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Enbridge Gas Inc.
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Canada

VIA EMAIL and RESS

December 10, 2020

Ms. Christine E. Long
Registrar
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Dear Ms. Long:

**Re: EB-2020-0094 Enbridge Gas Inc. ("Enbridge Gas")
Harmonized System Expansion Surcharge ("SES"), Temporary Connection Surcharge ("TCS")
and Hourly Allocation Factor ("HAF") – Revised Draft Rate Order**

Pursuant to the OEB Decision and Order, dated December 4, 2020 in the above noted proceeding, please find enclosed Enbridge Gas's revised Draft Rate Order.

The revised versions of Rider I of the Rate Handbook for the EGD rate zone and the Rate Schedules for Rates 01, 10, M1 and M2 for the Union rate zones are filed as Exhibit C, Tab 1, Schedule 1 and Exhibit C, Tab 1, Schedule 2, respectively.

The revised versions of the feasibility policies are filed as Exhibit C, Tab 2, Schedule 1 for the EGD rate zone and Exhibit C, Tab 2, Schedule 2 for the Union rate zones.

Enbridge Gas also proposes to make a minor revision to the Conditions of Service for each of the EGD and Union rate zones, effective March 8, 2021, to reflect the Board's Decision. The revised version of the Conditions of Service is filed as Exhibit C, Tab 3, Schedule 1 for the EGD rate zone and as Exhibit C, Tab 3, Schedule 2 for the Union rate zones. Enbridge Gas will also provide advance notice to applicable customers of the revised Conditions of Service as required by sections 8.5.1 and 8.5.2 of the OEB's *Gas Distribution Access Rule*.

Please contact the undersigned if you have any questions.

Yours truly,

(Original Digitally Signed)

Rakesh Torul
Technical Manager, Regulatory Applications

cc: Tania Persad, Sr. Legal Counsel
EB-2020-0094 Intervenor

Rider: I	System Expansion Surcharge and Temporary Connection Surcharge
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Applicability:

This Rider is applicable to the Terminal Location of any Applicant who, pursuant to Rate Schedules 1 and 6, receives gas distribution services from the Company as part of a Community Expansion Project, Small Main Extension or Customer Attachment Project, as defined below. The System Expansion Surcharge and Temporary Connection Surcharge are in addition to the rates charged pursuant to the applicable Rate Schedules.

System Expansion Surcharge (SES): **\$0.23/m³**

Temporary Connection Surcharge (TCS): **\$0.23/m³**

SES and TCS additional terms and conditions:

- a) The Company may apply the SES for a term of up to 40 years, to be determined in accordance with the Company's feasibility policy;
- b) The Company may require payment of a CIAC or apply the TCS for a term of up to 40 years, to be determined in accordance with the Company's feasibility policy; /U
- c) The Community Expansion Projects to which the SES apply are set out below. The Company will publish the geographic location, effective date and term of TCS project areas on the Company's website. Subject to d) below, the SES and TCS will apply to all Terminal Locations within the geographic location for the term, notwithstanding any change of ownership or occupancy; and
- d) The Company's estimated annual supply of gas at the Terminal Location must be no more than 50,000 m³. For any Terminal Location with an estimated annual supply of gas greater than 50,000 m³, the customer may elect to pay the SES or TCS, as applicable, or pay a CIAC.

Glossary of Terms:

Community Expansion Project – A natural gas system expansion project undertaken by the Company for which the PI is less than 1.0 and which will provide first-time natural gas system access to a minimum of 50 potential customers.

Contribution in Aid of Construction (CIAC) - The Company's calculation in accordance with its feasibility policy of the amount of customer financial contributions required to reduce the capital cost of a project to serve one or more customers so that the project becomes feasible.

Small Main Extension and Customer Attachment Projects – A natural gas system extension or expansion projects undertaken by the Company for which the PI is less than 1.0 and which will provide natural gas system access to less than 50 potential customers.

Profitability Index (PI) – The Company's calculation in accordance with its feasibility policy of the ratio of the net present value (NPV) of the net cash inflows to the NPV of the net cash outflows for a natural gas system expansion or extension project undertaken by the Company.

Community Expansion Projects and Effective Dates:

Community Expansion Project Description	In-service Date	SES Term	Board Order Number
Town of Fenelon Falls	TBD	40 years	EB-2017-0147
Scugog Island	TBD	40 years	EB-2017-0261

Rate 01
Page 1 of 2

ENBRIDGE GAS INC.
UNION NORTH
RATE 01 - SMALL VOLUME GENERAL FIRM SERVICE

ELIGIBILITY

Any customer in Union's North West and North East Zones who is an end user whose total gas requirements at that location are equal to or less than 50,000 m³ per year.

SERVICES AVAILABLE

The following services are available under this rate schedule:

(a) **Sales Service**

For continuous supply of natural gas by Union and associated transportation and storage services necessary to ensure deliverability in accordance with the customer's needs. For this service, the Monthly, Delivery, Carbon (if applicable) and Gas Supply Charges shall apply.

(b) **Transportation Service**

For continuous delivery on Union's distribution system from the Point of Receipt on TransCanada's system to the Point of Consumption on the customer's premises of natural gas owned by the customer and transported by TransCanada under a firm transportation service tariff or equivalent National Energy Board Order. For this service, the Monthly, Delivery and Carbon (if applicable) Charges shall apply. Unless otherwise authorized by Union, customers who initiate a movement to Transportation Service from a Sales Service or Bundled Transportation Service must accept an assignment from Union of transportation capacity on upstream pipeline systems.

Transportation Service customers in the Union North East Zone may contract with Union for transportation service from Dawn to the customer's delivery area. The charges for the transportation service will consist of the Rate C1 Dawn-Parkway firm transportation rate and applicable fuel charges, in accordance with Union's Rate C1 rate schedule, and all applicable third party (i.e. TransCanada) transportation charges on upstream pipelines from Parkway to the customer's delivery area.

(c) **Bundled Transportation Service**

For continuous delivery by Union of gas owned by the customer and for the associated transportation and storage services necessary to ensure deliverability in accordance with the customer's needs. For this service the Monthly, Delivery and Carbon (if applicable) Charges, as well as the Storage and Transportation Charges of the Gas Supply Charge, shall apply.

MONTHLY RATES AND CHARGES

	Union <u>North West</u>	Union <u>North East</u>
<u>APPLICABLE TO ALL SERVICES</u>		
<u>MONTHLY CHARGE</u>	\$22.50	\$22.50
<u>DELIVERY CHARGE</u>	<u>¢ per m³</u>	<u>¢ per m³</u>
First 100 m ³ per month @	9.5316	9.5316
Next 200 m ³ per month @	9.2870	9.2870
Next 200 m ³ per month @	8.8999	8.8999
Next 500 m ³ per month @	8.5446	8.5446
Over 1,000 m ³ per month @	8.2510	8.2510
Delivery-Price Adjustment (All Volumes) (1)	0.0420	0.0420
<u>CARBON CHARGES</u>		
Federal Carbon Charge (if applicable) (2)	5.8700	5.8700
Facility Carbon Charge (in addition to Delivery Charge)	0.0088	0.0088
Federal Carbon Charge - Price Adjustment (if applicable) (2) (3)	2.3662	2.3662

Notes:

- (1) Includes a temporary credit of (0.0420) cents/m³ expiring December 31, 2020.
- (2) The Federal Carbon Charge and 2019 balances in the Customer Variance Accounts for on-reserve First Nations customers are interim, per the Board's Decision and Order in EB-2019-0247.
- (3) Includes a temporary charge of 2.3662 cents/m³ expiring December 31, 2020.

ADDITIONAL CHARGES FOR SALES SERVICE

GAS SUPPLY CHARGES (if applicable)

The gas supply charge is comprised of charges for transportation and for commodity and fuel.
The applicable rates are provided in Schedule "A".

SYSTEM EXPANSION SURCHARGE ("SES") AND TEMPORARY CONNECTION SURCHARGE ("TCS") (if applicable) (1)

The SES is applicable to a customer who receives gas distribution services from the Company as part of a Community Expansion Project listed below. The SES is applied to all volumes consumed by customers in the approved Community Expansion Project areas. The Company may apply the SES for a term of up to 40 years, to be determined in accordance with the Company's feasibility policy.

The TCS is applicable to a customer who receives gas distribution services from the Company as part of a Small Main Extension or Customer Attachment Project in lieu of paying a Contribution in Aid of Construction (CIAC). The TCS is applied to all volumes consumed, if applicable. The Company may require payment of a CIAC or apply the TCS for a term of up to 40 years, to be determined in accordance with the Company's feasibility policy. /U

System Expansion Surcharge (SES):	23.0000 ¢ per m ³
Temporary Connection Surcharge (TCS):	23.0000 ¢ per m ³

<u>Community Expansion Project Areas:</u>	<u>In-service Date</u>	<u>SES Term</u>
Prince Township	2018	22 years
North Bay - Northshore and Peninsula Roads	2020	40 years

Notes:
(1) Additional conditions and defined terms applicable to the SES and TCS are set out in the Company's Distribution New Business Guidelines as approved by the OEB in its EB-2020-0094 decision.

MONTHLY BILL

The monthly bill will equal the sum of the monthly charges plus the rates multiplied by the applicable gas quantities delivered plus all applicable taxes. If the customer transports its own gas, the Gas Supply Charge under Sales Service will not apply.

MINIMUM MONTHLY BILL

The Minimum Monthly Bill shall be the Monthly Charge.

DELAYED PAYMENT

The monthly late payment charge equal to 1.5% per month or 18% per annum (for an approximate effective rate of 19.56% per annum) multiplied by the total of all unpaid charges will be added to the bill if full payment is not received by the late payment effective date, which is 20 days after the bill has been issued.

SERVICE AGREEMENT

Customers providing their own gas supply in whole or in part, for transportation by Union, must enter into a Service Agreement with Union.

TERMS AND CONDITIONS OF SERVICE

1. If multiple end-users are receiving service from a customer under this rate, for billing purposes, the Monthly, Delivery and Carbon (if applicable) Charges, plus any other charge that is specific to the location of each end-user shall be used to develop a monthly bill for each end-user at each location. Upon request, possibly for a fee, Union will combine the individual bills on a single invoice or statement for administrative convenience. However, Union will not combine the quantities or demands of several end-use locations so that eligibility to a different rate class will result. Further, Union will not combine the monthly billing data of individual end-users to generate a single bill which is less than the sum of the monthly bills of the individual end-users involved at each location.
2. Customers must enter into a Service Agreement with Union prior to the commencement of service.
3. The identified rates (excluding gas supply charges, if applicable) represent maximum prices for service. These rates may change periodically. Multi-year prices may also be negotiated, which may be higher than the identified rates.

ENBRIDGE GAS INC.
UNION NORTH
RATE 10 - LARGE VOLUME GENERAL FIRM SERVICE

ELIGIBILITY

Any customer in Union's North West and North East Zones who is an end-user whose total firm gas requirements at one or more Company-owned meters at one location exceed 50,000 m³ per year.

SERVICES AVAILABLE

The following services are available under this rate schedule:

(a) Sales Service

For continuous supply of natural gas by Union and associated transportation and storage services necessary to ensure deliverability in accordance with the customer's needs. For this service, the Monthly, Delivery, Carbon (if applicable) and Gas Supply Charges shall apply.

(b) Transportation Service

For continuous delivery on Union's distribution system from the Point of Receipt on TransCanada's system to the Point of Consumption on the customer's premises of natural gas owned by the customer and transported by TransCanada under a firm transportation service tariff or equivalent National Energy Board Order. For this service, the Monthly, Delivery and Carbon (if applicable) Charges shall apply. Unless otherwise authorized by Union, customers who initiate a movement to Transportation Service from a Sales Service or Bundled Transportation Service must accept an assignment from Union of transportation capacity on upstream pipeline systems. Customers may reduce their assignment of transportation capacity in compliance with Union's Turnback Policy.

Transportation Service customers in the Union North East Zone may contract with Union for transportation service from Dawn to the customer's delivery area. The charges for the transportation service will consist of the Rate C1 Dawn-Parkway firm transportation rate and applicable fuel charges, in accordance with Union's Rate C1 rate schedule, and all applicable third party (i.e. TransCanada) transportation charges on upstream pipelines from Parkway to the customer's delivery area.

(c) Bundled Transportation Service

For continuous delivery by Union of gas owned by the customer and for the associated transportation and storage services necessary to ensure deliverability in accordance with the customer's needs. For this service the Monthly, Delivery and Carbon (if applicable) Charges, as well as the Storage and Transportation Charges of the Gas Supply Charge, shall apply.

MONTHLY RATES AND CHARGES

<u>APPLICABLE TO ALL SERVICES</u>	<u>Union North West</u>	<u>Union North East</u>
<u>MONTHLY CHARGE</u>	\$72.68	\$72.68
<u>DELIVERY CHARGE</u>	<u>¢ per m³</u>	<u>¢ per m³</u>
First 1,000 m ³ per month @	8.3429	8.3429
Next 9,000 m ³ per month @	6.7677	6.7677
Next 20,000 m ³ per month @	5.9082	5.9082
Next 70,000 m ³ per month @	5.3299	5.3299
Over 100,000 m ³ per month @	3.1388	3.1388
Delivery-Price Adjustment (All Volumes) (1)	0.0144	0.0144
<u>CARBON CHARGES</u>		
Federal Carbon Charge (if applicable) (2)	5.8700	5.8700
Facility Carbon Charge (in addition to Delivery Charge)	0.0088	0.0088
Federal Carbon Charge - Price Adjustment (if applicable) (2) (3)	2.7752	2.7752

GAS SUPPLY CHARGES (if applicable)

The gas supply charge is comprised of charges for transportation and for commodity and fuel.
The applicable rates are provided in Schedule "A".

Notes:

- (1) Includes a temporary charge of 0.0144 cents/m³ expiring December 31, 2020.
- (2) The Federal Carbon Charge and 2019 balances in the Customer Variance Accounts for on-reserve First Nations customers are interim, per the Board's Decision and Order in EB-2019-0247.
- (3) Includes a temporary charge of 2.7752 cents/m³ expiring December 31, 2020.

ADDITIONAL CHARGES FOR SALES SERVICE

SYSTEM EXPANSION SURCHARGE ("SES") AND TEMPORARY CONNECTION SURCHARGE ("TCS") (if applicable) (1)

The SES is applicable to a customer who receives gas distribution services from the Company as part of a Community Expansion Project listed below in lieu of or in addition to paying a Contribution in Aid of Construction (CIAC), at the customer's option. The Company may apply the SES for a term of up to 40 years, to be determined in accordance with the Company's feasibility policy.

The TCS is applicable to a customer who receives gas distribution services from the Company as part of a Small Main Extension or Customer Attachment Project in lieu of paying a CIAC, at the customer's option. The Company may require payment of a CIAC and/or apply the TCS for a term of up to 40 years, to be determined in accordance with the Company's feasibility policy. /U

If applicable, the SES and TCS are applied to all volumes consumed for the SES or TCS term.

System Expansion Surcharge (SES):	23.0000 ¢ per m ³
Temporary Connection Surcharge (TCS):	23.0000 ¢ per m ³

<u>Community Expansion Project Areas:</u>	<u>In-service Date</u>	<u>SES Term</u>
Prince Township	2018	22 years
North Bay - Northshore and Peninsula Roads	2020	40 years

Notes:

(1) Additional conditions and defined terms applicable to the SES and TCS are set out in the Company's Distribution New Business Guidelines as approved by the OEB in its EB-2020-0094 decision.

MONTHLY BILL

The monthly bill will equal the sum of the monthly charges plus the rates multiplied by the applicable gas quantities delivered plus all applicable taxes. If the customer transports its own gas, the Gas Supply Charge under Sales Service will not apply.

MINIMUM MONTHLY BILL

The Minimum Monthly Bill shall be the Monthly Charge.

DELAYED PAYMENT

The monthly late payment charge equal to 1.5% per month or 18% per annum (for an approximate effective rate of 19.56% per annum) multiplied by the total of all unpaid charges will be added to the bill if full payment is not received by the late payment effective date, which is 20 days after the bill has been issued.

SERVICE AGREEMENT

Customers providing their own gas supply in whole or in part, for transportation by Union and customers purchasing gas from Union with maximum daily requirements in excess of 3,000 m³ per day must enter into a Service Agreement with Union.

TERMS AND CONDITIONS OF SERVICE

1. Service shall be for a minimum term of one year.
2. If multiple end-users are receiving service from a customer under this rate, for billing purposes, the Monthly, Delivery and Carbon (if applicable) Charges, plus any other charge that is specific to the location of each end-user shall be used to develop a monthly bill for each end-user at each location. Upon request, possibly for a fee, Union will combine the individual bills on a single invoice or statement for administrative convenience. However, Union will not combine the quantities or demands of several end-use locations so that eligibility to a different rate class will result. Further, Union will not combine the monthly billing data of individual end-users to generate a single bill which is less than the sum of the monthly bills of the individual end-users involved at each location.
3. Customers must enter into a Service Agreement with Union prior to the commencement of service.
4. For the purposes of qualifying for a rate class, the total quantities of gas consumed or expected to be consumed on the customer's contiguous property will be used, irrespective of the number of meters installed.
5. The identified rates (excluding gas supply charges, if applicable) represent maximum prices for service. These rates may change periodically. Multi-year prices may also be negotiated, which may be higher than the identified rates.

