

ENBRIDGE GAS INC.
Answer to Interrogatory from
Building Owners and Managers Association (BOMA)

Reference: Exhibit D1, Tab 1, p8

Question:

- (a) The data for satisfactory customer service, 72% Rate 6, 66% Rate 6, 66%R, GS (65%) seems rather low, with only two-thirds of customers expressing satisfaction.
- (b) Given that satisfaction with value for money also were 72% (6), 66%LV, 66%R, 65T GS, what steps is EGD planning to increase these numbers for both customer service and value for money?

Response

Please see Exhibit I.STAFF.77.