

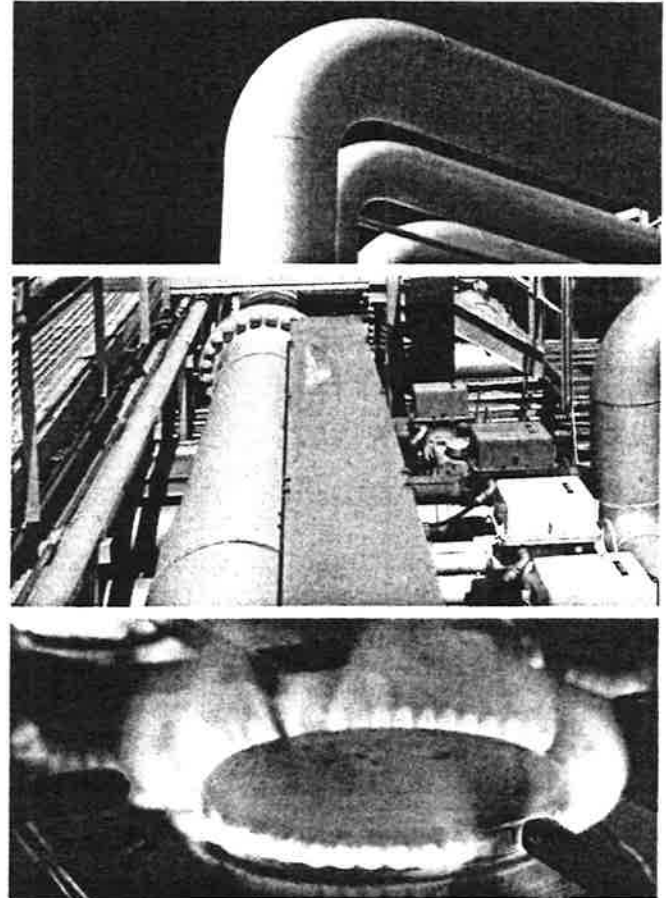


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Ontario Energy Board

2014 Yearbook of Natural Gas Distributors

Published on July 31, 2015



General Customer Information
System Gas Customers *

Low Volume

Large Volume

ENBRIDGE	UNION	NRG	TOTAL
1,873,296	1,271,332	8,123	3,152,751
8,132	5,190	6	13,328

Total Number of Customers

Total (includes customers of marketers licensed by the OEB)

ENBRIDGE	UNION	NRG	TOTAL
2,080,547	1,400,536	8,155	3,489,238

Service Quality Requirements

Call Answering Service Level

(OEB Minimum Standard: 75%)

Number of Calls Abandon Rate

(OEB Standard: not exceed 10%)

Meter Reading Performance

(OEB Standard: not exceed 0.5%)

Appointments Met within Designated Time Period

(OEB Minimum Standard: 85%)

Time to Reschedule Missed Appointments

(OEB Standard: 100%)

Emergency Calls Responded within One Hour

(OEB Minimum Standard: 90%)

Number of Days to Provide a Written Response

(OEB Minimum Standard: 80%)

Number of Days to Reconnect a Customer

(OEB Minimum Standard: 85%)

ENBRIDGE	UNION	NRG
79.00%	73.50%	99.10%
1.90%	4.60%	0.90%
0.70%	0.40%	0.00%
95.10%	97.70%	99.00%
95.51%	99.86%	100.00%
96.90%	97.80%	93.10%
93.30%	100.00%	N/A
94.00%	91.90%	95.20%

*Low Volume Customer - Less than 50,000 cubic meters/year; Large Volume Customer - Greater than 50,000 cubic meters/year.

N/A - Denominator is zero.