

**VIA RESS and EMAIL**

July 30, 2025

Ritchie Murray  
Acting Registrar  
Ontario Energy Board  
2300 Yonge Street, 27<sup>th</sup> Floor  
Toronto, Ontario M4P 1E4

Dear Ritchie Murray:

**Re: Enbridge Gas Inc. (Enbridge Gas)  
Ontario Energy Board (OEB) File No.: EB-2025-0163  
2026 Rates Application and Evidence  
Notice of Application – Letter of Direction – Request for Extension**

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On July 28, 2025, the OEB issued the Notice of Application (Notice) and Letter of Direction (Letter) in the above noted proceeding. After reviewing the requirements, Enbridge Gas has identified several critical steps that require more time to execute effectively:

- Email Distribution Logistics: While Enbridge Gas has email addresses and permissions for approximately 2.9 million customers, organizing and batching these communications for delivery will take two weeks to complete. This duration is required to ensure compliance with email regulations and prevent classification as a spam sender.
- Script Development: Enbridge Gas must develop and finalize scripts for both Customer Care and the Ombudsman to ensure consistent and accurate messaging in response to customer inquiries.
- OEB Coordination: Enbridge Gas will need to prepare the OEB for a potential increase in customer calls and inquiries following the emailed distribution of the Notice.

The tasks outlined in the Letter, excluding those in paragraph 3, can be completed within the compliance timeframe. However, if an extension is granted and the Notice is revised, this work would no longer be applicable. Given the scope and complexity of these tasks, we respectfully request an extension to the current deadline to allow for proper execution and compliance with the OEB's requirements.

Should you have any questions on this matter, please contact the undersigned.

Sincerely,

A handwritten signature in black ink that reads "Justin Egan". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

Justin Egan  
Technical Manager, Regulatory Applications

cc: David Stevens (Aird & Berlis)