ENBRIDGE GAS INC.
UNION SOUTH
SMALL VOLUME GENERAL SERVICE RATE

(A) Availability

Available to customers in Union's Southern Delivery Zone.

(B) Applicability

To general service customers whose total consumption is equal to or less than 50,000 m³ per year.

(C) Rates

The identified rates (excluding gas supply charges, if applicable) represent maximum prices for service. These rates may change periodically. Multi-year prices may also be negotiated which may be higher than the identified rates. (1)

a) Monthly Charge		\$22.50	
b) Delivery Charge			
First	100 m ³	5.4885	¢ per m ³
Next	150 m ³	5.2131	¢ per m ³
All Over	250 m ³	4.5020	¢ per m ³
Delivery - Price Adjustment (All Volumes) (2)		0.0360	¢ per m ³
c) Carbon Charges			
Federal Carbon Charge (if applicable) (3)		5.8700	¢ per m ³
Facility Carbon Charge (in addition to Delivery Charge)		0.0088	¢ per m ³
Federal Carbon Charge - Price Adjustment (if applicable) (3) (4)		2.4710	¢ per m ³
d) Storage Charge (if applicable)		0.7692	¢ per m ³
Storage - Price Adjustment (All Volumes)		-	¢ per m ³

Applicable to all bundled customers (sales and bundled transportation service).

e) Gas Supply Charge (if applicable)

The gas supply charge is comprised of charges for transportation and for commodity and fuel.
The applicable rates are provided in Schedule "A".

f) System Expansion Surcharge ("SES") and Temporary Connection Surcharge ("TCS") (if applicable) (5)

The SES is applicable to a customer who receives gas distribution services from the Company as part of a Community Expansion Project listed below. The SES is applied to all volumes consumed by customers in the approved Community Expansion Project areas. The Company may apply the SES for a term of up to 40 years, to be determined in accordance with the Company's feasibility policy.

The TCS is applicable to a customer who receives gas distribution services from the Company as part of a Small Main Extension or Customer Attachment Project in lieu of paying a Contribution in Aid of Construction (CIAC). The TCS is applied to all volumes consumed, if applicable. The Company may require payment of a CIAC or apply the TCS for a term of up to 40 years, to be determined in accordance with the Company's feasibility policy.

System Expansion Surcharge (SES):	23.0000	¢ per m ³
Temporary Connection Surcharge (TCS):	23.0000	¢ per m ³

Community Expansion Project Areas:	In-service Date	SES Term
Kettle and Stony Point First Nation and Lambton Shores	2017	12 years
Milverton, Rostock and Wartburg	2017	15 years
Delaware Nation of Moraviantown First Nation	2018	40 years
Chippewas of the Thames First Nation	2019	40 years
Saugeen First Nation	2020	40 years

Notes:

- (1) During any month in which a customer terminates service or begins service, the fixed charge for the month will be prorated to such customer.
(2) Includes a temporary charge of 0.0360 cents/m³ expiring December 31, 2020.
(3) The Federal Carbon Charge and 2019 balances in the Customer Variance Accounts for on-reserve First Nations customers are interim, per the Board's Decision and Order in EB-2019-0247.
(4) Includes a temporary charge of 2.4710 cents/m³ expiring December 31, 2020.
(5) Additional conditions and defined terms applicable to the SES and TCS are set out in the Company's Distribution New Business Guidelines as approved by the OEB in its EB-2020-0094 decision.

(D) Supplemental Service to Commercial and Industrial Customers Under Group Meters

Combination of readings from several meters may be authorized by the Company and the Company will not reasonably withhold authorization in cases where meters are located on contiguous pieces of property of the same owner not divided by a public right-of-way.

(E) Delayed Payment

The monthly late payment charge equal to 1.5% per month or 18% per annum (for an approximate effective rate of 19.56% per annum) multiplied by the total of all unpaid charges will be added to the bill if full payment is not received by the late payment effective date, which is 20 days after the bill has been issued.

(F) Direct Purchase

Unless otherwise authorized by Union, customers who are delivering gas to Union under direct purchase arrangements must obligate to deliver at a point(s) specified by Union, and must acquire and maintain firm transportation on all upstream pipeline systems. Customers initiating direct purchase arrangements, who previously received Gas Supply service, must also accept, unless otherwise authorized by Union, an assignment from Union of transportation capacity on upstream pipeline systems.

(G) Overrun Charge

In the event that a direct purchase customer fails to deliver its contracted volumes to Union, and Union has the capability to continue to supply the customer, Union will do so. The customer may pay for the identified delivery charge plus facility carbon charge and if applicable, the identified federal carbon charge and the total gas supply charge for utility sales provided in Schedule "A" per m³, plus 7¢ per m³.

Overrun Delivery Charge	6.2577	¢ per m ³
Federal Carbon Charge (if applicable)	5.8700	¢ per m ³
Facility Carbon Charge (in addition to Overrun Delivery Charge)	0.0088	¢ per m ³

(H) Bundled Direct Purchase Delivery

Where a customer elects transportation service under this rate schedule, the customer must enter into a Bundled T Gas Contract with Union for delivery of gas to Union. Bundled T Gas Contract Rates and Gas Purchase Contract Rates are described in rate schedule R1.

(I) Company Policy Relating to Terms of Service

- a. Customers who temporarily discontinue service during any twelve consecutive months without payment of the monthly fixed charge for the months in which the gas is temporarily disconnected shall pay for disconnection and reconnection.
- b. When gas is delivered at an absolute pressure in excess of 101.325 kilopascals, then for purposes of measurement, hereunder, such volume of gas shall be corrected to an absolute pressure of 101.325 kilopascals. Atmospheric pressure is assumed to be the levels shown below in kilopascals (absolute) regardless of the actual atmospheric pressure at which the gas is measured and delivered.

<u>Zone</u>	Assumed Atmospheric Pressure <u>kPa</u>		Assumed Atmospheric Pressure <u>kPa</u>
1	100.148	7	97.582
2	99.494	8	97.065
3	98.874	9	96.721
4	98.564	10	100.561
5	98.185	11	99.321
6	97.754	12	98.883

ENBRIDGE GAS INC.
UNION SOUTH
LARGE VOLUME GENERAL SERVICE RATE

(A) Availability

Available to customers in Union's Southern Delivery Zone.

(B) Applicability

To general service customers whose total consumption is greater than 50,000 m³ per year.

(C) Rates

The identified rates (excluding gas supply charges, if applicable) represent maximum prices for service. These rates may change periodically. Multi-year prices may also be negotiated which may be higher than the identified rates. (1)

a) Monthly Charge		\$72.68	
b) Delivery Charge			
First	1 000 m ³	4.9531	¢ per m ³
Next	6 000 m ³	4.8626	¢ per m ³
Next	13 000 m ³	4.5932	¢ per m ³
All Over	20 000 m ³	4.2686	¢ per m ³
Delivery – Price Adjustment (All Volumes) (2)		0.0119	¢ per m ³
c) Carbon Charges			
Federal Carbon Charge (if applicable) (3)		5.8700	¢ per m ³
Facility Carbon Charge (in addition to Delivery Charge)		0.0088	¢ per m ³
Federal Carbon Charge - Price Adjustment (if applicable) (3) (4)		2.5161	¢ per m ³
d) Storage Charge (if applicable)		0.6709	¢ per m ³
Storage - Price Adjustment (All Volumes)		-	¢ per m ³

Applicable to all bundled customers (sales and bundled transportation service).

e) Gas Supply Charge (if applicable)

The gas supply charge is comprised of charges for transportation and for commodity and fuel.
The applicable rates are provided in Schedule "A".

f) System Expansion Surcharge ("SES") and Temporary Connection Surcharge ("TCS") (if applicable) (5)

The SES is applicable to a customer who receives gas distribution services from the Company as part of a Community Expansion Project listed below in lieu of or in addition to paying a Contribution in Aid of Construction (CIAC), at the customer's option. The Company may apply the SES for a term of up to 40 years, to be determined in accordance with the Company's feasibility policy.

The TCS is applicable to a customer who receives gas distribution services from the Company as part of a Small Main Extension or Customer Attachment Project in lieu of paying a CIAC, at the customer's option. The Company may require payment of a CIAC and/or apply the TCS for a term of up to 40 years, to be determined in accordance with the Company's feasibility policy.

If applicable, the SES and TCS are applied to all volumes consumed for the SES or TCS term.

System Expansion Surcharge (SES):	23.0000	¢ per m ³
Temporary Connection Surcharge (TCS):	23.0000	¢ per m ³

Community Expansion Project Areas:	In-service Date	SES Term
Kettle and Stony Point First Nation and Lambton Shores	2017	12 years
Milverton, Rostock and Wartburg	2017	15 years
Delaware Nation of Moraviantown First Nation	2018	40 years
Chippewas of the Thames First Nation	2019	40 years
Saugeen First Nation	2020	40 years

Notes:

(1) During any month in which a customer terminates service or begins service, the fixed charge for the month will be prorated to such customer.

(2) Includes a temporary charge of 0.0119 cents/m³ expiring December 31, 2020.

(3) The Federal Carbon Charge and 2019 balances in the Customer Variance Accounts for on-reserve First Nations customers are interim, per the Board's Decision and Order in EB-2019-0247.

(4) Includes a temporary charge of 2.5161 cents/m³ expiring December 31, 2020.

(5) Additional conditions and defined terms applicable to the SES and TCS are set out in the Company's Distribution New Business Guidelines as approved by the OEB in its EB-2020-0094 decision.

(D) Supplemental Service to Commercial and Industrial Customers Under Group Meters

Combination of readings from several meters may be authorized by the Company and the Company will not reasonably withhold authorization in cases where meters are located on contiguous pieces of property of the same owner not divided by a public right-of-way.

(E) Delayed Payment

The monthly late payment charge equal to 1.5% per month or 18% per annum (for an approximate effective rate of 19.56% per annum) multiplied by the total of all unpaid charges will be added to the bill if full payment is not received by the late payment effective date, which is 20 days after the bill has been issued.

(F) Direct Purchase

Unless otherwise authorized by Union, customers who are delivering gas to Union under direct purchase arrangements must obligate to deliver at a point(s) specified by Union, and must acquire and maintain firm transportation on all upstream pipeline systems. Customers initiating direct purchase arrangements, who previously received Gas Supply service, must also accept, unless otherwise authorized by Union, an assignment from Union of transportation capacity on upstream pipeline systems.

(G) Overrun Charge

In the event that a direct purchase customer fails to deliver its contracted volumes to Union, and Union has the capability to continue to supply the customer, Union will do so. The customer may pay for the identified delivery charge plus facility carbon charge and if applicable, the identified federal carbon charge and the total gas supply charge for utility sales provided in Schedule "A" per m³, plus 7¢ per m³.

Overrun Delivery Charge	5.6240	¢ per m³
Federal Carbon Charge (if applicable)	5.8700	¢ per m³
Facility Carbon Charge (in addition to Overrun Delivery Charge)	0.0088	¢ per m³

(H) Bundled Direct Purchase Delivery

Where a customer elects transportation service under this rate schedule, the customer must enter into a Bundled T Gas Contract with Union for delivery of gas to Union. Bundled T Gas Contract Rates and Gas Purchase Contract Rates are described in rate schedule R1.

(I) Company Policy Relating to Terms of Service

- a. Customers who temporarily discontinue service during any twelve consecutive months without payment of the monthly fixed charge for the months in which the gas is temporarily disconnected shall pay for disconnection and reconnection.
- b. When gas is delivered at an absolute pressure in excess of 101.325 kilopascals, then for purposes of measurement, hereunder, such volume of gas shall be corrected to an absolute pressure of 101.325 kilopascals. Atmospheric pressure is assumed to be the levels shown below in kilopascals (absolute) regardless of the actual atmospheric pressure at which the gas is measured and delivered.

<u>Zone</u>	Assumed Atmospheric Pressure <u>kPa</u>		Assumed Atmospheric Pressure <u>kPa</u>
1	100.148	7	97.582
2	99.494	8	97.065
3	98.874	9	96.721
4	98.564	10	100.561
5	98.185	11	99.321
6	97.754	12	98.883

REVISED EGD RATE ZONE ECONOMIC FEASIBILITY PROCEDURE AND POLICY

Introduction

1. The purpose of this evidence is to present the proposed revisions to the Company's current procedures and policies for determining the feasibility of the Company's system expansion and community expansion projects in the EGD rate zone. These procedures and policies are adopted to comply with the *Guidelines for Assessing and Reporting on Natural Gas System Expansion in Ontario* of the Ontario Energy Board ("Board"), reported under EBO 188 dated January 30, 1998.
2. This evidence includes an overview of the Company's Customer Connection Policy, Customer Contribution and Refund Policy, Method for Economic Feasibility Assessment, and Procedure for Capital Expenditure Approval. It has been expanded to include key elements of the Company policy under the Community Expansion framework as approved by the Board in EB-2016-0004 dated November 17, 2016 and refined for this Application. The new framework applies to all qualifying Community Expansion ("CE") Projects and Small Main Extension ("SME") and Customer Attachment Projects, as defined in the EGD rate zone Rate Handbook, Rider I.

Customer Connection Policy

3. The Company uses a portfolio approach to manage its system expansion activities and ensures that the required profitability standards are achieved at both the individual project and the portfolio level. Investment Portfolio and Rolling Project Portfolio are two Board-prescribed portfolio approaches and are discussed in paragraph 15 and 16 of this evidence.

4. The Company manages both of its portfolio approaches to achieve a Profitability Index ("PI") of greater than 1.0 as required by the Board under EBO 188.
5. Individual projects are required to achieve a PI of 1.0 or the customer shall be required to pay a Contribution-in-Aid-of-Construction ("CIAC") to bring the project up to the required PI level. In exceptional circumstances, a project may be authorized at a lower PI levels (i.e. between 1.0 and greater than 0.8) as long the Company maintains its overall portfolio PI above 1.0.
6. During construction and operation of each project, the Company will comply with the OEB's *Environmental Guidelines for HydroCarbon Pipelines and Facilities in Ontario*.

Customer Contribution and Refund Policy

7. CIAC may be obtained for projects having a negative Net Present Value ("NPV") or a PI less than 1.0. The contribution should be sufficient to bring the project PI up to a required level. Harmonized Sales Tax ("HST") is added to contribution payments.
8. New residential customers connecting to the existing mains are provided, at no cost, with a service connection up to a maximum of 20 meters. Any service length beyond 20 meters is charged to the customer at a rate \$32 per metre as prescribed in Rider G of the Rate Handbook.
9. The length of service for feasibility assessment is measured from the customer property line to the location on the front wall of the building where the meter will be installed.

10. Where the use of a proposed facility is dominated by a single large volume customer, it is considered a dedicated facility for CIAC purposes. The dominant customer may be required to pay a CIAC to result in a project NPV of zero or a PI of 1.0. CIAC amounts are subject to added HST.
11. Refunds of CIAC may be requested by customers when the actual customer count on the system expansion exceeds the original forecast. For Rate 1 and Rate 6 customers, these refunds are processed at the end of five years from the date of construction. The system expansion project is then re-evaluated with the actual customer count to determine a revised contribution that is required to bring the NPV to the original targeted level. The difference between the revised contribution amount and the actual contribution paid by customers is the total amount to be refunded to original customers. Refunds are made based on the proportionate contribution of customers.
12. These refunds do not apply to the mains where SES and TCS rate riders have been applied in lieu of CIAC. The refunds are made only for the specific piece of main put into service; no refunds are payable for customers added downstream of the specific piece of main. No interest is payable, and only customers who made a contribution are eligible for a refund.
13. In order to be eligible for a refund, the customer must be consuming natural gas at the address for which refund is being claimed. If the customer moves, he or she is responsible for notifying the Company of the new address.
14. Refunds for large volume customers will be determined based on a re-evaluation of the system expansion project, taking into consideration extra investment and

additional load brought on within five years to the specific piece of main constructed to serve the initial customer(s). Similar to system expansions, refunds for large volume customers will be evaluated subject to customer request. This policy is not available to large volume customers in Development Projects where an Hourly Allocation Factor process has been used for allocating project cost amongst the prospective customers.

System Expansion Portfolios – Accountability

15. Investment Portfolio: The Company evaluates all system expansion projects in a test year and ensures they are designed to achieve a portfolio PI of at least 1.1. All new customers attaching to new and existing mains are included in this portfolio.
16. Rolling Project Portfolio (“RPP”): The Company also maintains a rolling 12-month distribution expansion portfolio including the cumulative result of project-specific Discounted Cash Flow (“DCF”) analyses. The RPP does not include customer attachments from existing mains constructed in prior years. The Company maintains RPP at a PI level greater than 1.0.

