



Information for Energy Marketers

Dec. 04, 2023

Reminder for Customers with an Interruptible Distribution Service

Enbridge Gas is reminding customers that when their company receives a Notice of Interruption, their company has a contractual obligation to comply with the notice.

When Enbridge Gas issues a Notice of Interruption, interruptible customers must reduce their natural gas usage to the contracted firm levels as per the applicable schedule of their large volume distribution contract, in accordance with the instructions in the Notice of Interruption.

An interruptible customer's company must have the ability to reduce its natural gas consumption to contracted firm levels. If their company has not contracted for any firm service, the company must completely cease consuming natural gas during the interruption period. To avoid potential disruption to a company's operations and/or non-compliance charges, it is the company's obligation to ensure their back-up systems are tested and ready to use, and that adequate alternate fuel supply is on hand in the event of a service interruption.

It is important that companies keep their Interruption and Force Majeure contact information up to date with Enbridge Gas at all times. In the event of a contract service interruption or Force Majeure, Enbridge Gas will provide notice to customers using the contact information we have on file. Consider having more than one contact to cover vacations, changes in employment, etc.

Companies can make changes to the contact persons attached to a contract anytime during the year using Enbridge Gas' online system, or by notifying your account manager.

If you have any questions about this material, please contact [Rob DiMaria](#) or [Patrick Boyer](#).