

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

Reference: Exhibit D1, Tab 1, pp15-17

Question:

- (a) Why have a significantly higher percentage of general service customers experienced outages than the residential rate 6, or large volume customers?
 - (b) Why have general service and rate 6 customers who experienced one unplanned outage over the last five years, also on average experienced 2.6 outages per year?
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Response

- a) The research indicates that General Service customers are more likely to experience an unplanned natural gas outage compared to Residential customers (8% vs 5%, respectively). There is no statistically significant difference with self-reported experiences of unplanned natural gas outages between General Service and Rate 6 or Large Volume customers.

Ipsos cannot comment why a higher proportion of General Service customers, compared to Residential customers, have ever experienced an unplanned natural gas outage.

- b) To clarify, question 3 (Q4 for LVC customers) asks respondents if they have ever experienced an unplanned natural gas outage. Question 4 (Q5 for LVC customers) asks, among those who indicate that they have ever experienced an unplanned natural gas outage, how many unplanned outages they have experienced in the past 5 years.