Estimating Inputs for Economic Feasibility Assessment

17. This section provides the method used to determine the parameters that make up the economic feasibility assessment. It includes capital cost, O&M expenses, and distribution revenues associated with a system expansion project. These inputs are discounted at the Utility’s Weighted Average Cost of Capital (“WACC”) to carry out the DCF analysis which measures Economic Feasibility of a project based on NPV and PI.

Capital Cost Estimation

18. The Company uses various approaches for estimating capital cost for different types of projects. The objective is to derive estimates that are closely aligned to costs that are reflective of the unique parameters of each project, and those cost differences are typically delineated by geographic area.
19. The following is a summary of various estimation techniques and the project types to which they are applied:
 - For new subdivisions where Joint Utility Trenching (“JUT”) is often used to construct natural gas infrastructure, unit rates prescribed in the underlying contracts are used for estimating capital cost for mains and services.
 - For subdivisions where JUT is not an option, or for commercial and industrial connections, field estimates are used for capital costing.
 - For large volume customers field estimates are used to estimate mains and service cost.
20. If a main is oversized to meet future growth potential, it may be re-priced at the size required to meet customers’ load requirements for feasibility calculations. The actual cost of the main must be shown on the Authorization for Expenditure (“AFE”).
21. An incremental overhead allowance is added to the cost of mains and services and is incorporated in the feasibility analysis of all projects.

Consumption and Revenue

22. For subdivision and residential connections, consumption is estimated based on building type (single, semi-detached, townhouse) and configuration (bungalow, split or two-story). The Capital Project Feasibility (“CAPF”) program calculates customer

revenue based on consumption levels input by the Customer Connections Representative ("CCR").

23. A load sheet is used to estimate consumption of commercial and industrial connections. The load sheet information is provided by the customer and contains consumption of various appliances installed at the premises.
24. For large volume connections, consumption information should include monthly volumes and the customer's contract daily demand.
25. The Investment Review group calculates revenue, based on the input consumption profiles and the most recent Board-approved rates.

System Expansion Surcharge ("SES") and Temporary Connection Surcharge ("TCS")

26. As set out in Rider I of the Company's Rate Handbook, the Company may apply an SES or TCS to Rate 1 and Rate 6 customers receiving gas distribution services as part of a CE project, SME or Customer Attachment Project. The Company may apply the SES or TCS if the project PI is less than 1.0. The terms and conditions applicable to the SES and TCS are set out in Rider I.

(a) SES

27. The SES is used for CE Projects, having 50 or more potential customers. Unlike approved distribution rates, the SES will not change over time and will appear as a separate line item on a customer's monthly gas bill.
28. The SES will be treated as a revenue for the purpose of the Company's economic

feasibility analysis of the project. The SES will be charged to all Rate 1 and 6 customers who consume an estimated volume of gas less than 50,000 m³ in the project area for a period of up to 40 years. The term of the SES for each project will be set at the minimum term required for the project to achieve a PI of at least 1.0 or 40 years, whichever is less.

29. Customers attaching after the start of the initial SES term will also be required to pay the SES for the remainder of the initial SES term for that project. The ongoing payment obligation of the SES will attach to the property for the balance of its term should the property change ownership or occupancy during this time.
30. Municipal contributions may be collected by way of up front lump sum or annual payments for up to 10 years subject to municipal commitment for such contributions to qualifying projects.
31. Large volume customers within the CE Project area, who consume more than 50,000 m³ per year may pay either the SES and/or the CIAC. This will be addressed separately or as part of the customer contracts.

(b) TCS

32. The TCS is used for SME and Customer Attachment Projects, having less than 50 potential customers. The TCS is used as an alternative to CIAC to achieve a PI of 1.0, or in addition to CIAC for a project to achieve a minimum PI of 1.0.
33. These projects include the extension of mains, the related service attachments, as well as any service lines to individual customers connecting to pre-existing mains.
34. Similar to the SES, the TCS is charged at the same rate, is in addition to approved

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distribution rates and is treated as revenue for the Company's economic feasibility analysis of the project. TCS appears on a customer's gas bill as a separate line item.

35. The TCS term will be determined on a project specific basis and will be restricted to a minimum of one year to a maximum of 40 years from the project's in-service date. The term will be based on the number of years it takes for the project to achieve a PI of 1.0.
36. Similar to SES, customers attaching after the start of the initial TCS term will also be required to pay the TCS for the remainder of the initial TCS term for that project. /U
The ongoing payment of the TCS will attach to the property for the balance of its term should the property change ownership or occupancy during this time.
37. For the purpose of governance and reporting, all projects where TCS is applied will be included in the Company's Rolling Project Portfolio and Investment Portfolio alongside other system expansion projects. /U
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Hourly Allocation Factor ("HAF")

38. The HAF process is a method of allocating the capital cost of a Development Project between forecast large volume customers requiring incremental firm capacity within an identified Area of Benefit. The HAF is applied as a capital cost in addition to the capital cost of customer specific facilities (i.e. dedicated distribution main, service line, customer station, meter) to the individual economic analysis of customers receiving incremental firm capacity in the Area of Benefit as they commit or contract for gas service.

39. The large volume component of a Development Project is derived by splitting the capital cost of the Development Project into a large volume and small volume component in proportion with the peak hourly demands of each component. The HAF is calculated by dividing the forecast capital cost of the large volume component of the Development Project (net of any municipal or government funding) by the sum of the forecast firm hourly large volume customer demand (regardless of seasonality) that the project serves within the Area of Benefit and is expressed in dollars per m^3/hour .
40. The threshold of eligibility of the HAF for all Development Projects will be $50 \text{ m}^3/\text{h}$ and greater.

Customer Attachment and Revenue Horizon

41. The maximum customer attachment horizon for small volume customers (including residential, commercial and industrial connections with annual consumption of no more than $50\,000 \text{ m}^3$) is 10 years. The revenue horizon is 40 years from the in-service date of the initial mainline. For large volume customers, the maximum customer attachment horizon is 10 years. The maximum revenue horizon is 20 years from the customers' initial service date.
42. A project specific revenue horizon is used when the project life cycle is deemed shorter than 20 years.

Marginal Operating and Maintenance ("O&M") Expenses

43. The Company's incremental operating and maintenance ("O&M") cost is based on an annual study that is aligned with cost allocation principles and is included in assessing project feasibility.

Procedure for Capital Expenditure Approval

44. Enbridge's procedure for obtaining management approval to make a capital expenditure for distribution system expansion is known as the Authorization for Expenditure ("AFE"), and is outlined in the AFE manual. A system expansion project is typically initiated by a Customer Connections Representative ("CCR"), who identifies potential new customers. The CCR will assess the required amount of plant additions to provide service and will initiate an AFE for approval.
45. A feasibility assessment is required to be attached to an AFE as part of the approval process. Feasibility assessment is done based on the estimated revenue and benefits of connecting new customers against the total cost of attaching and serving them. The Capital Project Feasibility ("CAPF") program is an online IT tool used for evaluating all projects except for residential infills connections and Large Volume projects. All Large-volume projects are separately evaluated by the Investment Review group using Excel based feasibility tools.
46. CCRs provide inputs for the CAPF tool, which include estimates of capital cost, customer additions and timing, and annual consumptions of new customers. The Investment Review group uses Excel based feasibility tools for assessing large-volume and more complex projects with inputs from the Special Projects and Key Accounts groups.
47. All AFEs are approved by the appropriate level of authority including managers, directors, VPs and President as set out in the workflows based on capital approval

authority.

REVISED UNION RATE ZONES' DISTRIBUTION NEW BUSINESS GUIDELINES

1. Purpose

- To ensure that customers are treated fairly and consistently.
- To manage growth of the natural gas distribution business by providing guidelines for capital investment to ensure no undue rate impact for existing customers.
- To provide business principles and guidelines for distribution new business investments.
- To streamline administrative processes and approvals where possible.
- To delegate authority where appropriate to field operations staff.

2. Definitions

- Area of Benefit - The Area of Benefit is defined as the geographic area, drawn as a polygon on a map, that includes all customers who will be served by, and benefit from, the infrastructure build or pressure increase from a Development Project where an Hourly Allocation Factor process is used to allocate capital costs.
- Community Expansion Project - A natural gas system expansion project undertaken by the Company for which the PI is less than 1.0 and which will provide first-time natural gas system access to a minimum of 50 potential customers.
- Contribution in Aid of Construction (CIAC) - The Company's calculation in accordance with its feasibility policy of the amount of customer financial

contributions required to reduce the capital cost of a project to serve one or more customers so that the project becomes economically feasible.

- Development Project - a system expansion project that will expand capacity over a certain area to serve increasing demands from existing and/or new customers. It may include a mix of large and small volume customers.
- Distribution New Business - Providing gas service to new customers in all market segments (i.e. new and existing housing, commercial and industrial). It also includes providing incremental gas supply capacity to existing customers.
- Hourly Allocation Factor (HAF) – A method used to allocate the capital costs of a Development Project to customers requiring additional firm service within an identified Area of Benefit. The HAF is expressed as a capital cost per m³/hour.
- Investment Portfolio - The costs and revenues associated with all new distribution customers who are forecast to attach in a particular test year (including new customers attaching on existing mains). The Investment Portfolio includes a forecast of normalized reinforcement costs.
- Profitability Index (PI) – The Company's calculation in accordance with its feasibility policy of the ratio of the net present value (NPV) of the net cash inflows to the NPV of the net cash outflows for a natural gas system expansion or extension project undertaken by the Company.¹

¹https://www.oeb.ca/oeb/_Documents/Regulatory/EBO%20188%20Decision_AppB_Guidelines.pdf

- Rolling Project Portfolio - An accumulation of the new business capital requisitions that are issued and approved for a 12 month period. The rolling PI is the cumulative PI data from the Rolling Project Portfolio. The Rolling Project Portfolio includes all future customer attachments, revenues and costs on the basis of the life cycle of each project. It also includes a forecast of normalized reinforcement costs. It excludes those customers requiring only a Service Lateral from an existing main.
- Service Lateral - A gas pipeline connecting the company gas main to the customer's gas meter as measured from property line to meter.
- Small Main Extension and Customer Attachment Projects – Natural gas system extension or expansion projects undertaken by the Company for which the PI is less than 1.0 and which will provide natural gas system access to less than 50 potential customers.
- Small volume – Gas consumption of no more than 50,000 m³ per year.
- System Expansion Surcharge (SES) - An economic contribution to financial feasibility of community expansion projects by all small volume customers who attach to the system as part of a Community Expansion Project during the period in which it is in place through a temporary volumetric rate as set out in the applicable rate schedules.
- Temporary Connection Surcharge (TCS) - An economic contribution to financial

feasibility of main extension projects made by small volume customers who attach to a Small Main Extension or Customer Attachment Project through a temporary volumetric rate as set out in applicable rate schedules. The TCS is used as an alternative to CIAC to achieve a PI of 1.0.

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3. Accountability

Enbridge Gas manages separate Investment Portfolios and Rolling Project Portfolios for Union North (Rate 01 and 10) and Union South (Rate M1 and M2) rate zones. Excluding Community Expansion Projects, the Rolling Project Portfolio PI for each area must remain above 1.0 and the Net Present Value ("NPV") must remain greater than \$0 at all times.

The Director, Distribution In-Franchise Sales is accountable for ensuring that the corporate Rolling Project Portfolio PI, excluding Community Expansion Projects, exceeds 1.0 on an ongoing basis.

4. Project Acceptance Levels

The Company manages its portfolio approach to achieve a Profitability Index ("PI") of greater than 1.0 as required by the Board under EBO 188.

Individual projects are required to achieve a PI of 1.0 or the customer shall be required to pay a Contribution in Aid of Construction ("CIAC") to bring the project up

to the required PI level. In exceptional circumstances, a project may be authorized at a lower PI levels (i.e. between 1.0 and greater than 0.8) as long the Company maintains its overall portfolio PI above 1.0.

5. Acceptance Level Exceptions

Subject to ability to manage minimum portfolio PIs as indicated above, projects can proceed with reduced PI levels. All requests for exceptions to the minimum project PI of 1.0 must be authorized by the Director, Distribution In-Franchise Sales, and the Director, Operational Services & Governance prior to construction.

6. Hourly Allocation Factor

The HAF process is a method of allocating the capital cost of a Development Project between forecast large volume customers requiring incremental firm capacity within an identified Area of Benefit. The HAF is applied as a capital cost in addition to the capital cost of customer specific facilities (i.e. dedicated distribution main, service line, customer station, meter) to the individual economic analysis of customers receiving incremental firm capacity in the Area of Benefit as they commit or contract for gas service.

The large volume component of a Development Project is derived by splitting the capital cost of the Development Project into a large volume and small volume component in proportion with the peak hourly demands of each component. The HAF is calculated by dividing the forecast capital cost of the large volume component of the Development Project (net of any municipal or government funding) by the sum of the forecast firm hourly large volume customer demand (regardless of seasonality) that the project serves within the Area of Benefit and is expressed in dollars per m³/hour.

The threshold of applicability of the HAF for all Development Projects will be 50 m³/h or greater

For the purposes of the economic feasibility analysis for customers allocated capital costs using the HAF, the Company would continue to apply the EBO 188 Guidelines. Large volume customers would have flexibility through longer term contracts and/or a CIAC payment to achieve a PI of 1.0. Small volume customers would have the option of a CIAC payment and/or the TCS, as applicable over a defined term to achieve a PI of 1.0.

7. Collecting a Contribution

Projects that do not meet the minimum stage 1 economic criteria, after factoring in SES, or long-term service agreements, where applicable, shall be required to pay a CIAC. /U

CIAC may be collected in advance of construction from new customers or other parties who have agreed to fund the shortfall in the economics.

For Small Main Extensions and Customer Attachment Projects, the Company may allow eligible customers to pay a TCS in lieu of CIAC, and/or negotiate other contribution arrangements. /U

The TCS term will be determined on a project specific basis and will be restricted to a minimum of one year and to a maximum of 40 years from the project's in-service date. The term will be based on the number of years it takes for the project to achieve a PI of 1.0.

For Community Expansion Projects, contributions will be collected from all small volume customers served by the project through use of an SES. Larger volume customers may elect to pay the required CIAC through an SES and/or negotiate other contribution arrangements.

The SES will be treated as revenue for the purpose of the Company's economic feasibility analysis of the project. The term of the SES for each project will be set at the minimum term required for the project to achieve a PI of at least 1.0 or 40 years, whichever is less.

Both the TCS and SES will apply to the property for the full term, notwithstanding any change of ownership or occupancy.

8. Project Costs

- a) When available, economic feasibility analysis shall use project specific data (costs, volumes, customer attachments) based on survey data, historical practice, weather and local conditions to determine the costs, load and forecast.
- b) When no specific data is available or the project is a minor project, regional averages shall be used.

9. Service Laterals

- a) The Company shall provide, at its cost, up to 30 metres of Service Lateral to connect a residential customer.
- b) Service Laterals over the length specified above shall require the prior agreement of the customer to pay an "excess charge" of \$45.00 per metre.

The PI analysis for commercial and industrial services shall be individually calculated reflecting the site-specific lateral length, pipeline sizing, costs, gas usage and margins.

- c) The Service Lateral is measured from property line to meter.
- d) The minimum requirement to qualify for residential service shall be attachment of a water heater or a primary heat source. Requests for service where this condition is not satisfied shall be considered but will require a discounted cash flow analysis to be completed and any required customer contribution to be made in advance.
- e) Full or partial abandonments of Service Laterals are completed at no charge to the customer. When the customer wishes to reconnect to our system, the Excess Footage Charge referenced in (b) above does not apply, however, the applicable service replacement costs that would apply can be found on the Enbridge Gas website.

ENBRIDGE GAS INC.

CONDITIONS OF SERVICE for the EGD Rate Zone March 8, 2021

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Revision History

Version #	Date of Revision	Description (e.g. "First Draft", "Final Approval Copy")
1.0		First Draft
2.0	2011/12/30	<p>Section 6.1 Setting Up an Enbridge Account to include the requirement to provide Enbridge with 3 days advance notice of a move. If notification is not received Enbridge will only retroactively adjust the account for a maximum of 30 days from the date notification is received. This will be implemented starting Jan 1 2012.</p> <p>Section 6.3 Security Deposits to revise the good payment history period for return of a security deposit from 24 to 12 months. This will be effective from Jan 2012.</p> <p>Section 6.5 Correction of Billing errors to restrict the period of correction for over or under billing to two years. This will be implemented starting Jan 1 2012.</p> <p>Section 6.9 Management of Customer Accounts originally stated "In a landlord tenant situation Enbridge will follow directions recorded on the account when gas service was initially established". The phrase "when gas service was initially established" has been removed to allow for updated directions to be received from a Landlord.</p>
3.0	2012/03/30	<p>Section 6 now gives a short description of accounts that are classified as Commercial for reference</p> <p>Section 6.1 Setting Up an Enbridge Account removed reference to when these conditions remain in effect Section 6.2 Meter Reading informs customers that they</p> <p>must give access to Enbridge to read the meter at least one per 12 months</p> <p>Section 6.6.3 Discontinuance of Service for Non Payment to inform customers that the Disconnection notice now includes the dates between which the gas service can be</p> <p>disconnected and payment options for avoiding disconnection. This was effective from Jan 2012</p> <p>Section 6.7 Arrears Management Programs to inform customers of the cancellation of installment plan letter. This was effective from Jan 2012. Also to advise customers working with a Social Assistance agency that they will be</p>

given 21 days to secure emergency financial assistance before additional Collections action will be taken. This was effective from Jan 2012.

