

Enbridge Gas Customer Meeting

May 7, 2020



Operations update & COVID-19 response



Clancy O'Hara

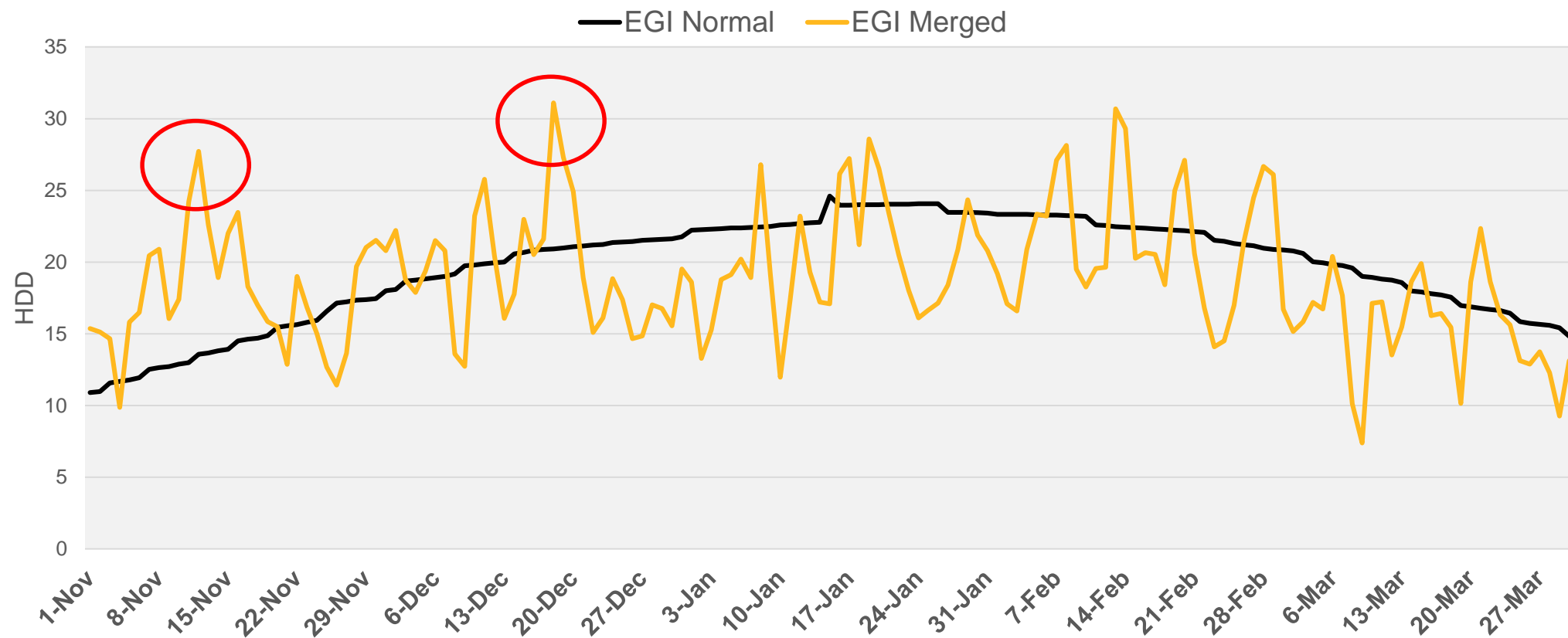
Director, Gas Control and Management

Protecting Gas Control operations

- Work-at-home plans for many of our employees.
- Control room operations for business-critical employees only.
- Limited number of authorized personnel accessing the immediate areas outside of our control rooms.
- Operate gas control shifts between two physical locations.
- Robust cleaning programs within the offices and surrounding areas.
- Sanitizer stations in and out of the control rooms.

