

BOARD STAFF INTERROGATORY #15

INTERROGATORY

Ref: Service Quality

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- a) Please discuss the efforts that Enbridge will undertake to meet the “Time to Reschedule a Missed Appointment” metric in the future.

RESPONSE

Enbridge continues to place priority on this standard, striving to reach the OEB’s target of 100%. As previously stated, the Company is committed to investigating, and implementing where possible further process and system changes to meet this goal.

The Company is currently examining different alert functionalities within its system to allow proactive monitoring of four hour customer appointments. An automated alert system will enable both dispatch and field personnel to better manage “at risk” appointments prior to the end of the appointment window. Doing so will allow Enbridge personnel to contact customers to offer to reschedule a missed appointment within the time frame allotted. Enbridge anticipates a system enhancement can be implemented by year end.

In the interim, Enbridge continues to work on improving results for the Time to Reschedule a Missed Appointment metric by providing additional training, close monitoring and striving for process improvements.

Witness: D. Brault