Section 6.9 Management of Customer Accounts to inform Landlords of the new process of recording Landlord directions for the properties they own/manage.

This was effective March 2012.

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| 4.0 | 2013/1/1 | Section 6 now includes information for Low Income Customers. |
| 5.0 | 2016/03/07 | <p>This revision captures several typographical and grammatical errors, updates the titles of various Enbridge documents, and clarifies several sections of the document.</p> <p>4. Inserted definition of “applicant”.</p> <p>4.2 Substantial revision of “Service Installations” to reflect Enbridge’s current practices and to clarify when a CIAC will be required.</p> <p>4.3.2 Included references to service regulators.</p> <p>4.5 Moved definition of “building piping” from Appendix A to Section 4.5 as this is the only instance in the document in which the term is used.</p> <p>4.6 Clarifies that the customer must make repairs or adjustments prior to the gas being turned on by Enbridge.</p> <p>5.2.1 Inserted a new paragraph (the last paragraph) describing the process if the customer does not respond to a meter exchange notice.</p> <p>5.2.2 Amended section to refer to the specific sections of the Electricity and Gas Inspection Act, and delete the previous summary of those sections.</p> <p>6. Note: All Conditions of Service pertaining to eligible low-income customers have been consolidated in Section 6.11, and cross-references have been inserted in each relevant provision of Section 6 directing readers to Section 6.11 for information applicable to eligible low- income customers.</p> <p>6. Clarifications have been made throughout Section 6 to consistently refer to the “Enbridge bill” and “all items billed on your Enbridge bill”.</p> <p>6.2 Deleted the reference to a customer providing access for meter reading purposes at least one every twelve (12) months and combined the first and second sentences to clarify that we need access to the meter for</p> |

the actual meter readings.

6.3 Revised the security deposit section to clarify that a security deposit is required if the customer cannot meet Enbridge's "know your customer" identification

requirements. In the security deposit waiver criteria list: (i) deleted the reference to a customer providing a reference letter from another utility in Canada; and (ii) included a reference to a customer requesting Enbridge to conduct a credit check and meeting Enbridge's credit requirements. Added the last paragraph to Section 6.3 regarding the conduct of credit checks by Enbridge.

6.4.1 Enbridge has recently simplified the text on its bill. This section has been substantially revised to reflect the "plain language" definitions on the current Enbridge bill.

6.4.2 Modified to reflect the title on the Enbridge bill: "Charges for *Natural Gas*" (amendment in italics).

6.4.3 Modified description of "Charges from Other Companies" to clarify that the billers are not owned by or affiliate with Enbridge, and Enbridge does not

recommend, endorse or guarantee their products or services.

6.4.4 Included the website reference for Paperless Billing sign up.

6.4.5 Included suggested timelines to submit payment to avoid the late payment charge for payments made online, in a financial institution or by standard mail. Updated the "Credit Card" section to remove the reference to a specific dollar amount, and refer to the fees payable to the third party credit card service provider. In addition, included the caveat that a customer can only pay by credit cards accepted by the credit card service provider.

6.5 Revised to provide clarity with respect to retroactive billing for all charges on the Enbridge bill.

6.6.3 Inserted the second-last paragraph pertaining to disclosure of notice of a pending disconnection to the landlord of a rented property. Amended the last paragraph to include "or any other charges" in the second line.

6.8 Amended to provide that, after payments are allocated to the oldest billed amount, payments will then be applied to gas charges first and then non-gas charges. The previous Conditions of Service provided that payments would be allocated to the oldest billed amount, and then applied to the non-gas charges first.

6.9 Inserted a new section "Management of Landlord/Tenant Accounts" to expand on a paragraph in the previous Conditions of Service and to

incorporate information from our website pertaining to accounts for rented properties.

6.10 Included information pertaining to our collection of information (including personal information) and a reference to the Privacy Policy. Inserted the second-last paragraph pertaining to disclosure of notice of a pending disconnection to the landlord of a rented property. Inserted the last paragraph dealing with Enbridge's "know your customer" process.

6.11 Consolidated the Conditions of Service provisions pertaining to eligible low-income customers in one section (where relevant, there are cross-references to Section 6.11 in the earlier provisions of Section 6). Inserted a reference to the

United Way Greater Simcoe County to assist customers who wish to determine if they qualify for LEAP.

6.12 Amended to reflect the correct title (Ombudsman, not Ombud) and change the reference to "dispute resolution" process to "customer service" process to reflect the language used on our website.

Appendix A has been modified to reflect the definitions on the current Enbridge bill ("plain language") and remove defined terms that are not used elsewhere in the Conditions of Service.

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| 6.0 | 2016/09/30 | <p>This revision clarifies and updates the following sections of the document:</p> <p>Section 4.3.3 Added a new section to detail the requirements for an external regulator room.</p> <p>Section 6.2 Amended to provide greater detail on the customer's need to provide access to the gas meter.</p> <p>Section 6.3 Amended the pre-authorized payment criterion for the waiver of the security deposit requirement to provide that the customer must sign up for Enbridge's Pre-Authorized Payment Plan and paperless billing.</p> <p>Section 6.4.4 Updated to reflect a new option to set payment reminders and/or payment notifications, and to provide notice that new gas customers will be automatically enrolled in paperless billing unless they request otherwise.</p> <p>Section 6.4.5 Updated to reflect that customers can sign up for the Enbridge Pre-Authorized Payment Plan or update their Pre-Authorized Payment Plan online.</p> |
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| 7.0 | 2017/09/18 | <p>Section 6.1 Added language to support disconnection process in cases where a premise is deemed vacant.</p> <p>Section 6.4.4 Renamed Paperless Billing to eBill.</p> <p>Section 6.5 Amended back billing language to ensure it offers the flexibility to act in the customer's best interest.</p> <p>Section 6.9 Direct Landlords to the web for details on their options to manage tenanted properties</p> |
| 8.0 | 2018/12/14 | <p>This revision reflects the amalgamation of Enbridge Gas Distribution Inc. and Union Gas Limited, and the name of the amalgamated company. The amalgamated company will be called Enbridge Gas Inc., or "Enbridge" as referred to herein, and continue to operate parts of its business as Enbridge Gas Distribution in its EGD Rate Zone.</p> |
| 9.0 | 2019/01/11 | <p>Section 6.4.1 Added language to describe the Federal Carbon Charge</p> |
| 10.0 | 2019/07/24 | <p>This revision reflects general updates to align some Conditions of Service with Union Rate Zones and to address certain GDAR revisions.</p> <p>Section 6.1 Updated move policy to add information on New Account Charge.</p> <p>Section 6.3 Updated security deposits rules.</p> <p>Section 6.4.1 Added wording for Customer Charge, New Account Charge and Late Payment Charge.</p> <p>Section 6.4.4 Updated eBill section with text and PDF functionality. Updated Equal Monthly Billing Plan to reflect new BBP amalgamation.</p> <p>Section 6.6.3 Added self serve functionality to reconnect gas online.</p> <p>Section 6.7 Added payment arrangement online functionality.</p> <p>Section 6.9 Added landlord portal information.</p> |
| 11.0 | 2020/03/01 | <p>In addition to minor administrative updates and corrections, updates to Section 6.4.4 reflect the name change from the Equal Monthly Billing Plan (BBP) to Equal Monthly Payment Plan (EMPP) and changes to the Security Deposits policy in Section 6.3, both in accordance with amendments to GDAR effective March 1, 2020.</p> |
| 12.0 | 2021/03/08 | <p>This revision reflects the OEB's Decision on SES/TCS/HAF application in EB-2020-0094, approving the establishment of a Harmonized System Expansion Surcharge and a Temporary Connection Surcharge.</p> |

Section 4.1 Updated to add wordings 'or a surcharge in accordance with /U
Enbridge feasibility policy and procedures and Rate Handbook for the EGD Rate
Zone.'

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Preface

Enbridge Gas Inc. was formed by the amalgamation of Enbridge Gas Distribution Inc. and Union Gas Limited on January 1, 2019. Enbridge Gas Inc., or “Enbridge” as referred to herein, continues to operate parts of its business as Enbridge Gas Distribution in its EGD Rate Zone. As Canada’s largest natural gas distribution company, Enbridge has been providing natural gas services in a safe and reliable manner for more than 160 years, and currently provides service to over 2 million homes and businesses in the EGD Rate Zone.

These Conditions of Service describe in summary form Enbridge’s operating practices and policies in its EGD Rate Zone, and are provided as part of our commitment to providing our customers with safe and reliable gas services. Certain defined terms are set out in Appendix A for ease of reference.

We reserve the right to modify the contents of the Conditions of Service at any time. These Conditions of Service are meant as guidelines and do not supersede any terms and conditions set out in the EGD Rate Zone Rate Handbook, or agreed to in our contracts with you.

1. Enbridge Franchise Area and Gas Distribution Services

Enbridge provides gas distribution services to 672 communities across Ontario, 107 of which are in its EGD Rate Zone. A list of these communities is set out in Appendix B.

2. Gas Distribution Services

2.1. Gas Supply and Delivery

Gas will be delivered and (if a customer purchases its gas from Enbridge) supplied to our customers within our franchise area under the following circumstances:

- there is sufficient supply of gas;
- there is sufficient capacity in Enbridge's distribution system; and,
- the supplying and/or delivering of gas is economically feasible.

2.2. Gas Supply and/or Delivery Under More than One Rate Schedule

Gas may be delivered and, if applicable, supplied under more than one rate provided the customer meets all the applicability requirements of each rate schedule as approved by the Ontario Energy Board. Gas delivered and, if applicable, supplied under each rate schedule will normally be metered separately but may be taken through one meter provided Enbridge and the customer agree in writing upon a formula for determining the delivery and supply services that the customer will purchase under each rate schedule.

2.3. Interruptions in Gas Distribution and/or Supply

Customers may be required to curtail or discontinue the use of gas if the supply of gas is jeopardized by any of the following:

- in the event of actual or threatened shortage of gas due to circumstances beyond the control of Enbridge;
- when curtailment or restriction is ordered by any government or agency having jurisdiction; or
- for any force majeure event (described below).

Enbridge shall not be liable for any loss of production, nor for any damages whatsoever due to such curtailment or discontinuance. Enbridge may also interrupt service from time to time for repair and maintenance of facilities. Except in the case of an emergency, Enbridge will provide affected customers with reasonable notice of such interruption.

2.4. Force Majeure

Customers of Enbridge shall not have any claim against Enbridge for damages sustained as a result of the interruption or cessation of gas deliveries caused by force majeure which include:

- acts of God, the elements;
- labour disputes, strikes, lockouts;
- fires, accidents;
- the breakage or repair of pipelines or machinery;
- curtailment by an upstream gas transporter;
- depletion or shortage of gas supply;
- order of any legislative body or duly constituted authority; or
- any other cause or contingencies beyond the control of Enbridge.

3. Rate Schedule

3.1. Changes in Rate Schedules

In the event the Ontario Energy Board approves any amendments to the rate schedules of Enbridge, the amended price or terms and conditions shall apply to services provided under the rate schedules after the effective date established by the Ontario Energy Board.

4. Initiation of Service

A potential customer that has applied for natural gas service is referred to in this section as the “applicant”.

4.1. Main Extensions

Enbridge will extend its gas main within its franchise area to serve new customers when it is feasible to do so, in accordance with Enbridge’s feasibility policy and procedures for the EGD Rate Zone. Enbridge will consider the following when determining feasibility:

- the number of potential new customers within the next five years;
- the amount of natural gas to be used; and,
- the cost of extending the gas main.

If the cost of the extension is not economically feasible, the applicant(s) will be required to pay a contribution in aid of construction (or “CIAC”) or a surcharge in accordance with Enbridge feasibility policy and procedures and Rate Handbook for the EGD Rate Zone. Enbridge will determine the contribution amount and communication will be provided to the applicant(s) in writing. /U

4.2. Service Installations

Enbridge reserves the right to designate the location at which the service will enter a building. The normal point of entry will be through the wall nearest to the gas supply. Where no additional cost is involved, the service may be installed to accommodate requirements of the applicant for service in Enbridge’s discretion.

For new residential services, Enbridge will provide and install one service line per civic address at no charge to the customer provided that:

1. the distance between the customer’s property line and the front wall of the house/building is 20 meters or less in total length; and
2. the distance between the front wall of the house/building and the selected meter location is 2 meters or less.

Service and meter installations in excess of these distances will result in additional charges as set out in the Rate Handbook for the EGD Rate Zone. Also, inaccurate measurements or in-field changes will result in additional charges.

In the event the customer does not use natural gas within six months of installation of a new gas service, the customer will pay Enbridge’s costs for such installation.

Where an applicant for gas service requests an installation on property that is not owned by the customer such as road allowance, municipal or neighboring property, land rights (in the form of an easement) from the property owner will be required for the installation and maintenance of all necessary gas lines and equipment.

Enbridge will try to restore property to the approximate condition in which it was found before starting our operations. This includes property that is excavated or may be disrupted during laying, constructing, repairing or removing our facilities.

4.3. Location of Meter and Service Regulators

Enbridge shall supply each customer with a meter of a size and type that will adequately measure the gas supplied. Enbridge shall:

- 4.3.1 Make every effort to install meters and service regulators so as to be at all times accessible for inspection, reading, testing, maintaining and exchanging.
- 4.3.2 Not install meters or service regulators in locations prohibited by law. The following locations are specifically prohibited:
 - o For meters: (i) under combustible stairways; (ii) unventilated areas; (iii) inaccessible areas; or (iv) within 90 cm (3 feet) of a source of ignition; and
 - o For service regulators: within 90 cm (3 feet) of a building opening, and within 305 cm (10 feet) of a mechanical air intake).
- 4.3.3 Install all meters outside the building to which gas is supplied except in rare circumstances where it not practical. Service regulators must always be installed outside the building. However, Enbridge does permit meters and service regulators to be installed in an external regulator room. There are specific criteria which must be met in order for the installation to be approved. The customer must contact Enbridge in advance of the installation to understand the criteria, agree to the conditions, and obtain approval to proceed. It is important to note life safety generator stations are not permitted to be installed inside an external regulator room.
- 4.3.4 Provide protection where outside meters and regulators are installed in locations that do not afford reasonable protection from damage.

Anyone who is not an authorized agent of Enbridge shall not be permitted to connect or disconnect our meters or regulators, nor shall any piping be connected to or disconnected from Enbridge's facilities except by representatives of Enbridge.

In addition to the protection that Enbridge provides for meters and regulators pursuant to subsection 4.3.4, customers are responsible for protecting the metering and regulating equipment Enbridge uses to deliver gas to the customer and for keeping it accessible at all times.

4.4. Alterations

Alterations or service relocation requests will be dealt with as follows:

- The cost of work done to relocate existing equipment solely for the convenience of the customer will be charged to the customer.
- The undepreciated cost of any equipment abandoned as a result of relocation for the customer's convenience, or replacing equipment to increase their capacity to accommodate a customer's increased requirements, may be charged to the customer.

4.5. Customer Responsibilities Regarding Building Piping Appliances & Equipment

As an applicant for service, a customer shall:

- at their own expense, install all piping, controls, safety devices and other attachments necessary from the meter to the equipment or appliances served;

- ensure the building piping, appliances and equipment are installed in accordance with

- all applicable laws and Enbridge requirements¹; and
- be responsible for maintaining all building piping, appliances and equipment in a good and safe condition. Such maintenance will be at the customer's own expense.

Building piping includes pipe, whether indoors, outdoors, exposed or buried, which brings gas from the "point of delivery" to each point of utilization including plugged or capped gas valves.

If there is a leakage or escape of gas on a customer's premises, the customer is required to notify Enbridge immediately by calling our emergency number at 1-866-763-5427.

Enbridge shall not be liable to the customer for any damages. The customer shall indemnify Enbridge from and against all loss, costs, damages, injury, or expense associated with any injury or damage to persons or property arising, either directly or indirectly, from or incidental to the escape of gas or products of combustion of gas from building piping, venting systems or appliances on the customer's side of the point of delivery.

For the purposes of inspecting or repairing or of altering or disconnecting any service pipe within or outside the building, the customer shall ensure that free access is permitted to Enbridge at all reasonable times, and upon reasonable notice given and request made, to all parts of every building or other premises to which gas is supplied.