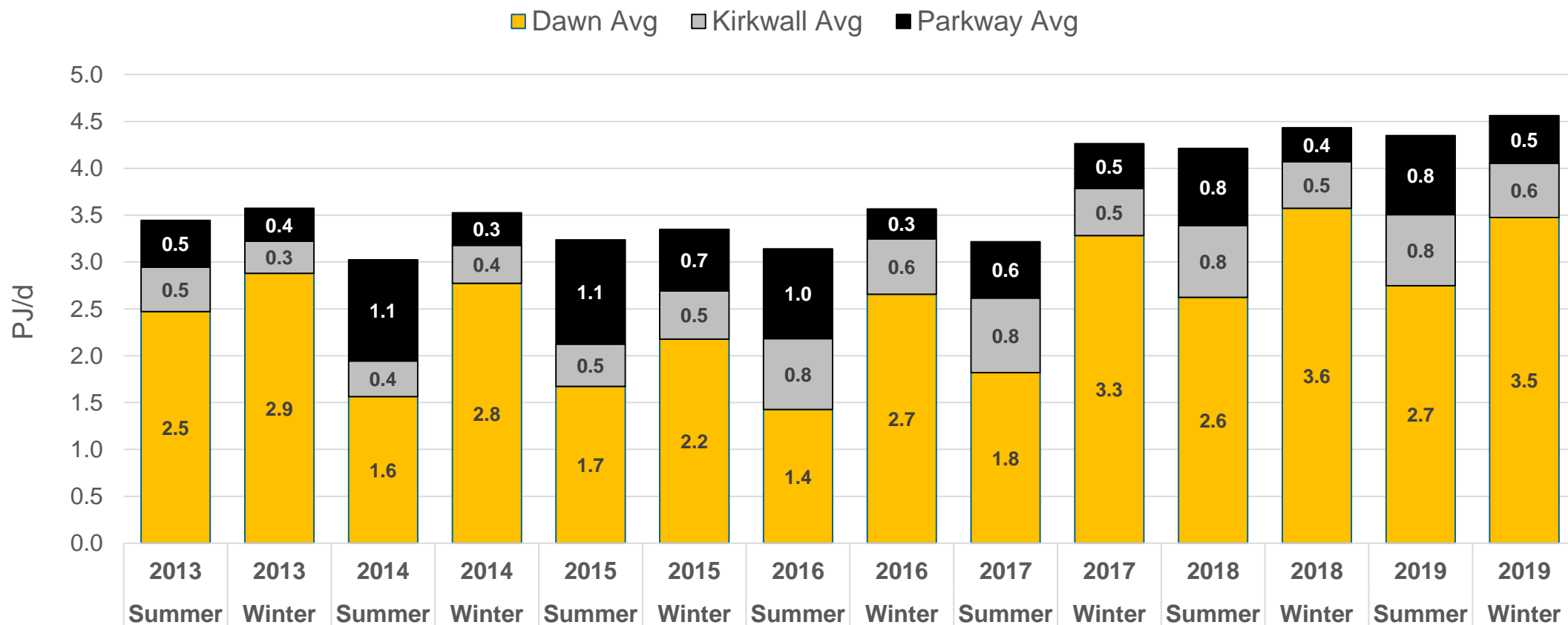
No impacts to storage and transportation services.

