

Storage and Transportation Access Rules (STAR) Dispute Resolution Mechanism

For issues shippers have been unable to resolve through their contact person /account representative in regards to the Storage and Transportation Access Rule, complaints shall be submitted in writing to the Compliance Officer.

Mark Kitchen

Director, Regulatory Affairs

500 Consumers Road
North York, Ontario M2J 1P8
Mail: P.O. Box 650
Scarborough, ON M1K5E3

Written complaints should include:

- Customer name and contact information,
- Customer contract number(s) (if applicable),
- A detailed description of the nature of the complaint, and
- Any other information that would help Union Gas understand the complaint

Written complaints received by Enbridge Gas Inc. will be handled fairly, effectively, courteously, confidentially (if applicable) and on a timely basis.

In the event that resolution is not achieved to the satisfaction of the complainant, the complainant may refer the matter to the Ontario Energy Board via:

Market Operations Hotline

416-440-7604 or 1-888-632-6273

E-mail:

- consumerrelations@ontarioenergyboard.ca
- industryrelations@ontarioenergyboard.ca