4.6. Inspections of New Installations

All inspections shall conform to the *Technical Standards and Safety Act* and regulations. In particular, all new installations of supply piping, gas appliances and installations will be inspected prior to gas being introduced to a building in accordance with the *Technical Standards and Safety Act* and regulations. If an inspection reveals that repairs or adjustments are required, the customer will be advised and repairs or adjustments to the customer's equipment must be completed by the customer prior to the gas being turned on.

5. Maintenance of Service

5.1. Turning Off and Turning On Gas Supply

In an emergency, the gas supply to appliances may be turned off in the interest of safety. Only a qualified person holding an appropriate certificate from the regulatory authority having jurisdiction may turn on the supply of gas to appliances which have been turned off.

Except in the case of a notification of a hazard, the turning on and off of the gas supply for purposes of installing, servicing, removing or repairing gas appliances may only be done by a person certified to perform this work by the regulatory authority having jurisdiction.

5.2. Meter Exchange and Testing

5.2.1 Meter Exchange

Enbridge is required to periodically exchange gas meters for government inspection pursuant to Measurement Canada legal requirements.

To complete the meter exchange, we will shut off the gas supply to your existing meter, replace it with a new meter and then relight and inspect all of your natural gas equipment. There is no charge for this service.

¹ For instance, Enbridge has special requirements for multi-unit residential premises with and without sub-metering. An Enbridge Customer Connections representative can provide further information about these requirements upon request.

If we are required to exchange your meter we will contact you via letter or telephone. Please call the number provided to make an appointment. The inspector who comes to your property will carry valid Enbridge photo ID and you may ask to see it before providing access to your property.

There may be times where there has been no response to our attempts to contact you. In those cases, the meter will be exchanged and left off. A card will be left at your property requesting you to call our service department for an appointment; please call our service department and we will return to unlock your meter and to relight your natural gas appliances.

5.2.2 Meter Testing

Should a meter fail to register the amount of gas used, consumption shall be estimated by Enbridge and supply and/or delivery charges shall be paid for by the customer in accordance with such estimate.

Should a customer dispute the accuracy of a meter, you can apply to have a government inspection of your meter (please refer to Sections 23 and 24 of the *Electricity and Gas Inspection Act*).

In the event of an erroneous connection or incorrect use of an apparatus, the error shall be deemed to have existed from the time of connection.

In the event it can be, through records, determined when an error occurred, the bill will be retroactive to that time.

6. Customer Service for Residential and Low-Income Customers

For the purposes of this section, “customer” means a residential customer (referred to as “you” in this section). If you are a low-income customer, our Conditions of Service pertaining to eligible low-income customers are set out in Section 6.11.

Any property which receives gas distribution services for non-residential purposes is classified as a “commercial” account and this Section 6 would not apply.

6.1. Setting up an Enbridge Account

Whether you are a first time customer of Enbridge or moving from an existing Enbridge account, you need to notify us before taking possession of a new home. You agree to pay for services provided, and are liable for all gas supplied to the premises and for the safe custody of Enbridge property. Accounts are subject to an account opening charge. If you do not set up a new Enbridge account, we will consider the premise vacant and eligible for discontinuance of service.

Unpaid balances on previous gas accounts may be listed with a collection agency after a period of approximately 60 days and/or transferred to a current gas account. To open a new account or submit a move request, visit enbridgegas.com/moving. You can also call us at 1-877-362-7434.

6.2. Meter Reading

Enbridge reads your meter every other month and will estimate your consumption based on your historical gas usage in between readings; customers must provide access to Enbridge or its agent for meter reading purposes. This includes refraining from placing plants, permanent structures, and other objects within 60 centimeters (24 inches) around the gas meter as they may be accidentally damaged by meter readers or technicians trying to access the meter. Enbridge representatives will attempt to use the shortest access route from a path or driveway to access the Enbridge meter. During winter weather, where the Enbridge representative is not aware of what may lie beneath the snow, Enbridge cannot guarantee that plants and other objects may not be walked upon. If Enbridge’s representative is unable

to read the meter, a bill will be issued based on an estimated reading. If Enbridge has been unable to read a meter during normal working hours, arrangements will be made to obtain a reading at the customer's convenience.

You can also submit your own meter reading at www.enbridgegas.com/meter or, alternatively, you can call us at 1-800-268-5442.

6.3. Security Deposits and Credit Checks

Security deposits are collected to secure payment for future charges in the event of a customer not paying their bill. To protect against losses, Enbridge reserves the right to request a security deposit from its customers as a condition of supplying gas service in accordance with the following terms:

- A security deposit will not be required for a customer that has a fair, good or excellent payment status with Enbridge or for new customers. A security deposit may be required for a customer who has a poor credit rating or payment history with Enbridge or in the case of meter tampering;
- The requirement for a security deposit may also be waived in the following circumstances:
 - Where the customer has not been a customer of Enbridge over the previous 24 months and enrolls in Enbridge's Pre-Authorized Payment Plan or Equal Monthly Payment Plan;
 - Where the customer has not been a customer of Enbridge over the previous 24 months and provides a letter from another gas or electric utility in Canada confirming good payment history with that utility for a period of 1 year (provided some of the year took place within the previous 24 months);
 - A customer may provide a credit check satisfactory to Enbridge at their expense; or
 - A customer is an eligible low-income customer.
- Any required security deposits are applied directly to the customer's gas account and all bill payment options are acceptable forms of payment for the security deposit.
- The maximum security deposit required for a residential customer is equal to Enbridge's estimate of your monthly bill multiplied by 2.5;
- If meter tampering is found on a disconnected meter, the customer may be assessed a new deposit and payment required before gas service is restored (and after safety criteria is met pertaining to the tampering process);
- Security deposits can be assessed and billed when a customer moves in or at time of reconnection (after disconnection for non-payment);
- The security deposit (plus interest) will be automatically refunded to the customer's account if the customer's payment status is excellent or good for a period of 1 year (residential) or 3 years (non-residential);
- Failure to pay a security deposit may result in refusal of new service or disconnection of existing service.

6.4. Bill Issuance and Payment

6.4.1 Your Monthly Bill

The Ontario Energy Board regulates and approves Enbridge's charges. Enbridge charges you the following on a monthly basis, as applicable:

- **Customer Charge**
All customers pay this recurring monthly amount that covers meter readings, equipment maintenance and 24/7 emergency response. This charge is billed monthly whether or not you consume gas during the month and is approved by the Ontario Energy Board.

- **Transportation to Enbridge**

The cost of transporting natural gas from Western Canada and the US to Enbridge in Ontario. You can choose to buy transportation services from Enbridge or a marketer (in which case, the price you pay for the Transportation to Enbridge charge depends on the contract terms with your marketer). This charge is billed based on the amount of natural gas consumed.

- **Delivery to You**

The cost to safely and reliably deliver natural gas through Enbridge's distribution system to your premises and billed based on the amount of natural gas consumed. This charge is on a declining scale: the more gas consumed, the lower the charges per cubic meter (m³).

- **Gas Supply**

The cost of the natural gas itself. You can choose to buy natural gas from Enbridge or a marketer (in which case the price you pay for the Gas Supply charge depends on the contract terms with your marketer). This charge is billed based on the amount of natural gas consumed.

- **Federal Carbon Charge**

Pursuant to the Greenhouse Gas Pollution Pricing Act (GGPPA), gas distributors are required to pay to the federal government a fixed carbon charge for use and deliveries of natural gas to customers. This charge is billed based on the amount of natural gas consumed by customers other than industrial emitters who are registered under the GGPPA Output-Based Pricing System (OBPS). For any fixed carbon and OBPS charges that Enbridge must pay to the federal government for its transmission and storage facilities, these charges are included in the "Delivery to You" item on the bill.

There are other charges that may appear on your bill from time to time based on events that occur with your account. These include:

- **New Account Charge**

When customers open a new account they pay a one-time fee of \$25 (plus tax). It covers the cost of your account and meter setup, providing your home with reliable natural gas. The amount of the monthly charge is approved by the Ontario Energy Board.

- **Late Payment Charge**

Enbridge charges are to be paid by the Due Date, which is considered to be twenty days after the Bill Date, or within such other time period as set out in the Service Contract. A late payment charge will be applied on any amount not received by the Due Date, which is the twentieth (20th) day following the Bill Date. Interest will be charged at the rate of 1.5% per month (19.56% effectively per annum) until receipt of all of the unpaid Enbridge charges, including all applicable federal and provincial taxes.

- **Adjustments**

Your bill may show adjustments to charges from time to time when there is a correction made on your account.

For more information on the charges that appear on your bill, visit the "Understanding Your Bill" section on our website <https://www.enbridgegas.com/My-Account/Understand-Your-Bill>.

6.4.2 Billing from a Licensed Energy Marketer

If you buy your natural gas supply from a licensed energy broker, your gas supply charges, along with the name of your licensed energy broker will appear in the 'Charges For Natural Gas' section of your Enbridge bill.

6.4.3 Charges from Other Companies

Enbridge provides a billing service to other companies to include their charges on the Enbridge bill. If you have purchased a product or service from a participating company, the charges would appear in the section called "Charges From Other Companies" on your Enbridge bill. These companies are not owned by or affiliated with Enbridge. Enbridge does not recommend, endorse or guarantee the products or services offered by such companies. If you have a question about their products or services, contact them directly. Their contact information is located on your bill.

You can learn more about their charges by logging in to your online profile at www.enbridgegas.com/login and visiting the Manage My Account tab. If a charge looks incorrect, you can create a dispute online and it will be investigated.

This billing service helps make paying bills more convenient for you. You receive one bill and make one monthly payment to Enbridge Gas Inc. This service also helps to lower rates by sharing costs with the billers.

6.4.4 Billing Options

- **eBill**

Enbridge offers customers an environmentally friendly and secure bill delivery option in the form of an electronic bill. In addition, customers receiving an eBill have the option to receive a PDF copy of their bill attached to their email or receive their eBill notification via text message. New gas customers will be automatically enrolled in eBill unless they request otherwise. You can view and store up to 24 months of bills electronically through this service. You can sign up or learn more at www.enbridgegas.com/ebill.

- **Equal Monthly Payment Plan**

The Enbridge Equal Monthly Payment Plan (EMPP) is available to all residential gas heating customers and provides the convenience of paying equal amounts throughout the year to avoid higher bills in winter months. Using your prior year's gas usage, Enbridge forecasts the amount of gas you will use and applies the current gas price to determine your monthly EMPP installment. Equal Monthly Payment Plans are reviewed and reconciled, and customers are billed or credited an EMPP Final Adjustment that represents the difference between the charges for gas actually used from the time you join the plan and the monthly EMPP installments billed to date. The adjustment appears on your bill in the 12th month of your plan. Your new plan starts up automatically. You may cancel your enrollment in EMPP at any time and return to regular billing.

Customers are encouraged to monitor their EMPP details (actual gas charges billed to date versus EMPP installments billed to date) and may request a review at any time. You can sign up and monitor your EMPP details online by logging in to your online profile at enbridgegas.com/login.

First time gas customers are automatically assigned to the EMPP unless they request otherwise.

To learn more and sign up visit www.enbridgegas.com/BBP.

6.4.5 Payment Options

- **Pre-Authorized Payment**

Enbridge also offers a Pre-Authorized Payment Plan (PAP). Signing up for PAP will allow your amount due to be automatically withdrawn from your bank account on the day before the due date. To sign up for PAP login to your online profile at www.enbridgegas.com/login and navigate to the Manage My Account tab.

Other payment options include:

- **Online or in person**
at a financial institution (to avoid the late payment charge, please allow 7 days for your payment to reach our office).
- **One-time payment**
Use your banking information to pay your balance online.
- **Credit Card**
Subject to any convenience or other fees payable to the third party credit card service provider, you may use a valid credit card (that is accepted by the credit card service provider) to make a payment.
- **Western Union**
For customers with overdue amounts that are at or nearing disconnection for non- payment, you may choose to make a payment for a fee through Western Union.
- **Standard Mail (Cheque or Money Order)**
You can send a cheque or money order (no cash please), along with the bottom tear- off portion of your bill, to:

Enbridge
P.O. Box 644
Toronto, ON
M1K 5H1

Please make your cheque or money order payable to "Enbridge Gas Inc." and write your account number on the front. To avoid the late payment charge, please allow 7 days for your payment to reach our office.

6.5. Correction of Billing Errors

When a customer has been billed incorrectly, retroactive billing is required. Retroactive billing ensures that all charges not previously included on the Enbridge bill or previously billed incorrectly on the Enbridge bill are billed correctly to the customer. Retroactive billing can be the result of either a customer error or an Enbridge error.

Where billing errors, either through Enbridge or customer error, have resulted in either under or overbilling, the customer may be charged or credited with the amount erroneously billed for a period not exceeding two years.

If you have been under-billed, Enbridge will work with you to determine a suitable payment arrangement.

6.6. Discontinuance of Gas Supply or Delivery

6.6.1 Customer Initiated Discontinuance

A customer will continue to be bound by these Conditions of Service and will be obliged to pay for all gas supplied and/or delivered to the premises along with all other charges on the Enbridge bill including late payment charges until Enbridge has terminated the supply of gas following the acceptance of a request for termination from the customer. Disconnection charges may apply.

To inquire about a temporary disconnection contact us at 1-877-362-7434.

6.6.2 Emergency or Safety Related Discontinuance

In addition to service interruption for maintenance and force majeure events, Enbridge may discontinue

gas supply and/or delivery to any customer for any of the following reasons:

- for use of gas for any purpose other than that described in the service application, gas supply contract, or rate schedule;
- if Enbridge is refused access for any lawful purposes to the premises to which gas is supplied and/or delivered;
- when Enbridge property on a customer's premises is in any manner tampered with, damaged, or destroyed;
- when Enbridge has reason to believe that an unsafe condition exists on the premises or may develop from a continuation of gas supply and/or delivery;
- when a gas installation contravenes the provisions of the *Technical Standards and Safety Act*, associated regulations, or any other applicable enactment; or
- when there is evidence of gas theft.

Discontinuance of gas supply and/or delivery for any of the reasons set out in paragraph 6.6.2 shall result in a disconnection charge payable by the Customer. For safety reasons, gas service cannot be reinstated until this inspection is completed by one of our qualified technicians.

6.6.3 Discontinuance of Service for Non-payment

If, for any reason, you are unable to make full payment you are encouraged to create a payment arrangement online by visiting www.enbridgegas.com/login and navigating to the Manage My Account tab, Customers can also call us at 1-877-362-7434.

If the bill is not paid in full and you have not contacted Enbridge to make payment arrangements, under the *Public Utilities Act*, Enbridge has the right to discontinue gas service. Prior to discontinuance of gas service Enbridge will provide a minimum 48 hours' notice in writing to advise when the disconnection will occur. The written notice includes the dates between which the gas service can be disconnected and payment options for avoiding disconnection. An attempt to call you to discuss your gas account will also be made at this time.

If you are seeking payment assistance through a registered charity, government agency, social service agency or a third party. Please see Section 6.11 below for information on financial support and customer service rules available for Enbridge's eligible low-income customers.

If a rented property will have the service discontinued for any reason, notice of a pending disconnection may be provided by Enbridge to the Landlord (as defined in Section 6.9 below) of the premises.

If your meter has been turned off for non-payment, when payment in full is received by Enbridge (e.g. security deposit or any other charges), Enbridge will reconnect your gas meter within 48 hours. You can reconnect your gas services online by signing in to your online profile at www.enbridgegas.com/login and clicking on the red banner at the top of the screen to report a payment and schedule a gas reconnection.

6.7. Arrears Management Programs

Enbridge has different arrears management programs available to customers who are unable to pay their entire bill. Enbridge works with customers depending on their individual circumstances to come up with a mutually agreeable payment arrangement. Customers requiring assistance are encouraged to create a payment arrangement online by visiting www.enbridgegas.com/login and navigating to the Manage My Account tab, Customers can also call us at 1-877-362-7434.

Customers who miss making a payment as part of their payment arrangement will be contacted by the use of electronic mail ("email"), a text message, a phone call, or sent a letter giving notice of the missed payment and the date on which their current arrangement will be cancelled.

In the event that you are an eligible low-income customer having difficulty paying your bill, emergency

financial assistance is also available. Please see Section 6.11 below for information on financial support available for Enbridge's eligible low-income customers.

6.8. Allocation of Payments between Gas and Non-Gas Charges

Payments are applied to your Enbridge bill charges based upon the oldest billed amounts being paid first. In the event that payment is insufficient to cover all charges invoiced in a month, payments will be allocated to gas charges first. Any charges that remain outstanding past the late payment effective date will incur a late payment charge as mentioned in the "Bill Issuance and Payment" section.

6.9. Management of Landlord/Tenant Accounts

References to "Landlord(s)" in this document includes the owner, landlord or property management company of a rented property.

Enbridge has processes for recording directions received from Landlords on how to manage accounts at rented properties in between tenants. If you are a Landlord, you can manage your properties online at www.enbridgegas.com. Here you can tell us how you would like the natural gas at your property managed while you are in between tenants.