Merged weather



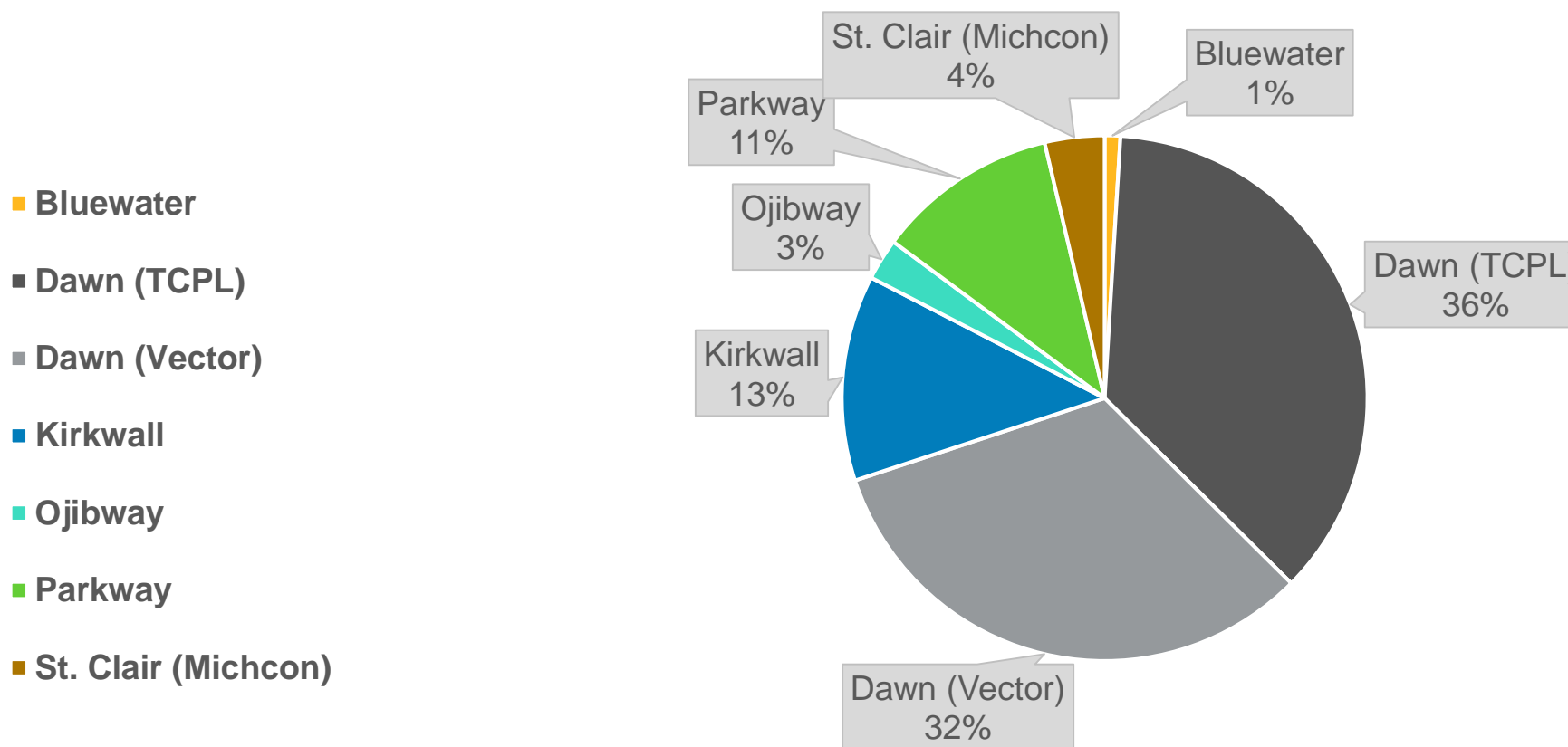
Coldest Day: Dec. 12 @ 31.1 HDD; Biggest Deviation: Nov. 12 @ 14.1 HDD (colder than normal)

Receipts by season



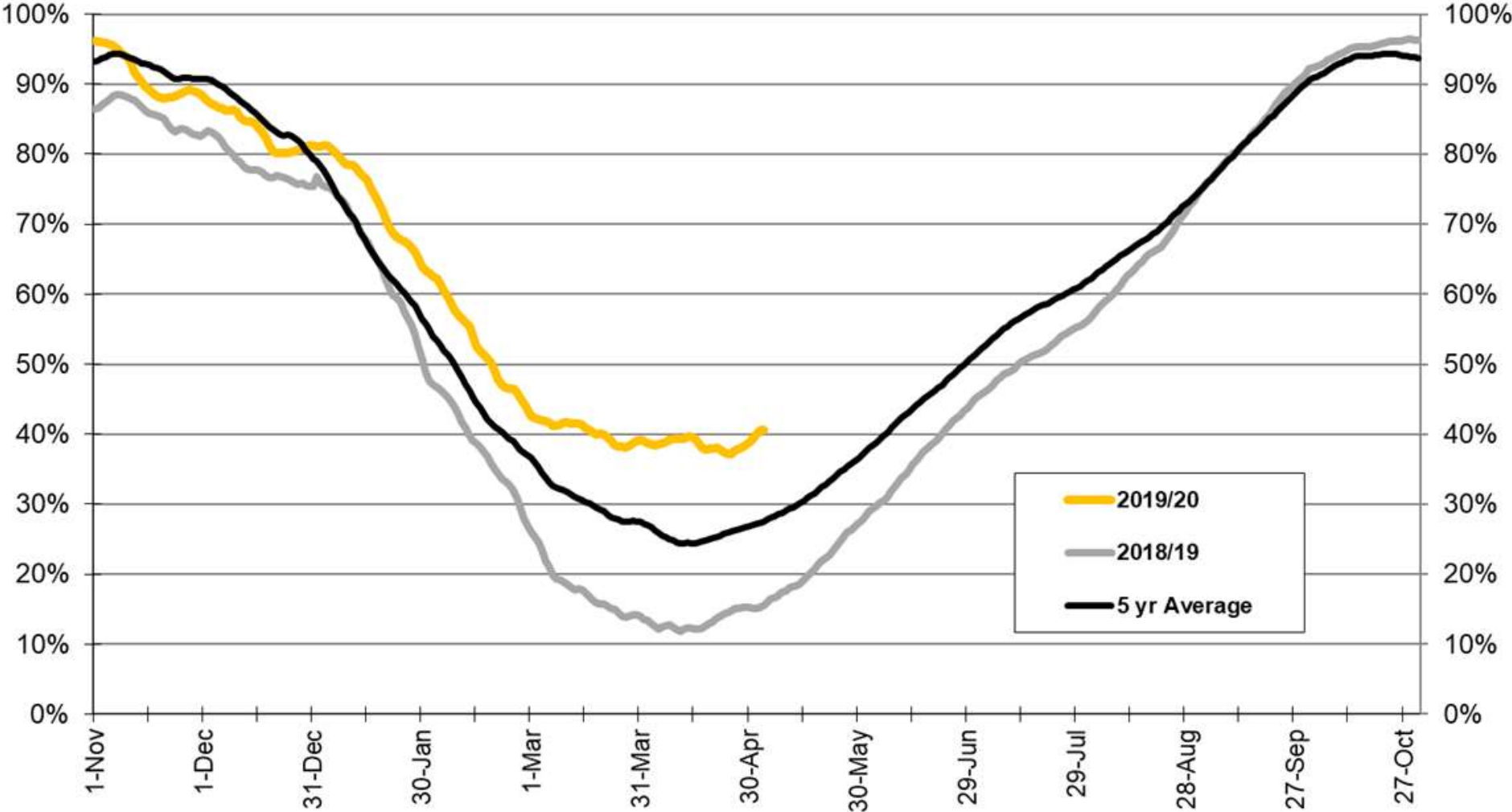
Receipts consistent: Winter 19/20 over Winter 18/19

