

ENBRIDGE GAS INC.
Answer to Interrogatory from
Board Staff (STAFF)

Reference: Customer Engagement Research

Question:

With respect to customer concerns among large volume customers, 24% mentioned costs associated with new natural gas service as a concern.

- a) Please confirm whether Enbridge Gas probed this concern any further and provide further information on this issue if available.
- b) Is this concern related to the PI calculation completed for every new infill customer and requiring a CIAC to complete the connection to the distribution system?

Response

- a) The intent of the customer engagement survey was to get customer preferences regarding various future initiatives which would then inform the Company's investment plan. While the Company didn't specifically take steps to probe the results from that particular survey, it regularly completes other market research projects to engage with customers and understand their concerns, needs and preferences.

Please see Exhibit I.STAFF.33 for an overview of how Enbridge Gas incorporated feedback from the customer engagement process into its business plans.

- b) No, customers did not express any specific concerns related to the PI calculation and CIAC for infill customer to connect to the distribution system.