

Pre-Authorized Payment Plan

A Convenient Way To Pay Your Enbridge Bill



Save Time And Money

- No more cheques to write
- No waiting in line to pay your bill
- No postage costs
- No late payment charges
- Ensures prompt payment when you're busy, ill or away

How The Plan Works

Once you join the Plan, the amount due will be deducted automatically from your account at your financial institution every month on the day before any late payment charges become effective. **The Plan is totally optional and you can withdraw at any time.**

Have You Joined the Enbridge eBill Service?

If you are a registered Enbridge eBill customer, you have even more choices. You can still have your total monthly Enbridge bill deducted automatically from your account at your financial institution every month on the day before any late payment charges become effective or you can choose to authorize a single payment on any date, for the amount of your choice and from any financial institution you choose by adding your additional banking information on-line.

You will continue to receive a monthly bill (an electronic bill in the case of eBill registered customers) which reflects the automatic payment that you authorized to be applied to your Enbridge account. Your bill will also continue to show actual gas usage and costs, as well as other charges from Enbridge Gas Distribution and other third party billers as applicable.

How To Join

A chequing (or chequing/savings) account in Canadian funds at a Canadian bank, trust company, credit union (or other financial institution) must be used for the plan. Consolidated Billing accounts must register for eBill before joining the Pre-Authorized Payment Plan.

- Complete and return the Pre-Authorized Payment Plan agreement.
- Attach an unsigned cheque marked "void" for the financial institution you wish to register.
- Mail the completed agreement and the voided cheque to:

Enbridge, Customer Care,
PO Box 644, Scarborough, ON M1K 5H1.

Confirmation Of A New Pre-Authorized Payment Plan Activation

If you enroll in the Pre-authorized Payment Plan, a message will appear on your paper bill to advise you when your account is set up on the Pre-authorized Payment Plan (recurring option only). For eBill customers, you will receive an email informing you that your Pre-Authorized Payment Plan is active starting with your next Enbridge bill.

Until you receive advice that your Pre-authorized Payment Plan is active, continue to pay your monthly Enbridge bill in your usual way.

Do You Need To Contact Us For More Information?

For more information about the Pre-authorized Payment Plan or to cancel the Plan, please contact us:

- Call 1-877-362-7434
- By writing to: Enbridge, Mass Market Services Department, PO Box 644, Scarborough, ON M1K 5H1
- On-line at www.enbridgegas.com

You must complete the Pre-Authorized Payment Plan agreement below.

I/we authorize Enbridge Inc. and its affiliates and agents (Enbridge) and the financial institution designated (or any other financial institution I may authorize at any time) to begin deductions as per my/our instructions for monthly regular recurring payments and/or one-time payments from time to time, for payment of all charges arising under my/our Enbridge account(s). Regular monthly payments for the full amount of the Enbridge monthly bill will be debited to my/our specified account. Monthly debits will be made on the day before any Enbridge late payment penalties are incurred. The late payment effective date is indicated on each monthly Enbridge bill. Enbridge monthly bills are provided no less than 17 days before any regular monthly debit is made and Enbridge will obtain my/our authorization for any other one-time or sporadic debits.

For business account customers, your signature(s) are confirming that you have the authority to bind the corporation.

This authority is to remain in effect until Enbridge has received notification from me/us in writing, via recorded telephone call or via on-line communication to change or cancel this authority. This notification must be received at least 30 days before the next debit is scheduled. I/we may obtain a sample cancellation form, or more information on my/our right to cancel a PAD agreement at my/our financial institution or by visiting www.cdnpay.ca

Enbridge may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least 10 days prior written notice to me/us.

I/we have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD agreement. To obtain a form for a Reimbursement Claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.cdnpay.ca

Have you registered for eBill service? Yes No

Note: Your Pre-Authorized Payment Plan agreement cannot be processed without this information.

PLEASE PRINT

Name: _____ Enbridge Account number: _____

Type of Enbridge service: Personal _____ Business* _____

Address: _____ Other Enbridge Account number: _____

City/Town: _____ Province: _____ Postal code: _____

Phone number: (Bus.) _____ (Res.) _____

Financial Institution (FI): _____

FI Account number: _____ FI Transit number: _____

Address: _____

City/Town: _____ Province: _____ Postal code: _____

Authorized signature(s) for personal or business* accounts: _____

* I (we) have the authority to bind the corporation