Receipts by pipeline supply 2019/2020



Receipts consistent: Winter 19/20 over Winter 18/19

Storage



Sales and integration update



Chris Shorts

Director, Storage and Transportation Sales

Maintaining safe & reliable operations through integration

- Integration successes: Gas Control
 - One team, located in Chatham, ON
 - 12 gas controllers
- Seamless transition: GMS
 - Integrated two gas scheduling groups from Chatham (GMS) and Edmonton (SMS)
 - Simplifying systems
- Looking ahead
 - System integration target Q1/Q2 - 2021
 - Continue to strive for customer service excellence

Better operational management of gas flow and assets.

Staffing changes in Gas Supply and S&T Sales



- Dave Janisse
 - Leading Gas Supply Team (during Nicole Brunner’s maternity leave).



- Andrew Massicotte
 - Expanding his portfolio of customers to include LDCs & Power Customers.



- Kim Jennen
 - Advisor Gas Supply, joining Chris Mayo & Eric Carducci, reporting to Dave Janisse.

Familiar faces, different places.

2019 Customer Satisfaction Survey



We are listening.

Unionline Temporary Transportation Assignments

unionline

Contracts Measurements Reports Invoices Support Tutorials

Current Company
Enbridge Gas Inc.

S&T Assignment Activity Report

S&T Assignment Activity Report

Report
Assignment Audit Report

Contract
Show All

Month
April 2020

Run Report

unionline

Contact Us Log Off

Contracts Measurements Reports Invoices Support Tutorials

Current Company
Enbridge Gas Inc. [Change Company](#)

S&T Assignment Summary

[Accept Assignment](#) [New Assignment](#) [Modify Assignment](#)

Assignment Deadline

Deadline	Effective Date	Time Remaining
Apr 23, 2020 10:30	May 1, 2020	7 days 01:01:38

All dates are Central/Obst. Time (CST)

[Contracted](#) [Pending](#) [Historical](#) [Assigned](#)

This is a secure, fast, self-serve option for our customers.

