

# Enbridge Gas Customer Meeting

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May 7, 2020



# Operations update & COVID-19 response

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**Clancy O'Hara**

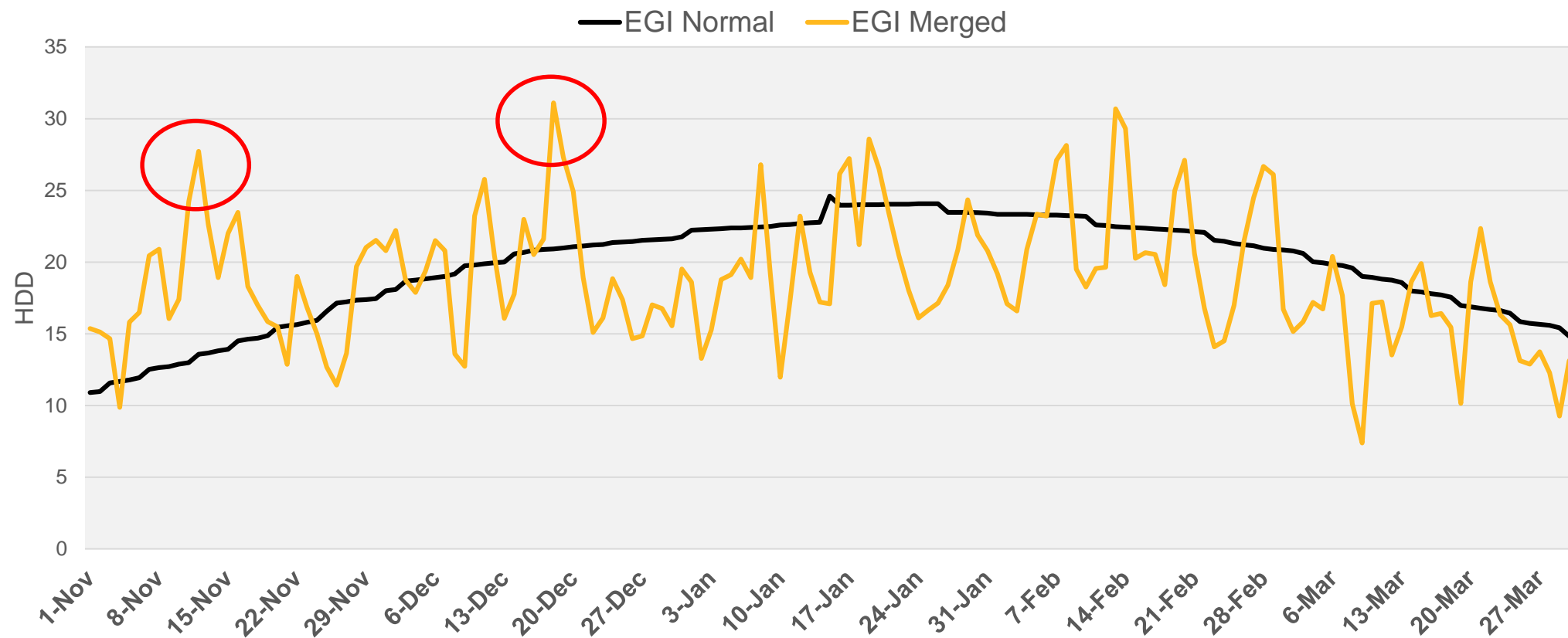
Director, Gas Control and Management

# 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.

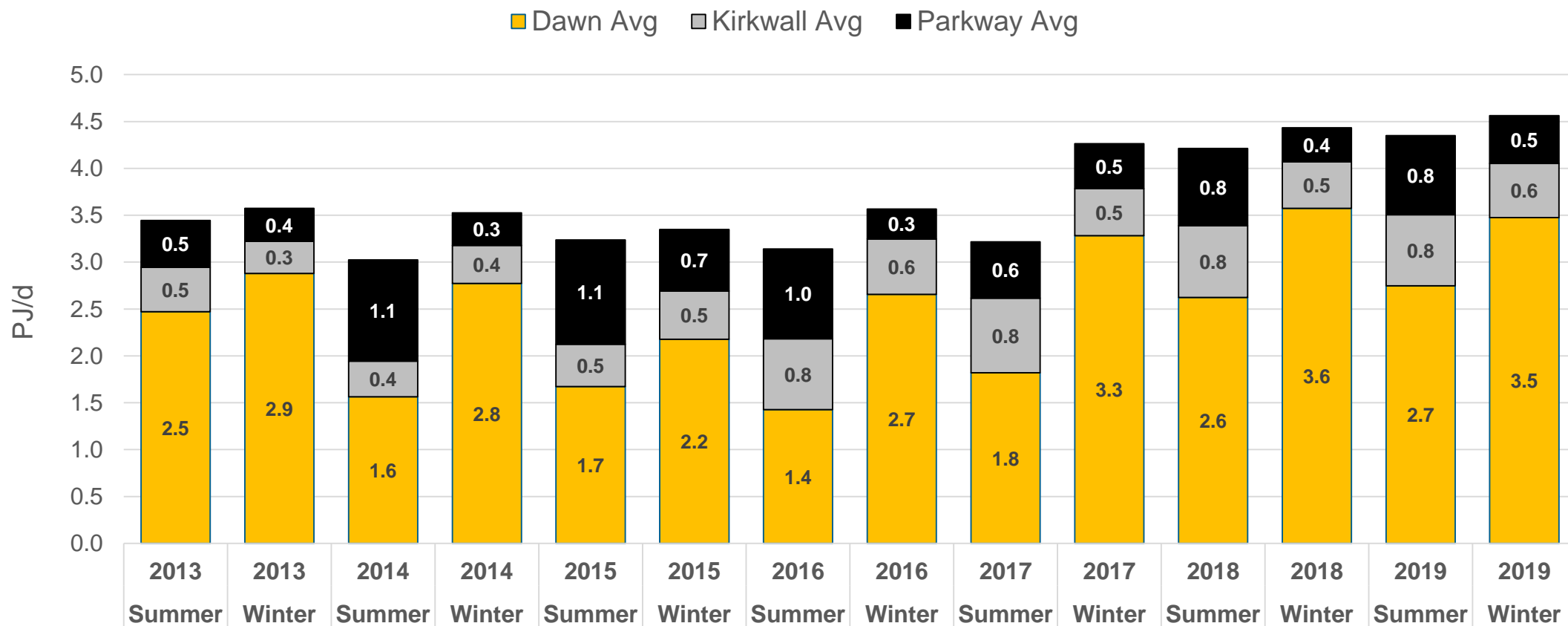
No impacts to storage and transportation services.