If ownership of the premises changes, the incoming Landlord is responsible for notifying Enbridge and electing their own preferred option. If the incoming Landlord does not make an election online, they will be deemed to have elected the previous Landlord's election.

6.10. Management of Customer Accounts

Enbridge is committed to providing excellent service and to ensuring that relationships with customers are conducted with integrity and in a responsible, fair, honest and ethical manner. Consistent with these objectives Enbridge maintains high standards of confidentiality with respect to the personal information in its possession. We collect information (including personal information) about our customers from our customers directly and from other sources (for example, credit bureaus), for the purposes identified in our privacy policy (available at <https://www.enbridgegas.com/Privacy-policy>) including to:

- establish and confirm identity (for example, name, address, phone number, date of birth, Driver's License, etc.);
- set up an account for gas purchase and delivery; and
- confirm credit history.

Any personal information related to a customer's account will only be shared with the party named on the account or any third party designated by the customer or as otherwise set out in our privacy policy. To provide consent for another person or a third party to discuss your account details with Enbridge, you must contact our Enbridge Call Centre at 1-877-362-7434 to advise us of your permission to discuss your account with these parties.

In addition, if a rented property will have the service discontinued for any reason, notice of a pending disconnection may be provided by Enbridge to the Landlord (as defined in Section 6.9 above) of the premises.

To ensure that Enbridge can identify its customers and ensure that it is dealing with the correct person when a customer contacts Enbridge, you will be required to correctly answer confirmatory questions and, where necessary, update the information associated with your Enbridge account.

6.11. Customer Services for Eligible Low-Income Customers

The Low-Income Energy Assistance Program (LEAP) developed by the Ontario Energy Board is a year-round program to assist eligible low-income customers with their bill payments and natural gas costs. It consists of three elements: (i) emergency financial assistance, (ii) customer service rules, and (iii) targeted conservation and demand management programs. The LEAP Emergency Financial Assistance program and the customer service rules are described below. For more information on the LEAP Emergency Financial Assistance program please visit www.enbridgegas.com/leap. For more information on the LEAP targeted conservation and demand management programs please visit www.enbridgegas.com/winterproofing.

The following definitions are relevant to the LEAP: An “eligible low-income customer” means a residential customer who has a pre-tax household income at or below the most recent pre-tax Low Income Cut-Off, according to Statistics Canada, plus 15%, taking into account family size and community size, as qualified by a Social Service Agency or Government Agency; or has been qualified for Emergency Financial Assistance.

- “Emergency Financial Assistance” means any Board-approved emergency financial assistance, or other financial assistance made available by a distributor, to eligible low-income customers.
- A “Social Service Agency or Government Agency” means a social service agency or government agency that has partnered with Enbridge to assess eligibility for Emergency Financial Assistance, the customer service rules or the targeted conservation and demand management programs.
- For the purposes of the low-income customer service policies, if a customer is qualified as an eligible low-income customer, the customer’s Enbridge gas account will reflect their low-income status for two years from the date Enbridge was notified the customer was qualified.

If you are an eligible low-income customer, there are service-related standards and practices that are available to you pertaining to security deposits and arrears management including:

- LEAP Emergency Financial Assistance (defined above) provides financial assistance to families in need. Customers who are working with a Social Service Agency or Government Agency will be given 21 days to secure Emergency Financial Assistance before additional collection action will be taken for non-payment.
- Eligible low-income customers that enter into a payment agreement will have the late payment charges waived on the payment arrangement balance. In the event that an eligible low-income customer defaults on an arrears payment agreement, then the option to have late payment charges waived with any future arrears payment agreement will no longer be automatically available. Disconnection of gas service is always a last resort.

To determine if you qualify for LEAP, please contact:

United Way Greater Simcoe County (UWGSC)
1-855-487-LEAP (5327)

If you qualify, UWGSC will refer to you a local Social Service Agency or Government Agency who will book an appointment with you to complete the required application and provide your supporting documentation.

6.12. Our Customer Service Process

Step 1: Call the Enbridge Call Centre at 1-877-362-7434

Enbridge Customer Service Representatives (CSRs) are trained to help answer your questions.

Step 2: Ask to Speak to a Supervisor

If you feel that your questions are not being fully addressed by the CSR, please ask to speak to a supervisor. They'll try to work with you to resolve your issue.

Step 3: Contact the Enbridge Customer Ombudsman

If you've spoken to a CSR and a supervisor and are not completely satisfied with the solution provided, the supervisor will offer to elevate your concern to the Enbridge Customer Ombudsman's office.

For complete information regarding our customer service process, please visit the Enbridge website:
<https://www.enbridgegas.com/contact-us/>.

APPENDIX A: Defined Terms

Cubic Metre ("m³") - That volume of gas which at a temperature of 15 degrees Celsius and at an absolute pressure of 101.325 kilopascals ("kPa") occupies one cubic metre. 10³m³ equals 1,000 cubic metres.

Curtailement - An interruption in a customer's gas supply at a Terminal Location resulting from compliance with a request or an order by Enbridge to discontinue or curtail the use of gas.

Customer – means any person, persons, company or corporation receiving gas through an Enbridge meter.

Enbridge – means Enbridge Gas Inc.

Gas – natural gas.

Gas appliance – means any device approved by the appropriate governmental authority which uses gas as a fuel or as a raw material.

Meter – means a device owned by Enbridge and approved by the appropriate governmental authority and installed to measure the volume of gas delivered to the customer.

Month or monthly – means, for the purposes of calculating customers' accounts, a period of approximately 30 days.

Point of delivery – means that point at which gas leaves Enbridge's metering and regulating facilities and is delivered to you or, if there are no such facilities, Enbridge's shut-off valve.

Rate schedule – a numbered rate of Enbridge as fixed or approved by the Ontario Energy Board that specifies rates, applicability, character of service, terms and conditions of service and the effective date.

Service – means the pipe or tubing and associated fittings which transmits gas from the pipeline to the meter inlet connection. Where unmetered gas is provided, the service shall be deemed to terminate at the shut-off valve located closest to the building entry, immediately inside the building wall. Where gas pressure regulation is necessary, the service regulator shall form part of the service.

Terminal Location – is the building or other facility of the customer at or in which natural gas will be used by the customer.

APPENDIX B: Communities Served in the EGD Rate Zone

Adjala	Georgina	Perth
Ajax	Grey Highlands	Petawawa
Alfred & Plantagenet	Grimsby	Peterborough
Amaranth	Havelock Belmont Methuen	Pickering
Arnprior	Hawkesbury	Port Colborne
Asphodel-Norwood	Horton	Renfrew
Athens	Innisfil	Richmond Hill
Aurora	Kawartha Lakes	Rideau Lakes
Barrie	King	Russell
Beckwith	Laurentian Hills	Scugog
Bradford-West Gwillimbury	Laurentian Valley	Severn
Brampton	Leeds and Grenville	Shelburne
Brighton	Lincoln	Smith-Ennismore-Lakefield
Brock	Markham	Smiths Falls
Brockville	McNab-Braeside	South Glengarry
Caledon	Melancthon	Southgate
Carleton Place	Merrickville-Wolford	Springwater
Casselman	Midland	St. Catharines
Cavan Monaghan	Mississauga	Tay
Champlain	Mississippi Mills	Tay Valley
Clarence-Rockland	Mono	The Nation
Clarington	Montague	Thorold
Clearview	Mulmur	Tiny
Collingwood	New Tecumseh	Toronto
Deep River	Newmarket	Trent Hills
Douro-Dummer	Niagara Falls	Uxbridge
Drummond-North Elmsley	Niagara-on-the-Lake	Vaughan
Dufferin	North Glengarry	Wainfleet
Durham	North Stormont	Wasaga Beach
East Garafraxa	Orangeville	Welland
East Gwillimbury	Oshawa	Wellington
East Luther Grand Valley	Otonabee S- Monaghan	West Lincoln
Elizabethtown-Kitley	Ottawa	Whitby
Erin	Pelham	Whitchurch
Essa	Pembroke	Whitewater Region
Fort Erie	Penetanguishene	

Enbridge Gas Inc. (formerly Union Gas Limited)
CONDITIONS OF SERVICE for Union Rate Zones

March 8, 2021

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Foreword

Enbridge Gas Inc. was formed by the amalgamation of Enbridge Gas Distribution Inc. and Union Gas Limited on January 1, 2019. Enbridge Gas Inc. continues to operate parts of its business as Union Gas in its Union Rate Zones. Enbridge Gas Inc. is a distributor of natural gas in the province of Ontario. We are committed to serving our customers in a safe, reliable and efficient manner. This document has been prepared to explain, in a summary form, the conditions which govern our operations in the Union Rate Zones. It is intended that this communication will help us to better serve our customers.

Except as otherwise noted, the following conditions apply to all gas rates and gas service in the Union Rate Zones, by or with Enbridge Gas Inc. (referred to as “us”, “we” or “Enbridge” throughout this document).

We reserve the right to modify, alter or amend these conditions and to make further and other conditions as experience may suggest and as we may deem necessary or convenient in the conduct of our business. These conditions do not supersede any terms and conditions agreed to in our contracts for gas supply with you.

Basic Terminology

British Thermal Unit (BTU)	The amount of heat required to raise the temperature of one pound of water 1 degree Fahrenheit at 60 degrees Fahrenheit.
Company	Enbridge Gas Inc.– also referred to as “we”, “us” and “Enbridge” throughout this document. Enbridge has also retained the business name Union Gas, and where appropriate, we may refer to products and services provided by Union Gas.
Cubic Metre	One standard cubic metre of gas is the volume of the gas that occupies one cubic metre at a temperature of 15 degrees Celsius and an absolute pressure of 101.325 kPa. (One standard cubic metre equals 35.494 standard cubic feet).
Curtailment	An unplanned suspension of gas delivery caused by a physical failure or a high risk failure on our pipeline system, or non-delivery of gas into our pipeline system.
Customer	An individual, group of individuals, company or corporation responsible for the receipt and payment of goods and/or services provided by the Company. Referred to as “you” and “your” throughout this document.
Customer Service	Work done for you by our service personnel or authorized agents on behalf of us, including the installation and adjustment to meters and regulators and the associated appliance inspections.
Degree Days	<p>A measure of the coldness of the weather experienced, based on the extent to which the daily mean temperature falls below the reference temperature of 18 degrees Celsius.</p> <p>A heating degree day is the difference between 18 degrees Celsius and the average temperature of the day. For example if the average given temperature on any given day is 10 degrees Celsius, then the number of degree days would be 8 (18-10). If the average temperature for the day is 18 degrees Celsius or higher, then the number of degree days for that day would be zero. As the weather gets colder the number of degree days increases.</p> <p>Enbridge uses degree days as a measure of coldness for comparative purposes. Generally the higher the degree days recorded, the higher the gas used on an account.</p>

Gas	Natural gas or manufactured gas or liquefied petroleum gas or any mixture of these containing not less than 36 megajoules per cubic metre.
Gas Appliance	A device that consumes or is intended to consume a gas and is certified or field approved as acceptable to the provincial authority having jurisdiction.
Gas Sales Contract	A contract between the Company and a customer prescribing rates and conditions for the supply of gas, transportation and storage services to the customer.
Main	The pipe that is used to carry natural gas to a service.
Main Extension	The addition of pipe to an existing main to serve new customers.
Point of Delivery	The point(s) or points at the outlet side of our meter(s) at the location(s) where the gas is delivered to you.
Property Line	The Line that separates the boundary between one property and the next immediately adjacent property whether it is public or private.
Rate Schedule	<p>One of a set of schedules filed with and approved by the Ontario Energy Board describing a category of customer, the rates charged for gas supplied to customers in the category and the particular terms under which gas is supplied to such customers.</p> <p>The rates determined by Enbridge and approved by the Ontario Energy Board that outlines the type of customer and the payment schedules for each of these customer types.</p>
Service Lateral	Piping that conveys gas from a main to your meter.
Service	<p><i>Residential:</i> Customers supplied for residential purposes in a single family dwelling or building, or in an individual flat or apartment within a multiple family dwelling or building or a portion of a building occupied as the home, residence, or sleeping place of one or more persons.</p> <ul style="list-style-type: none"> ▪ When service for residential purposes is supplied to two or more families served as a single customer under one rate classification contract that service is considered as commercial but is counted as only one customer. ▪ Residential premises also used regularly for professional or business purposes (such as doctor's office in a home or where a small store is integral with the living space), are considered as residential where the residential use of gas is half or more than half of the total service. <p><i>Commercial:</i> Applies to customers engaged in selling, warehousing or distributing a commodity, in some business</p>

activity or in some other form of economic or social activity (also includes professions).

- The size of the customer's operation or volume of use is not a criterion for determining Commercial service.

Industrial: Customers engaged in a process which creates or changes raw or unfinished materials into another form or product, or who change or complete a semi-finished material into a finished form.

- All gas used on premises which qualify under the industrial classification is to be classified as industrial service.
- The size of the customer's operation or volume of use is not a criterion for determining Industrial Service.

Union Rate Zones

The geographic areas within which the Company provides Services, other than in its EGD Rate Zone, as set out in section 1.1 of these Conditions of Service, as amended from time to time.

1. About our Area and Gas Services

1.1 Area Served by Enbridge in its Union Rate Zones

As outlined in these conditions of service, Enbridge has an adequate supply of gas to serve its customers, and has properly installed pipe and piping according to the appropriate legislative requirements. Enbridge supplies gas to 672 communities across Ontario, 565 of which are in its Union Rate Zones. These are considered traditional place names and may not in all cases reflect the current names of these communities.

APPENDIX A: Communities Served in the Union Rate Zones

1.2 Quality of Gas

The gas to be delivered shall be natural gas or its equivalent from our present or future sources of supply, and shall:

- Have a heating value of a minimum 36 megajoules per cubic metre
- Be commercially free from objectionable matter

NOTE: *The gas delivered to customers attached to field gathering lines may vary from pipeline quality gas due to local well conditions.*

1.3 Gas Distribution Services

Gas distribution services will be made available to all residential, commercial and industrial customers in all communities served by us:

- When we have determined transportation, distribution and/or storage capacity is available, and
- When we determine that the installation of gas piping (and related gas equipment) to serve you is economically feasible

Applying for more than one type of rate schedule

Customers may have gas distribution services under more than one rate schedule, as follows:

- Provided the customer meets all of the requirements for applicability, which are found in each rate schedule.
- This service may be taken through one meter, provided:
- there is agreement upon a definite volume of gas that you will purchase under each rate
- the volume of gas that falls under distribution charges, and
- the delivery sequence

Gas Distribution Interruptions

Curtailment, or requests to stop gas use, may be required if the supply of gas is jeopardized, in the following situations:

- If there is an actual or threatened shortage of natural gas beyond our control

- When required because of curtailment or restrictions ordered by an authorized government authority

We assume no liability for any loss of production or for any damage whatsoever due to curtailment or discontinuance or because of the length of advance notice given that directs that curtailment or discontinuance.

1.4 Limitations of Liability

We shall use care and diligence to furnish sufficient gas distribution capacity but we assume no liability for damages or loss resulting from any failure of supply.

It is the customer's responsibility to provide and maintain:

- All pipes and valves to take the gas from the meter
- All equipment used in the burning of gas
All vents necessary to efficiently take all products of combustion (including unburned gas if any) to the outside air

2. Initiation of Service

2.1 Main Extensions

We will extend our gas main within our franchise area to serve new customers (or potential customers) when:

- Those requirements will not disturb or impair the service to prior users
- We determine the extension of the gas main is economically feasible

When we determine the extension of our facilities is not economically feasible, the applicant(s) will be required to pay a contribution in aid of construction or a surcharge in accordance with Enbridge Distribution New Business Guidelines and Rate Schedules for the Union Rate Zones. We will determine the contribution amount before the extension of such facilities.

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2.2 Service Lateral Installations

Service laterals will be installed provided that:

- There is an application for gas.
- The site of the service lateral installation is within our franchise area.
- Adequate distribution facilities are available.
- Any necessary main extension can be justified in accordance with our line extension practice.
- The requested hourly volume is available in accordance with the required supply pressure.
- In our sole discretion, we have an adequate gas supply to provide gas service.

We will designate the location of the service lines, meters and regulators, and will determine the amount of space that must be left unobstructed for the installation.

We do not assume ownership, responsibility or maintenance of piping beyond the outlet side of the meter or regulator set up.

If a customer wants us to install main on property that is not owned by the customer, such as road allowance, municipal or neighbouring property, land rights (in the form of easement) will be required for the installation / maintenance of gas lines (and equipment) from that property owner.

We shall try to restore property to the approximate condition in which it was found before starting our operations. This includes property that is excavated or may be disrupted during laying, constructing, repairing or removing our facilities.

