

Customer Protection – Storage and Transportation Access Rule

Confidentiality of Information

Enbridge Gas Distribution Inc. (“EGDI”) will only use information that is disclosed to EGDI by third parties for storage or transportation purposes (“Third Party Information”) for the purpose of providing those services, unless the third party provides written consent that the Third Party Information can be used for other purposes. EGDI limits access to Third Party Information, and any non-public information concerning plans for future facility expansions or timing of upcoming Rate 331 open seasons, only to personnel on a need-to-know basis, to provide storage and transportation services.

Complaint Mechanism

Any complaint regarding EGDI’s provision of storage or transportation services or use of information in connection with the Ontario Energy Board’s Storage and Transportation Access Rule must be made in writing to the designated employee identified below:

- a) for competitive storage services, to Lisa Dumond, Gas Storage Sales Specialist at lisa.dumond@enbridge.com or (416) 758-4471; and
- b) for Rate 331, 315 and 316 services, to Ian Macpherson, Director, Market Solutions & DSM at ian.macpherson@enbridge.com or (416) 495-6535.

The designated employee will respond to the complainant within thirty (30) days of receipt of the complaint, indicating the nature of the complaint and EGDI’s response to the issues in contention. EGDI will maintain a record of all complaints and responses for a period of two (2) years. If the complaint is not resolved to the satisfaction of the complainant, EGDI will refer the complainant to the Ontario Energy Board.