

3500 Consumers Road
North York, Ontario
M2J 1P8
PO Box 650
Scarborough ON M1K 5E3

Lorraine Chiasson
Regulatory Coordinator
Telephone: (416) 495-5499
Fax: (416) 495-6072
Email: EGDRegulatoryProceedings@enbridge.com



December 20, 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
Customer Service Amendments to the Gas Distribution Access Rule
Revisions to a Customer Service Policy

On July 12, 2012 the Board released a Notice of Proposal to Amend a Rule in which it proposed a number of amendments to the GDAR. The Proposed Amendments were designed 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.

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 again 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 now defines the eligibility criteria for low income customers and gives information on the Low-Income Energy Assistance Program (LEAP)
2. Section 6.3 includes informs customers that security deposits will be waived for low income customers under certain conditions

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3. Section 6.4.4 Budget Billing Plan informs customers that the plan is now available year-round
4. Section 6.7 Arrears Management Programs gives information on payment arrangements for low-income customers and describes how late payment charges will be waived on the payment arrangement balance.

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 by]

Lorraine Chiasson
Regulatory Coordinator

Attachment