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## Customer Service Policy for Providing Goods and Services to People With Disabilities

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### Who this Policy Applies To

This policy applies to Enbridge Gas Inc.

This Policy also applies to Enbridge Inc. in respect of its employees in Ontario and in respect of the aspects of its businesses which provide goods, services or facilities to the public or third parties in Ontario, where applicable. Unless specifically stated otherwise, this Policy does not apply outside of Ontario.

To the extent that it is subject to the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its Regulations, Enbridge Inc. is also committed to compliance with the provisions of the AODA and the requirements of the Integrated Accessibility Standards Regulation (the "Regulation"). To the extent that this policy applies to Enbridge Inc., references in this policy to Enbridge Gas Inc. will apply to Enbridge Inc. as well.

This policy applies to all employees, contractors, consultants and volunteers conducting business for and/or representing Enbridge Gas Inc..

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### Integrated Accessibility Standards Policy Statement

Enbridge Gas Inc. will adopt the following standards of the Integrated Accessibility Standards Regulation (the "Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005* to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. Enbridge Gas Inc. will implement the standards in this policy no later than the time frames established by the Regulation. The applicable time frames are set out in Enbridge Gas Inc.'s and Enbridge Inc.'s Multi-Year Accessibility Plans, respectively and this policy should be read in conjunction with our Accessibility Plans.

For standards applicable to Enbridge Gas Inc. in respect of customer service, please refer to Enbridge Gas Inc.'s Customer Service Policy for Providing Goods and Services to People with Disabilities.

This policy consists of three parts: Part 1 General Standards, Part 2 Information and Communication Standards, Part 3 Employment Standards.

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## Policy Statement

Enbridge Gas Inc. is committed to providing accessible service to its customers. Enbridge Gas Inc. will use reasonable efforts to ensure that its policies, practices and procedures for the provision of goods and services to people with disabilities will be consistent with the following principles:

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

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## Our Commitment

Enbridge Gas Inc. strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### 3. Providing Goods and Services to People with Disabilities

Enbridge Gas Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email, TTY relay services or appropriate alternate methods if telephone communication is not suitable to their communication needs or is not available.

#### Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will also ensure that staff know how to use assistive devices available on our premises for customers.

## Billing

We are committed to providing accessible bills to all of our customers. Bills will be provided in Braille or eBill on request. We will answer any questions customers may have about the content of the bill in person, by telephone or email.

Enbridge Gas Inc. will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the *Human Rights Code* as it pertains to persons with disabilities,

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## Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the parts of our premises that are open to the public and other third parties with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

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## Notice of Temporary Disruption

Enbridge Gas Inc. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities to obtain, use or benefit from our goods or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises and posted on our website.

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## Training for Staff

Enbridge Gas Inc. will ensure that training is provided to all employees, volunteers and others who deal with the public or other third parties on its behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided as soon as practicable after the individual is assigned the applicable duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use equipment or devices available on Enbridge Gas Inc.'s premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Enbridge Gas Inc's goods and services.
- Enbridge Gas Inc's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

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## Feedback Process

Enbridge Gas Inc's goal is to meet and surpass customer expectations when serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Enbridge Gas Inc. provides goods and services or facilities to people with disabilities can be made in a variety of accessible formats such as email, verbally or by completing a Customer Feedback form on line or by mailing it. If an alternative format or communication support is required, please contact below:

Customer Ombudsman  
P.O. Box 650  
Scarborough, Ontario  
M1K 5E3

Email: [ombudsman@enbridge.com](mailto:ombudsman@enbridge.com)

Telephone 416-495-6155

Toll Free 1-866-817-6836

Bell Relay – 1-800-855-0511

Fax 416-495-5021

Customers can expect to hear back in most cases within 48 hours.

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## Modifications to this or other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any Enbridge Gas Inc. policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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## **Questions about this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Customer Ombudsman at the address or phone numbers provided above.

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**Last Reviewed Date: September 30, 2020**

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