

ENBRIDGE GAS INC.

Answer to Interrogatory from
Consumers Council of Canada (CCC)

Reference: Ex. A/T3/S1/p. 8

Question:

Please explain what relief EGI is seeking from the OEB with respect to the new Conditions of Service. Does EGI have plans to consolidate the Conditions of Service for all of the rate zones (Union and EGD)? If so, what is the timing associated with this initiative?

Response

Enbridge Gas is not seeking relief from the Board with respect to the new Conditions of Services. The revised Conditions of Service were filed in accordance with the Board's Gas Distribution Access Rule ("GDAR"), section 8.5 "Revisions to a Customer Service Policy". Section 8.5 is provided below for convenience.

8.5 Revisions to a Customer Service Policy

8.5.1	A rate-regulated gas distributor shall provide advance public notice of any revisions to its Customer Service Policy. Notice shall be, at a minimum, provided to each residential customer by means of a note on or included with the customer's bill. The notice shall include the timeline for implementation of the revisions to the Customer Service Policy.
8.5.2	A rate-regulated gas distributor shall provide the Board with a copy of its revised Customer Service Policy. The revised Customer Service Policy shall be accompanied by a cover letter that indicates the revisions made and their implementation date.

Enbridge Gas currently has no plans to consolidate its Conditions of Service. Any integration of Enbridge Gas's Conditions of Service must follow the integration of its systems and processes.