Upcoming integration items

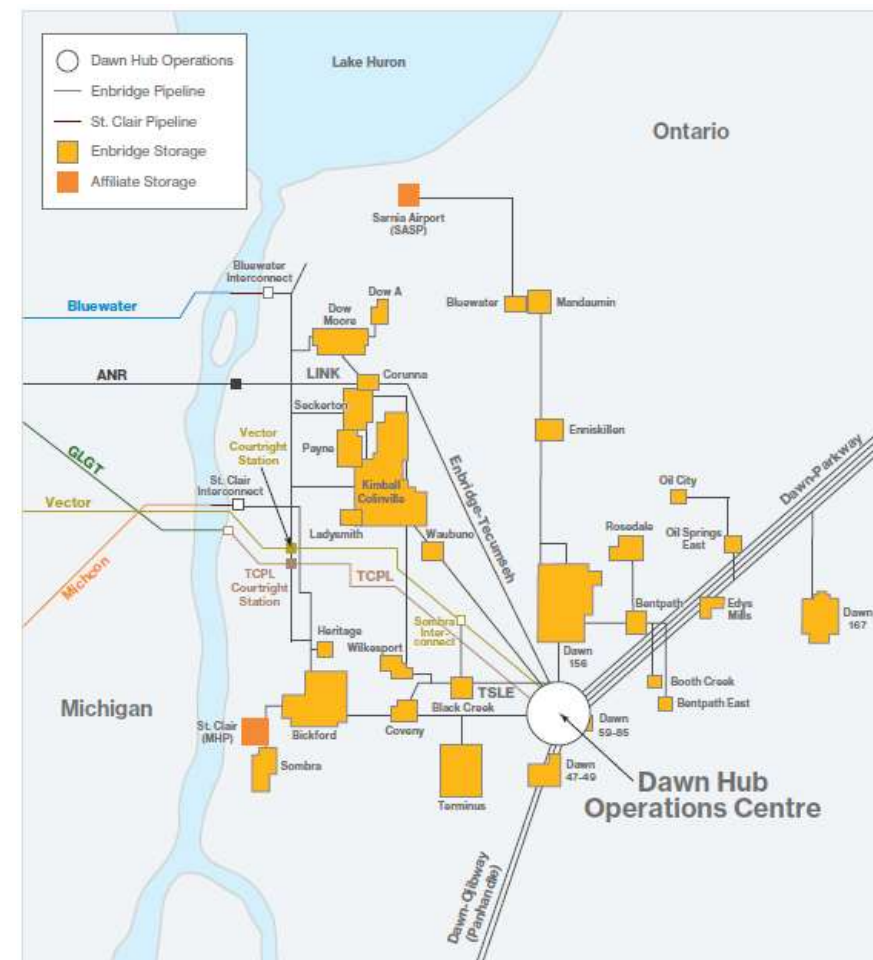
- **Unionline re-branding**
 - Bringing the name, look and feel into the Enbridge brand family.
 - No changes to functionality.
- **Integrated website**
 - Creating one Enbridge Gas website.
 - Combined traffic light.
- **2024 Rates rebasing**
 - Customer consultation.



Growing to meet your needs

2020/2021 Storage Enhancement Project

- Scope
 - Increasing the delta pressure at four reservoirs at the Dawn Hub.
- In service
 - Q4 2020.
- Capacity
 - 2.5 PJs of space, 30 TJ/d deliverability.



Dawn Parkway Expansion Project

- Scope
 - 10.2 km NPS 48 pipeline loop between Kirkwall Valve Site and Hamilton Gate Station.
- Capacity
 - 92,174 GJ/d.
- Project update
 - Project largely supported by in-franchise demand growth.
 - Requested to temporarily adjourn OEB proceeding to assess potential impacts on the project from COVID-19.
 - EGI taking up to 6 months to seek sufficient clarity of COVID-19 impacts and evaluate construction timeline.



