

# **ENBRIDGE GAS INC.**

## **CONDITIONS OF SERVICE for the EGD Rate Zone March 1, 2020**

## 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 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 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.

- 4.0      2013/1/1      Section 6 now includes information for Low Income Customers.
- 5.0      2016/03/07      This revision captures several typographical and grammatical errors, updates the titles of various Enbridge documents, and clarifies several sections of the document.
4.      Inserted definition of “applicant”.
- 4.2      Substantial revision of “Service Installations” to reflect Enbridge’s current practices and to clarify when a CIAC will be required.
- 4.3.2      Included references to service regulators.
- 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.
- 4.6      Clarifies that the customer must make repairs or adjustments prior to the gas being turned on by Enbridge.
- 5.2.1      Inserted a new paragraph (the last paragraph) describing the process if the customer does not respond to a meter exchange notice.
- 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.
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.
6.      Clarifications have been made throughout Section 6 to consistently refer to the “Enbridge bill” and “all items billed on your Enbridge bill”.
- 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

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.

6.0 2016/09/30 This revision clarifies and updates the following sections of the document:

Section 4.3.3 Added a new section to detail the requirements for an external regulator room.

Section 6.2 Amended to provide greater detail on the customer's need to provide access to the gas meter.

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.

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.

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.

- 7.0      2017/09/18      Section 6.1 Added language to support disconnection process in cases where a premise is deemed vacant.
- Section 6.4.4 Renamed Paperless Billing to eBill.
- Section 6.5 Amended back billing language to ensure it offers the flexibility to act in the customer’s best interest.
- Section 6.9 Direct Landlords to the web for details on their options to manage tenanted properties
- 8.0      2018/12/14      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.
- 9.0      2019/01/11      Section 6.4.1 Added language to describe the Federal Carbon Charge
- 10.0      2019/07/24      This revision reflects general updates to align some Conditions of Service with Union Rate Zones and to address certain GDAR revisions.
- Section 6.1 Updated move policy to add information on New Account Charge.
- Section 6.3 Updated security deposits rules.
- Section 6.4.1 Added wording for Customer Charge, New Account Charge and Late Payment Charge.
- Section 6.4.4 Updated eBill section with text and PDF functionality. Updated Equal Monthly Billing Plan to reflect new BBP amalgamation.
- Section 6.6.3 Added self serve functionality to reconnect gas online.
- Section 6.7 Added payment arrangement online functionality.
- Section 6.9 Added landlord portal information.
- 11.0      2020/03/01      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.

## Contents

<b>Preface</b> .....	<b>8</b>
<b>1. Enbridge Franchise Area and Gas Distribution Services</b> .....	<b>9</b>
<b>2. Gas Distribution Services</b> .....	<b>9</b>
2.1. Gas Supply and Delivery .....	9
2.2. Gas Supply and/or Delivery Under More than One Rate Schedule .....	9
2.3. Interruptions in Gas Distribution and/or Supply .....	9
2.4. Force Majeure .....	9
<b>3. Rate Schedule</b> .....	<b>10</b>
3.1. Changes in Rate Schedules.....	10
<b>4. Initiation of Service</b> .....	<b>10</b>
4.1. Main Extensions .....	10
4.2. Service Installations.....	10
4.3. Location of Meter and Service Regulators .....	11
4.4. Alterations.....	11
4.5. Customer Responsibilities Regarding Building Piping Appliances & Equipment... 11	
4.6. Inspections of New Installations.....	12
<b>5. Maintenance of Service</b> .....	<b>12</b>
5.1. Turning Off and Turning On Gas Supply.....	12
5.2. Meter Exchange and Testing .....	12
<b>6. Customer Service for Residential and Low-Income Customers</b> .....	<b>13</b>
6.1. Setting up an Enbridge Account.....	13
6.2. Meter Reading .....	13
6.3. Security Deposits and Credit Checks.....	14
6.4. Bill Issuance and Payment.....	14
6.5. Correction of Billing Errors .....	17
6.6. Discontinuance of Gas Supply or Delivery .....	17
6.7. Arrears Management Programs.....	18
6.8. Allocation of Payments between Gas and Non-Gas Charges .....	18
6.9. Management of Landlord/Tenant Accounts.....	19
6.10. Management of Customer Accounts .....	19
6.11. Customer Services for Eligible Low-Income Customers .....	19
6.12. Our Customer Service Process .....	20
<b>APPENDIX A: Defined Terms</b> .....	<b>22</b>
<b>APPENDIX B: Communities Served in the EGD Rate Zone</b> .....	<b>23</b>

## 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”). Enbridge will determine the contribution amount and communication will be provided to the applicant(s) in writing.

#### **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 requirements<sup>1</sup>; 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.

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<sup>1</sup> 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](http://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](http://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 (m<sup>3</sup>).
- **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](http://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](http://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 12<sup>th</sup> 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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.enbridgegas.com/leap). For more information on the LEAP targeted conservation and demand management programs please visit [www.enbridgegas.com/winterproofing](http://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 ("m<sup>3</sup>")** - 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. 10<sup>3</sup>m<sup>3</sup> 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 Colburne
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. Catherines
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	