2.3 Customer Costs

Gas service laterals extending from the property line to the meter location will be installed according to our policies and procedures. Customers are charged for these services as follows:

Residential Customers

- Billed for any excess charges beyond 30 metres
- Billed for aid as calculated using Enbridge's test of economic feasibility for service lateral extensions in the Union Rate Zones
- Billed for charges related to the installation of the meter set beyond our approved location

Commercial and Industrial Customers

- Enbridge uses a Distribution Related Economic Analysis Model to cost Commercial and Industrial services. If the service does not meet an economic feasibility benchmark, a customer will be expected to pay aid to construction costs in order to meet our internal economic feasibility benchmark.
- If aid to construction is required, Enbridge will provide the costs to the customer, for approval prior to initiating the installation of the service. When the installation is effected by us, our cost is:
 - Material used at inventory value (including appropriate stores expense).
 - Cost of direct labour on installation (including appropriate payroll burden).
 - Cost of transportation and mobile work equipment.
 - Cost of contract work.

2.4 Relocation of Service Laterals

For service lateral relocations requests, the cost will be based on size and nature of any added gas that is required. Requested relocations for convenience or aesthetics will normally be on a charge basis.

We reserve the right to make changes, extensions, or replacements of service lines.

2.5 Customer Piping

As an applicant for service, a customer shall at their expense, equip premises with all piping and attachments from the meter to the appliances or equipment served. It is the customer's responsibility to maintain the piping and equipment beyond the outlet side of the meter. Such piping and attachments shall be installed and maintained in accordance with the Ontario Regulation 212/01 – Gaseous Fuels, as amended, and other applicable laws and Enbridge requirements.¹

If we know that the piping and/or appliances or heating equipment are defective, or not in accordance with applicable rules and regulations, ordinances or codes, we will not connect a meter.

We may discontinue gas service at any time that we find defective or unsafe conditions on:

- The piping
- The venting
- The appliances or other gas-fired equipment

Notification and Maintenance

If there is leakage or escape of gas on a customer's premises, the customer is required to immediately notify Enbridge. The emergency number for Enbridge in its Union Rate Zones is 1877-969-0999.

Customers should ensure that their chimney or gas equipment venting system is clean and clear of obstructions.

If injury or damage occurs because of the escape of gas or products of combustion of gas from building piping, venting systems, or appliances on the customer's side of the Point of Delivery, we are not liable, unless the injury or damage can be traced to our negligence.

2.6 Meters and Meter Location

A meter or meters of standard manufacture, that we install (unless otherwise specified) shall measure the gas supplied. We will furnish each customer with a meter of a size and type that will adequately serve the customer's requirements. These meters are our property. We can inspect, remove or replace these as we deem necessary or in accordance with applicable rules, regulations, ordinances or codes.

Non-contiguous customer premises shall be metered and billed separately. Premises are considered non-contiguous when they:

- Are not on the same tract of land
- Are complete and not integrated with or part of other premises
- Are integrated with or part of other premises

Tracts of land separated by public streets, roads, lanes or alleys shall be considered noncontiguous lands.

¹ For instance, Enbridge has special requirements for multi-unit residential premises with and without sub-metering. An Enbridge Customer Connections representative can provide further information about these requirements upon request.

Residential, Commercial, Industrial meters will be located near a building, taking into consideration the following:

- Safety
- Distribution facilities
- Customer equipment
- Noise
- Structural design
- Landscaping
- Accessibility for meter reading and servicing

Inside locations require the approval of the District Manager or designate.

Anyone who is not an authorized agent of the Company shall not be permitted to connect or disconnect our meters, regulators or gauges, or in any way alter or interfere with our meters, regulators or gauges.

Customers are responsible for protecting all metering and regulating equipment necessary for the supply of gas and for keeping it accessible at all times. Customers will be held liable for any such loss or damage beyond ordinary wear and tear, and if required, shall pay us the cost of necessary repairs or replacements.

We are not responsible for damages caused by the freezing of water pipes, water heaters and hot water systems in your premises unless the damage can be traced to our negligence.

2.7 Delivery and Use of Gas

Our gas delivery and the customer's use of gas constitute a contract subject to these provisions, even if a contract has not been signed.

The place of delivery of all gas purchased under sales service, or redelivery in the case of direct purchase, shall be at the outlet of our meter located at or near the point or points of connection with the customer's facilities. At that point all gas delivered shall become the customer's property. All gas passing through the meter, whether it is used or lost through leaks in pipes, apparatus, or otherwise is the customer's responsibility and the customer shall pay for that gas.

Gas sold to non-contract customers at excess pressure shall be sold by the cubic metre corrected to a base temperature and pressure.

2.8 Inspection of New Installations

All inspections shall conform to the Technical Standards and Safety Act and regulations made under the Act.

An inspection will be made of new installations of supply piping and gas appliances and installations in accordance with Company practice as follows:

- Where premises are connected to a supply of gas for the first time.
- In accordance with the requirements of the Technical Standards and Safety Act and the regulations made under the Act.

If the inspection reveals that repairs or major adjustments are required, the customer will be advised.

3. Maintenance of Service

3.1 Customer Service Policy Statement

The following services are provided free of charge:

- Emergency response
- Inspections mandated by applicable legislation
- Minor adjustment service to natural gas equipment (i.e. work that can be completed within 30 minutes and does not require any appliance parts, special tools or special equipment). Customers requiring additional appliance service will be advised to contact a third party service provider.

3.2 Access to Premises

Our authorized representatives shall have access to a customer's premises at all reasonable times and upon reasonable notice to inspect, read, test, repair, or replace the meter or meters, appliances and equipment used in connection with gas service.

3.3 Testing Meters

We will remove and test meters when necessary, or:

- Upon a customer's request
- When required to ensure accordance with legislative requirements.

If there is an unresolved dispute between two parties over meter accuracy, the test process must be initiated through Measurement Canada. This maintains the independence of the dispute process and requires the disputing party, normally the customer, to contact Measurement Canada directly.

Measurement Canada sets legal requirements Enbridge must follow with regard to gas measurement. Enbridge is a fully accredited gas utility with authorization from the federal government to test and seal meters.

If a customer requests a meter accuracy check, and it meets the regulated accuracy requirements during the inspection, we may charge any additional cost for the meter removal and test. This is in addition to the government inspection fee.

3.4 Resale Prohibited

Gas shall not be resold or redistributed (pursuant to the definitions of those terms in the *Ontario Energy Board Act*) directly or indirectly by the customer, except:

- Gas purchased under the Company's Rate Schedule M1, M2, Rate 01 and Rate 10 for resale as motor vehicle fuel gas (as that term is defined in Ontario Regulation 805/82), or
- Gas purchased under the Company's Rate Schedules M9 and M10 and Rate 77 by a customer that is itself a distributor of natural gas.

4. Customer Care

Section 4 applies to any customer that has not entered into a Gas Sales Contract with Enbridge. For customers that have entered into a Gas Sales Contract with Enbridge, the terms and conditions set out in that contract will supersede the information contained within this section.

4.1 Establishing an Account

Whether you are a first time customer of Enbridge or moving from an existing Enbridge account, you need to notify us before taking possession of a new home. You agree to pay for services provided, and are liable for all gas supplied to the premises and for the safe custody of Enbridge property. Accounts are subject to an account opening charge. If you do not set up a new Enbridge account, we will consider the premises vacant and eligible for discontinuance of service. Unpaid balances on previous gas accounts may be listed with a collection agency after a period of approximately 60 days and/or transferred to a current gas account. To open a new account or submit a move request, visit www.uniongas.com/moving. You can also call us at 1-888-774-3111.

4.2 Meter Reading

Enbridge reads your meter every other month and will estimate your consumption based on your historical gas usage in between readings; customers must provide access to Enbridge or its agent for meter reading purposes. This includes refraining from placing plants, permanent structures, and other objects within 60 centimeters (24 inches) around the gas meter that may be accidentally damaged by meter readers or technicians trying to access the meter. Enbridge representatives will attempt to use the shortest access route from a path or driveway to access the Enbridge meter. During winter weather, where the Enbridge representative is not aware of what may lie beneath the snow, Enbridge cannot guarantee that plants and other objects may not be walked upon. If Enbridge representative is unable to read the meter, a bill will be issued based on an estimated reading. If Enbridge has been unable to read a meter during normal working hours, arrangements will be made to obtain a reading at the customer's convenience.

You can also submit your own meter reading at <https://myaccount.uniongas.com/submitMeterRead.aspx> or, alternatively, you can call us at 1-888-774-3111.

4.3 Billings for Accounts

Consolidated Billing

Depending on rate zone customers may combine several meters onto one gas bill if the meters are located on contiguous tracts of land not divided by a public right-of-way.

Master Summary Billing

Master Summary Billing summarizes the invoices associated with multiple accounts on one Master Account. Customers choosing this option receive no more than four Master bills per month, depending on the number and location of meters included in their various individual accounts.

Billing History

Through the online account management system, MyAccount, customers can view and download up to 24 months of billing and payment history. Please note that Enbridge does not retain copies of bills beyond 24 months. Customers may also request a printed copy of this billing history or duplicate bills for a fee of \$15.

4.4 Bill Issuance and Payment

The Ontario Energy Board regulates and approves Enbridge charges. Enbridge charges you the following on a monthly basis, as applicable, in its Union Rate Zones:

- **Customer Charge**

All customers pay this recurring monthly amount that covers meter readings, equipment maintenance and 24/7 emergency response. This charge is billed monthly whether or not you consume gas during the month and is approved by the Ontario Energy Board.

- **Transportation to Enbridge**

The cost of transporting natural gas from where it was produced into our distribution systems in Ontario. You can choose to buy transportation services from Enbridge or a marketer. If you purchase from a gas marketer, the price you pay for the Transportation to Enbridge charge depends on the contract terms with your marketer. This charge is billed based on the amount of natural gas consumed.

- **Delivery to You**

The cost to safely and reliably deliver natural gas through Enbridge's distribution system to your premises and billed based on the amount of natural gas consumed. This charge is on a descending scale: the more gas consumed, the lower the charges per cubic meter (m³).

- **Gas Supply**

The cost of the natural gas itself. You can choose to buy natural gas from Enbridge or a marketer (in which case the price you pay for the Gas Supply Charge depends on the contract terms with your marketer). This charge is billed based on the amount of natural gas consumed.

- **Federal Carbon Charge**

Pursuant to the *Greenhouse Gas Pollution Pricing Act* (GGPPA), gas distributors are required to pay to the federal government a fixed carbon charge for use and deliveries of natural gas to customers. This charge is billed based on the amount of natural gas consumed by customers other than industrial emitters who are registered under the GGPPA Output-Based Pricing System (OBPS). For any fixed carbon and OBPS charges that Enbridge must pay to the federal

government for its transmission and storage facilities, these charges are included in the "Delivery to You" item on the bill.

There are other charges that may appear on your bill from time to time based on events that occur with your account. These include:

- **New Account Charge**
When customers open a new account they pay a one-time fee. It covers the cost of your account and meter setup, providing your home with reliable natural gas. The amount of the monthly charge is approved by the Ontario Energy Board.
- **Late Payment Charge**
Enbridge charges are to be paid by the late payment effective date, which is considered to be twenty days after the Bill Date, or within such other time period as set out in the Service Contract. A late payment charge will be applied on any amount not received by the Due Date, which is the twentieth (20th) day following the Bill Date. Interest will be charged at the rate of 1.50% per month (effective annual rate 19.56% per annum or 0.04896% compounded daily) until receipt of all of the unpaid Enbridge charges, including all applicable federal and provincial taxes.
- **Adjustments**
Your bill may show adjustments to charges from time to time when there is a correction made on your account.

For more information on the charges that appear on your bill, visit the "Understanding Your Bill" section on our website www.uniongas.com.

4.5 Charges from Other Companies

Enbridge provides a billing service to other companies to include their charges on the Enbridge bill. If you have purchased a product or service from a participating company, the charges would appear in the section called "Charges From Other Companies" on your Enbridge bill. These companies are not owned by or affiliated with Enbridge. Enbridge does not recommend, endorse or guarantee the products or services offered by such companies. If you have a question about their products or services, contact them directly. Their contact information is located on your bill.

You can learn more about their charges by logging in to your online profile at myaccount.uniongas.com.

This billing service helps make paying bills more convenient for you. You receive one bill and make one monthly payment to Enbridge. This service also helps to lower rates by sharing costs with the billers.

4.6 Billing Options

- **eBill**

Enbridge offers customers an environmentally friendly and secure bill delivery option in the form of an electronic bill. In addition, customers receiving an eBill have the option to receive a PDF copy of their bill attached to their email. New gas customers will be automatically enrolled in eBill unless they request otherwise. You can view and store up to 24 months of bills electronically through this service. You can sign up or learn more at www.uniongas.com/residential/manage-your-account/paperless-billing website.

- **Equal Monthly Payment Plan**

The Enbridge Equal Monthly Payment Plan (EMPP) is available to all residential gas heating customers and provides the convenience of paying equal amounts throughout the year to avoid higher bills in winter months. Using your prior year's gas usage, Enbridge forecasts the amount of gas you will use and applies the current gas price to determine your monthly EMPP instalment. Equal Monthly Payment Plans are reviewed and reconciled and each year your EMPP is "trued up" and your account is credited or billed for any difference between the EMPP instalments that you have paid and the gas you've used. Your new plan starts up automatically. You can cancel your enrollment in EMPP at any time and return to regular billing.

Customers are encouraged to monitor their Equal Monthly Payment Plan details (actual gas charges billed to date versus installments billed to date) and may request a review at any time. You can monitor your EMPP details online by logging in to your online profile at myaccount.uniongas.com.

To learn more and sign up visit www.uniongas.com/residential/manage-your-account/billing/equal-billing-plan.

4.7 Payment Options

- **Automatic Payment Plan**

Enbridge also offers an Automatic Payment Plan. Signing up for the A Payment Plan will allow your amount due to be automatically withdrawn from your bank account on the late payment effective date.

- **Online Banking**

Online or in person at a financial institution (to avoid the late payment charge, please allow 7 days for your payment to reach our office).

- **Credit Card**

Subject to any convenience or other fees payable to the third party credit card service provider, you may use a valid credit card (that is accepted by the credit card service provider) to make a payment.

- **Standard Mail (Cheque or Money Order)**

You can send a cheque or money order (no cash please), along with the bottom tear-off portion of your bill, to:

ENBRIDGE GAS (UNION GAS)
PO Box 4001 STN A
Toronto ON M5W 0G2

4.8 Allocation of Payments between Gas and Non-gas Charges

Payments are applied to your Enbridge bill charges based upon the oldest billed amounts being paid first. In the event that payment is insufficient to cover all charges invoiced in a month, payments will be allocated to gas charges first. Any charges that remain outstanding past the late payment effective date will incur a late payment charge as mentioned in the “Bill Issuance and Payment” section.

4.9 Correction of Billing Errors

When a customer has been billed incorrectly, retroactive billing is required. Retroactive billing ensures that all charges not previously included on the Enbridge bill or previously billed incorrectly on the Enbridge bill are billed correctly to the customer. Retroactive billing can be the result of either a customer error or an Enbridge error.

Where billing errors, either through Enbridge or customer error, have resulted in either under or overbilling, the customer may be charged or credited with the amount erroneously billed for a period not exceeding two years.

If you have been under-billed, Enbridge will work with you to determine a suitable payment arrangement.

4.10 Discontinuance of Gas Delivery – Customer Initiated

A customer will continue to be bound by these Conditions of Service and will be obliged to pay for all gas supplied and/or delivered to the premises along with all other charges on the Enbridge bill including late payment charges until Enbridge has terminated the supply of gas following the acceptance of a request for termination from the customer. Disconnection charges may apply.

To inquire about a temporary disconnection contact us at 1-888-774-3111.

4.11 Disconnection for Non-payment

If, for any reason, you are unable to make full payment you are encouraged to create a payment arrangement online by visiting myaccount.uniongas.com and navigating to the Bills & Payments tab, Customers can also call us at 1-888-774-3111.

If the bill is not paid in full and you have not contacted Enbridge to make payment arrangements, under the *Public Utilities Act*, Enbridge has the right to discontinue gas

service. Prior to discontinuance of gas service Enbridge will provide a minimum 48 hours' notice in writing to advise when the disconnection will occur. The written notice includes the dates between which the gas service can be disconnected and payment options for avoiding disconnection. An attempt to call you to discuss your gas account will also be made at this time.

If you are seeking payment assistance through a registered charity, government agency, social service agency or a third party please see Section 4.14 below for information on financial support and customer service rules available for Enbridge's eligible low-income customers.

If a rented property will have the service discontinued for any reason, notice of a pending disconnection may be provided by Enbridge to the Landlord of the premises.

If your meter has been turned off for non-payment, when payment in full is received by Enbridge (e.g. security deposit or any other charges), Enbridge will reconnect your gas meter within 2 business days.

