementing the changes to Enbridge's customer service policies. Enbridge intends to record its actual costs related to the implementation as well as any ongoing operational and LPP impacts to the Gas Distribution Access Rule Costs Deferral Account (“GDARCD”) in the same manner that the Company has captured the impacts from the other customer service rule

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changes. The Company will seek the clearance of those amounts at the same time as other deferral and variance accounts are addressed.

Please contact the undersigned if you have any questions.

Yours truly,

(Original Signed)

Bonnie Jean Adams
Regulatory Coordinator