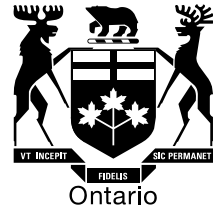


Ontario Energy Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

Commission de l'énergie de l'Ontario
C.P. 2319
27e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone; 416- 481-1967
Télécopieur: 416- 440-7656
Numéro sans frais: 1-888-632-6273



BY EMAIL ONLY

May 6, 2014

Chris Ripley
Union Gas Limited
50 Keil Drive North
Chatham ON N7M 5M1

LETTER OF DIRECTION

Dear Mr. Ripley:

**Re: Union Gas Limited
Reduction of Certain Charges Applied to Direct Purchase Customers
Board File Number: EB-2014-0154**

The Board has determined that it will hold a hearing to decide the application filed by Union on April 3, 2014, which requested that the Board approve, without a hearing, a one-time exemption from the relevant rate schedules to allow for the proposed reduction of certain penalty charges. The Board finds that the test in s. 21(4)(b) is not met, as some customers may be materially affected by the outcome of the application.

The Ontario Energy Board has now issued its Notice concerning your application filed on April 3, 2014 (the "Notice"). Please note that you must comply with the following directions within five days of the date of this letter. If you cannot comply with the directions below within five days, you must inform the Board Secretary immediately.

You are directed:

1. to immediately serve a copy of the Notice in both the English and French versions, in the forms accompanying this Letter of Direction, together with a copy of the application either electronically, personally, by courier, or by registered mail on all of Union's customers that are subject, or could have been subject, to the charges at issue in Union's application;
2. to immediately serve a copy of the Notice in both the English and French versions, in the forms accompanying this Letter of Direction, together with a copy of the application either electronically, personally, by courier, or by registered mail on all intervenors in the EB-2011-0210 and EB-2013-0365 proceedings;

3. to immediately arrange for the Notice in both the English and French versions, in the forms accompanying this Letter of Direction, to be posted prominently on Union Gas Limited's website;
4. to file with the Board affidavit evidence proving the above service and website postings immediately upon completion;
5. to make a copy of the application and evidence, and any amendments thereto, available for public review at Union Gas Limited's office and on its website;
6. to make a copy of the Notice available for public review at Union Gas Limited's office; and,
7. to provide a copy of the application and evidence, and any amendments thereto, to anyone requesting the material.

You are further directed not to include any document(s) or material(s) when serving the Notice other than document(s) or material(s) expressly required by this Letter of Direction to be served.

Yours truly,

Original Signed By

Kirsten Walli
Board Secretary

cc: Mr. Crawford Smith (Torys LLP)