4.12 Emergency or Safety Related Discontinuance

In addition to service interruption for maintenance and force majeure events, Enbridge may discontinue gas supply and/or delivery to any customer for any of the following reasons:

- for use of gas for any purpose other than that described in the service application, gas supply contract, or rate schedule;
- if Enbridge is refused access for any lawful purposes to the premises to which gas is supplied and/or delivered;
- when Enbridge property on a customer's premises is in any manner tampered with, damaged, or destroyed;
- when Enbridge has reason to believe that an unsafe condition exists on the premises or may develop from a continuation of gas supply and/or delivery;
- when a gas installation contravenes the provisions of the *Technical Standards and Safety Act*, associated regulations, or any other applicable enactment; or when there is evidence of gas theft.

Discontinuance of gas supply and/or delivery for any of the reasons set out in paragraph 4.12 shall result in a disconnection charge payable by the Customer. For safety reasons, gas service cannot be reinstated until this inspection is completed by one of our qualified technicians.

4.13 Security Deposits

Security deposits are collected to secure payment for future charges in the event of a customer not paying their bill. To protect against losses, Enbridge reserves the right to request a security deposit from its customers as a condition of supplying gas service, in accordance with the following terms:

- A security deposit will not be required for a customer that has a fair, good or excellent payment status with Enbridge or for new customers. A security deposit may be required for a customer who has a poor credit rating or payment history with Enbridge or in the case of meter tampering;
- The requirement for a security deposit may also be waived in the following circumstances:
 - Where the customer has not been a customer of Enbridge over the previous 24 months and enrolls in Enbridge's Pre-Authorized Payment Plan or Equal Monthly Payment Plan;
 - Where the customer has not been a customer of Enbridge over the previous 24 months and provides a letter from another gas or electric utility in Canada confirming good payment history with that utility for a period of 1 year (provided some of the year took place within the previous 24 months);
 - A customer may provide a credit check satisfactory to Enbridge at the customer's expense; or
 - A customer is an eligible low-income customer.
- Any required security deposits are applied directly to the customer's gas account and all bill payment options are acceptable forms of payment for the security deposit.
- The maximum security deposit required for a residential customer is equal to Enbridge's estimate of your average monthly bill multiplied by 2.5;
- If meter tampering is found on a disconnected meter, the customer may be assessed a new deposit and payment required before gas service is restored (and after safety criteria is met pertaining to the tampering process);
- Security deposits can be assessed and billed when a customer moves in or at time of reconnection (after disconnection for non-payment);
- The security deposit (plus interest) will be automatically refunded to the customer's account if the customer's payment status is excellent or good for a period of 1 year (residential) or 3 years (non-residential);
- Failure to pay a security deposit may result in refusal of new service or disconnection of existing service.

4.14 Arrears Management Programs

Enbridge has different arrears management programs available to customers who are unable to pay their entire bill. Enbridge works with customers depending on their individual circumstances to come up with a mutually agreeable payment arrangement. Customers requiring assistance are encouraged to create a payment arrangement online by visiting myaccount.uniongas.com and

navigating to the Bills & Payments tab and selecting Payment Arrangements, Customers can also call us at 1-888-774-3111.

Customers who miss making a payment as part of their payment arrangement will be contacted by the use of electronic mail, a text message, a phone call, or sent a letter giving notice of the missed payment and the date on which their current arrangement will be cancelled.

In the event that you are an eligible low-income customer having difficulty paying your bill, emergency financial assistance is also available. Please see Section 4.14 below for information on financial support available for Enbridge's eligible low-income customers.

4.15 Low-Income Customer Services Policies Program

The Low-Income Energy Assistance Program (LEAP) developed by the Ontario Energy Board is a year- round program to assist eligible low-income customers with their bill payments and natural gas costs. It consists of three elements: (i) emergency financial assistance, (ii) customer service rules, and (iii) targeted conservation and demand management programs. The LEAP Emergency Financial Assistance program and the customer service rules are described below. For more information on the LEAP Emergency Financial Assistance program please visit www.uniongas.com/aboutus/community/energy-assistance-program. For more information on the LEAP targeted conservation and demand management programs please visit www.uniongas.com/weatherization.

The following definitions are relevant to the LEAP:

- An “eligible low-income customer” means a residential customer who has a pretax household income at or below the most recent pre-tax Low Income Cut-Off, according to Statistics Canada, plus 15%, taking into account family size and community size, as qualified by a Social Service Agency or Government Agency; or has been qualified for Emergency Financial Assistance.
- “Emergency Financial Assistance” means any Board-approved emergency financial assistance, or other financial assistance made available by a distributor, to eligible low- income customers.
- A “Social Service Agency or Government Agency” means a social service agency or government agency that has partnered with Enbridge to assess eligibility for Emergency Financial Assistance, the customer service rules or the targeted conservation and demand management programs.
- For the purposes of the low-income customer service policies, if a customer is qualified as an eligible low-income customer, the customer's Enbridge gas account will reflect their low-income status for two years from the date Enbridge was notified the customer was qualified.

If you are an eligible low-income customer, there are service-related standards and practices that are available to you pertaining to security deposits and arrears management:

- LEAP Emergency Financial Assistance (defined above) provides financial assistance to families in need. Customers who are working with a Social Service Agency or Government Agency will be given 21 days to secure Emergency Financial Assistance before additional collection action will be taken for nonpayment.
- Eligible low-income customers that enter into a payment agreement will have the late payment charges waived on the payment arrangement balance. In the event that an eligible low-income customer defaults on an arrears payment agreement, then the option to have late payment charges waived with any future arrears payment agreement will no longer be automatically available. Disconnection of gas service is always a last resort.

To determine if you qualify for LEAP, please contact:

United Way Simcoe Muskoka
1-855-487-LEAP (5327)

If you qualify, United Way Simcoe Muskoka will refer to you a local Social Service Agency or Government Agency who will book an appointment with you to complete the required application and provide your supporting documentation.

4.16 Management of Customer Accounts

Enbridge is committed to providing excellent service and to ensuring that relationships with customers are conducted with integrity and in a responsible, fair, honest and ethical manner. Consistent with these objectives Enbridge maintains high standards of confidentiality with respect to the personal information in its possession. We collect information (including personal information) about our customers from our customers directly and from other sources (for example, credit bureaus for the purposes identified in our privacy policy (available at www.uniongas.com/privacy including to:

- establish and confirm identity (for example, name, address, phone number, date of birth, Driver's License, etc.);
- set up an account for gas purchase and delivery; and
- confirm credit history.

Any personal information related to a customer's account will only be shared with the party named on the account or any third party designated by the customer or as otherwise set out in our privacy policy. To provide consent for another person or a third

party to discuss your account details with Enbridge, you must contact our Enbridge Call Centre at 1-888-774-3111 to advise us of your permission to discuss your account with these parties.

In addition, if a rented property will have the service discontinued for any reason, notice of a pending disconnection may be provided by Enbridge to the Landlord of the premises. To ensure that Enbridge can identify its customers and ensure that it is dealing with the correct person when a customer contacts Enbridge, you will be required to correctly answer confirmatory questions and, where necessary, update the information associated with your Enbridge account.

4.17 Customer Complaint Policy

Step 1: Call Enbridge

Call the Enbridge Customer Contact Centre at 1-888-774-3111, Monday through Friday between 8:00 a.m. and 6:00 p.m. All Enbridge representatives are trained to help answer your questions.

You may also send us an email at uniongas.com/residential/contactus

Step 2: Escalating your Concern

If you have a problem or concern that has not been satisfactorily resolved by our representatives, you may ask to further escalate your concern. Please be advised that you will be required to leave your name and a phone number where you can be contacted. An Enbridge representative will return your call within 2 business days.

Step 3: Submit your Complaint in Writing

Enbridge will respond to all written customer complaints in writing (unless otherwise agreed to by the customer) within 10 calendar days through email: customerrelations@uniongas.com

Written complaints can be mailed to:

Enbridge Gas Inc. (formerly Union Gas) P.O. Box 2001
50 Keil Drive North
Chatham, Ontario
N7M 5M1

For further information on our written complaints policy, please visit [Customer Complaint Policy](#). If your problem has not been resolved to your satisfaction, you can contact the [Ontario Energy Board](#).

Appendix A: Communities Served in Union Rate Zones

Aberfoyle	Bayham Twp	Burgessville
Acton	Beachville	Burks Falls
Adelaide Twp	Beardmore	Burlington
Ailsa Craig	Belleville	Cache Bay
Alberton	Bentinck Twp	Caledonia
Aldborough Twp	Berwick	Callander
Alma	Bewdley	Calstock
Alvinston	Blandford-Blen Twp	Cambridge
Amabel Twp	Blenheim	Camden Twp
Amherstburg	Blezard Valley	Camlachie
Amherstview	Blind River	Campbellville
Ancaster	Bloomfield	Canboro
Appin	Bloomington	Canborough Twp
Arkona	Blue Mountains	Canfield
Arran Twp	Blyth	Cannifton
Artemesia Twp	Bosanquet Twp	Capreol
Arthur	Bothwell	Caradoc Twp
Arthur Twp	Bracebridge	Cardinal
Astra		Carlisle
Atherley	Branchton	Carrick Twp
Atikokan	Brant Twp	Castleton
Atwood	Brantford	Cathcart
Awrey Twp	Brantford Twp	Cayuga
Ayr	Breslau	Cayuga N Twp
Azilda	Brigden	Cayuga S Twp
Baden	Brighton	Cedar Springs
Balmertown	Brights Grove	Centralia
Baltimore	Brooke Twp	Centreton
Banshard Twp	Brookville	Chaput Hughes
Barwick	Bruce Mines	Charing Cross
Batawa	Brussels	Charlotteville Twp
Bath	Burford	Chatham
Bayfield	Burford Twp	Chatham Twp

Chatsworth	Dorchester	Enniskillen Twp
Chelmsford	Dorchster N Twp	Eramosa Twp
Chesterville	Dover Centre	Erie Beach
Clifford	Dover Twp	Erieau
Clinton	Dowling	Espanola
Cobalt	Downie Twp	Essex
Cobourg	Drayton	Euphemia Twp
Cochenour	Dresden	Exeter
Cochrane	Dryden	Falconbridge
Colborne	Duart	Fauquier
Colborne Twp	Dumfries N Twp	Fergus
Colchester N Twp	Dumfries S Twp	Finch
Colchester S Twp	Dundas	Fisherville
Collingwood Twp	DunnTwp	Flamborough
Conestogo	Dunnville	Flamborough W Twp
Coniston	Dunwich Twp	Flesherton
Copetown	Durham	Floradale
Copper Cliff	Dutton	Florence
Corbyville	Ear Falls	Forest
Cornwall	Earlton	Fort Frances
Corunna	East Wawanosh Twp	Foxboro
Courtland	Easthope N Twp	Frankford
Courtright	Easthope S Twp	Freelton
Crediton	Echo Bay	Fullarton Twp
Crysler	Eden	Gananoque
Culross Twp	Egmondville	Garafraxa W Twp
Cumberland Beach	Egremont Twp	Garden River
Dashwood	Ekfrid Twp	Garson
Dawn Twp	Elginburg	Georgetown
Delaware Twp	Ellice Twp	Geraldton
Delhi	Elliot Lake	Glanbrook Twp
Derby Twp	Elma Twp	Glen Williams
Dereham Twp	Elmira	Glencoe
Desbarats	Elora	Glenelg Twp
Deseronto	Emo	Goderich

Devlin

Englehart

Goderich Twp

Gosfield S Twp	Huntsville	Lasalle
Gowanstown	Hurkett	Leamington
Grafton	Huron Park	Levack
Grand Bend	Ignace	Linwood
Gravenhurst	Ingersoll	Listowel
Greensville	Ingleside	Lively
Grey Twp	Inkerman	Lobo Twp
Guelph	Innerkip	Logan Twp
Guelph Twp	Inwood	Londesborough
Hagersville	Iron Bridge	London
Haileybury	Iroquois	London Twp
Hallebourg	Iroquois Falls	Long Sault
Halton Hills	Jarvis	Longford Mills
Hamilton	Jerseyville	Longlac
Hanmer	Joyceville	Lowbanks
Hanover	Kakabeka Falls	Lowville
Harrisburg	Kapuskasing	Lucan
Harriston Harrow	Keewatin	Lynden
Harty	Kenora	Lynedoch
Harwich Twp	Kent Bridge	Madoc
Hawkesville	Keppel Twp	Maitland
Hay Twp	Kettle and Stony Point	Mannheim
Hearst	Kilbride	Markdale
Heidelberg	Kilsyth	Markstay
Hensall	Kilworth	Marmora
Hepworth	Kilworth Heights	Maryborough Twp
Hibbert Twp	Kingston	Maryhill
Highgate	Kingsville	Matheson
Hillier	Kirkland Lake	Mattawa
Holland Twp	Kitchener	Mattice
Holtyre	Komoka	Maynard
Hornell Heights	La Salette	McGillivray Twp
Howard Twp	Lakeport	McKillop Twp
Howick Twp	Lakeshore	Meaford
Hullett Twp	Lambton Shores	Merlin

Langton

Metcalf Twp

Middleport	Newburgh	Palmerston
Middleton Twp	Newbury	Paris
Mildmay	Nichol Twp	Parkhill
Millgrove	Nipigon	Parry Sound
Milton	Nissouri W Twp	Peacock Point
Milverton	Norfolk Twp	Peel Twp
Minto Twp	Normanby Twp	Petersburg
Mississauga	North Bay	Petrolia
Mitchell	North Buxton	Picton
Mitchell's Bay	North Cobalt	Pilkington Twp
Monteith	Norval	Pinewood
Moonbeam	Norwich	Plainfield
Moore Twp	Norwich N Twp	Plattsville
Mooretown	Norwich S Twp	Plympton Twp
Moraviantown	Norwich Twp	Point Edward
Morewood	Novar	Porcupine
Morpeth	Oakland	Porquis Junction
Morris Twp	Oakland Twp	Port Dover
Morrisburg	Oakville	Port Elgin
Morrison	Odessa	Port Hope
Mosa Twp	Oil City	Port Lambton
Moulton Twp	Oil Springs	Port Rowan
Mount Brydges	Oliver Paipoonge	Port Ryerse
Mount Elgin	Onaping	Port Stanley
Mount Forest	Oneida Twp	Port Sydney
Mount Hope	Onondaga Twp	Powassan
Mount Pleasant	Opasatika	Prescott
Murillo	Orford Twp	Prince Twp
Nairn Centre	Orillia	Princeton
Nanticoke	Orkney	Puslinch Twp
Napanee	Orland	Quinte West
Naughton	Orrville	Rainham Twp
Neebing	Otterville	Rainy River
New Dundee	Owen Sound	Raleigh Twp
New Hamburg	Oxford Southwest Twp	Rama

New Liskeard

Paincourt

Ramore

Red Lake	St Andrews West	Tilbury E Twp
Red Rock	St Clements	Tillsonburg
Ridgetown	St George	Timmins
Rockwood	St Jacobs	Townsend
Rodney	St Marys	Townsend Twp
Romney Twp	St Thomas	Trenton
Rondeau Park	St Vincent Twp	Trout Creek
Roseville	St Williams	Tuckersmith Twp
Rostock	Stanley Twp	Tupperville
Rothsay	Stephen Twp	Turnberry Twp
Rutherglen	Stirling	Tweed
Salem	Stockdale	Usborne Twp
Sarawak Twp	Stoney Creek	Val Caron
Sarnia	Stratford	Val Gagne
Sauble Beach	Strathroy	Val Rita
Saugeen Twp	Stratton	Val Therese
Sault Ste. Marie	Sturgeon Falls	Vanastra
Schumacher	Sudbury	Vermilion Bay
Scotland	Sullivan Twp	Verner
Seaforth	Sundridge	Vickers Heights
Sebringville	Swastika	Village of York
Selby	Sydenham Twp	Vittoria
Selkirk	Tara	Wahnapiatae
Seneca Twp	Tavistock	Walkerton
Shallow Lake	Tecumseh	Wallace Twp
Shanty Bay	Teeswater	Wallaceburg
Sherbrooke Twp	Teeterville	Wallenstein
Shrewsbury	Temagami	Walpole Island
Shuniah Twp	Thamesford Thamesville	Walpole Twp
South Mountain	Theford	Walsingham
South Porcupine	Thessalon	Walsingham N Twp
South River	Thornbury	Walsingham S Twp
Southampton	Thorne	Wardsville
Southwold Twp	Thunder Bay	Warren
Springford	Tilbury	Wartburg

St Agatha

Warwick Twp

Waterdown
Waterford
Waterloo
Watford
Wellesley
Wellesley Twp
Wellington
West Lorne
West Montrose
Westbrook
Westlake
Westminster Town
Wheatley

Whitefish
Wiarton
Wilkesport
Williams E Twp
Williams W Twp
Williamsburg
Wilmot Twp
Winchester
Windham Twp
Windsor
Wingham
Winterborne
Woodhouse Twp

Woodlawn
Woodslee
Woodstock
Wooler
Woolwich Twp
Wyoming
Yarmouth Twp
Zone Twp
Zorra Twp
Zorra-Tavistock East
Zurich