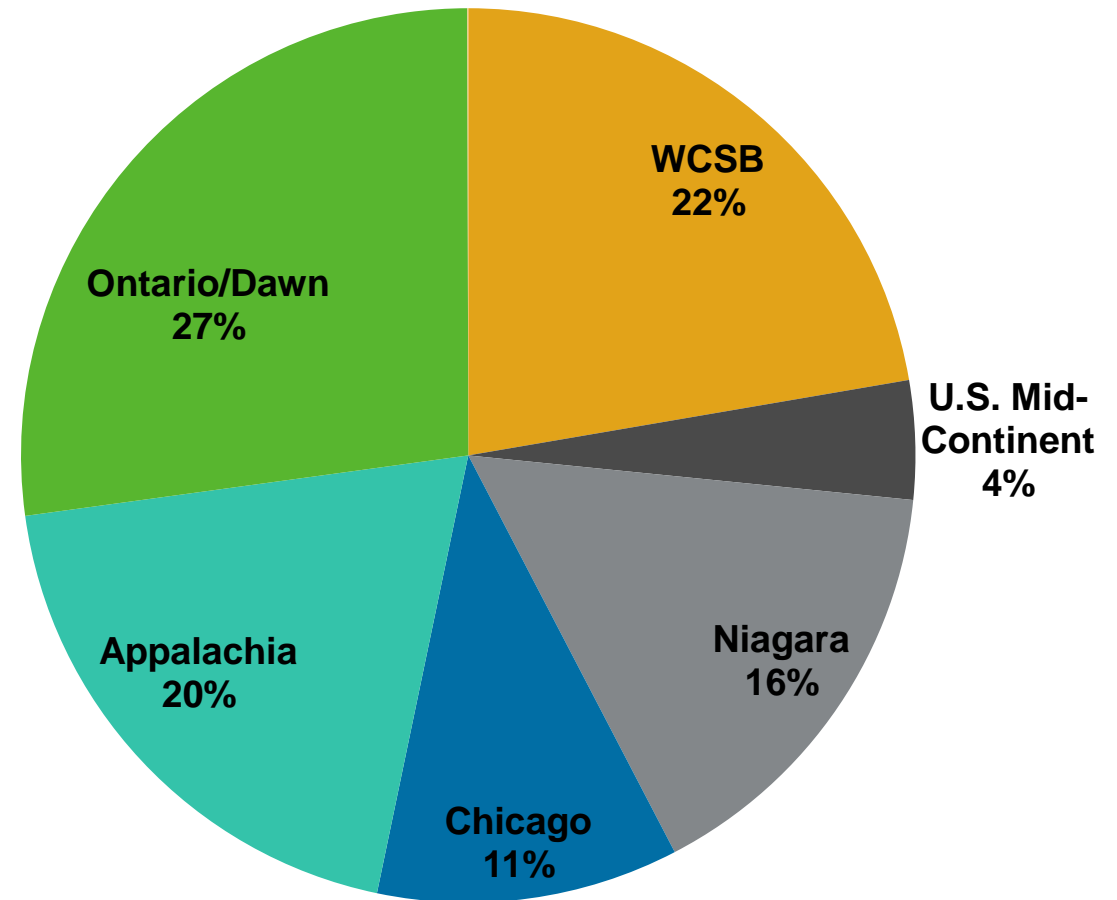
Gas Supply update



Jamie LeBlanc
Director, Gas Supply

Combined portfolio

- Over 3.7 million customer connections served (12 million customers).
- Over 90% of utility customers rely on system gas supply.
- 510 PJ of system gas purchased annually.



Maximizing customer value through a reliable and diverse of supply portfolio.

Continuing to evolve and integrate

Commodity purchases

- Gas purchases merged in to one process for RFPs and direct purchases.
- Continue to hold individual NAESBs for each utility-transaction counterparty confirmed at the time of deal.
- Aligning background systems to further integrate and move towards nominating and contracting as one.

Regulatory work

- Now presenting significant information about how we plan and execute our responsibilities in the regulatory forum annually.



As we change, customer service is our continuing priority.

“Greening” the gas supply

Voluntary Renewable Natural Gas Program

- Enbridge Gas has filed a program proposal with the OEB, whereby customers volunteer to pay a premium to enable the company to procure Renewable Natural Gas.
- Pending approval, Enbridge Gas will be procuring RNG in 2021 to meet program requirements.

Power to Gas Hydrogen Procurement

- Enbridge Gas has partnered with a Hydrogenics plant in Markham to convert excess power to hydrogen.
- Gas Supply team will procure hydrogen as part of our supply for system customers beginning in 2021.

Gas supply is working to meet evolving customer needs.

COVID-19 response



Pandemic planning

- Proactively instituted measures in alignment with our Business Continuity Plan.
- All members of the Gas Supply team are now working remotely and continuing regular operations.
- Key functions have been further secured with additional back up personnel and training.

Appreciate your support

- Gas Supply has been in contact with many of our commodity suppliers and storage and transportation providers.
- We will continue to reach out and appreciate your continued service and flexibility during this time.

Gas supply appreciates supplier support in maintaining reliability for its customers during the pandemic.