# Merged weather



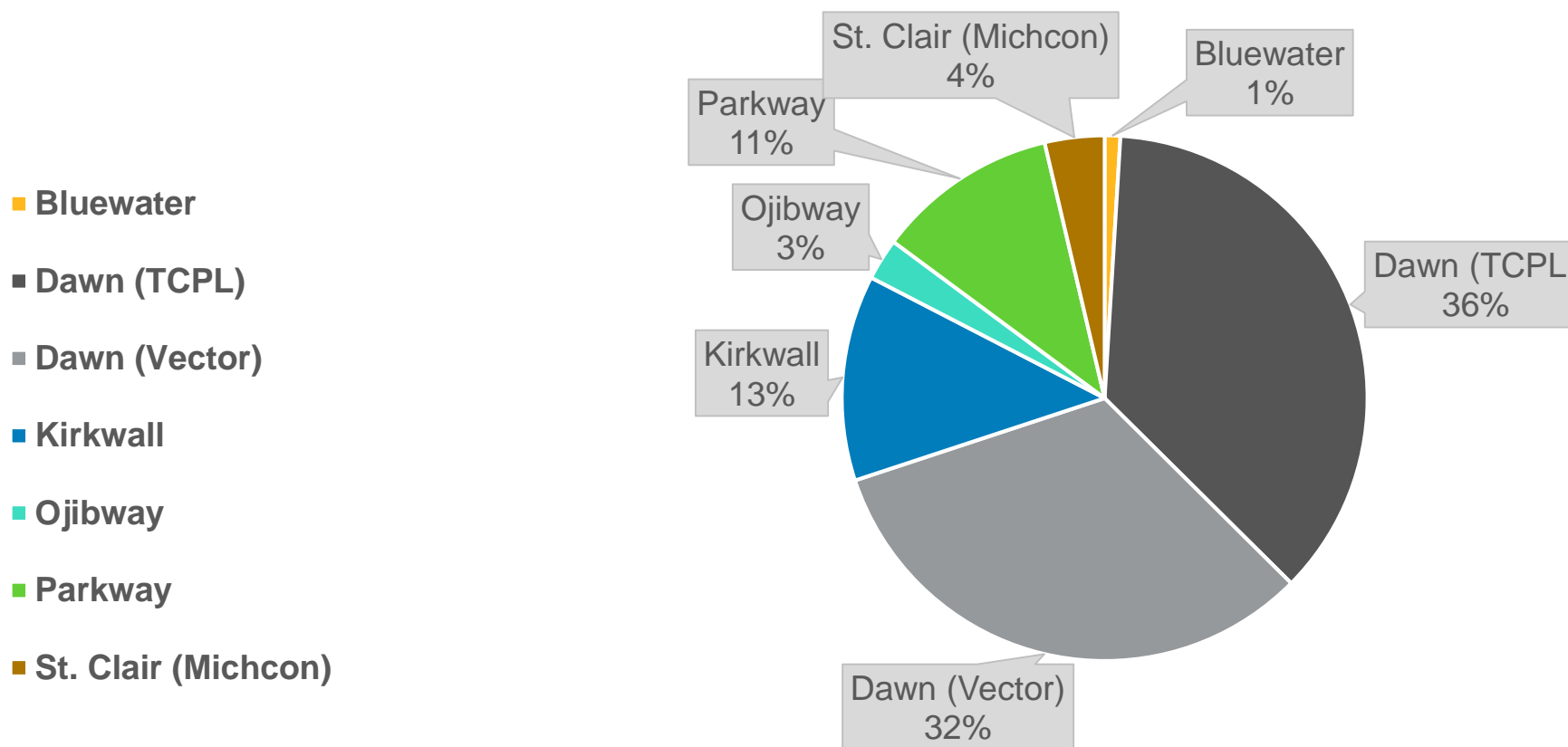
Coldest Day: Dec. 12 @ 31.1 HDD; Biggest Deviation: Nov. 12 @ 14.1 HDD (colder than normal)

# Receipts by season



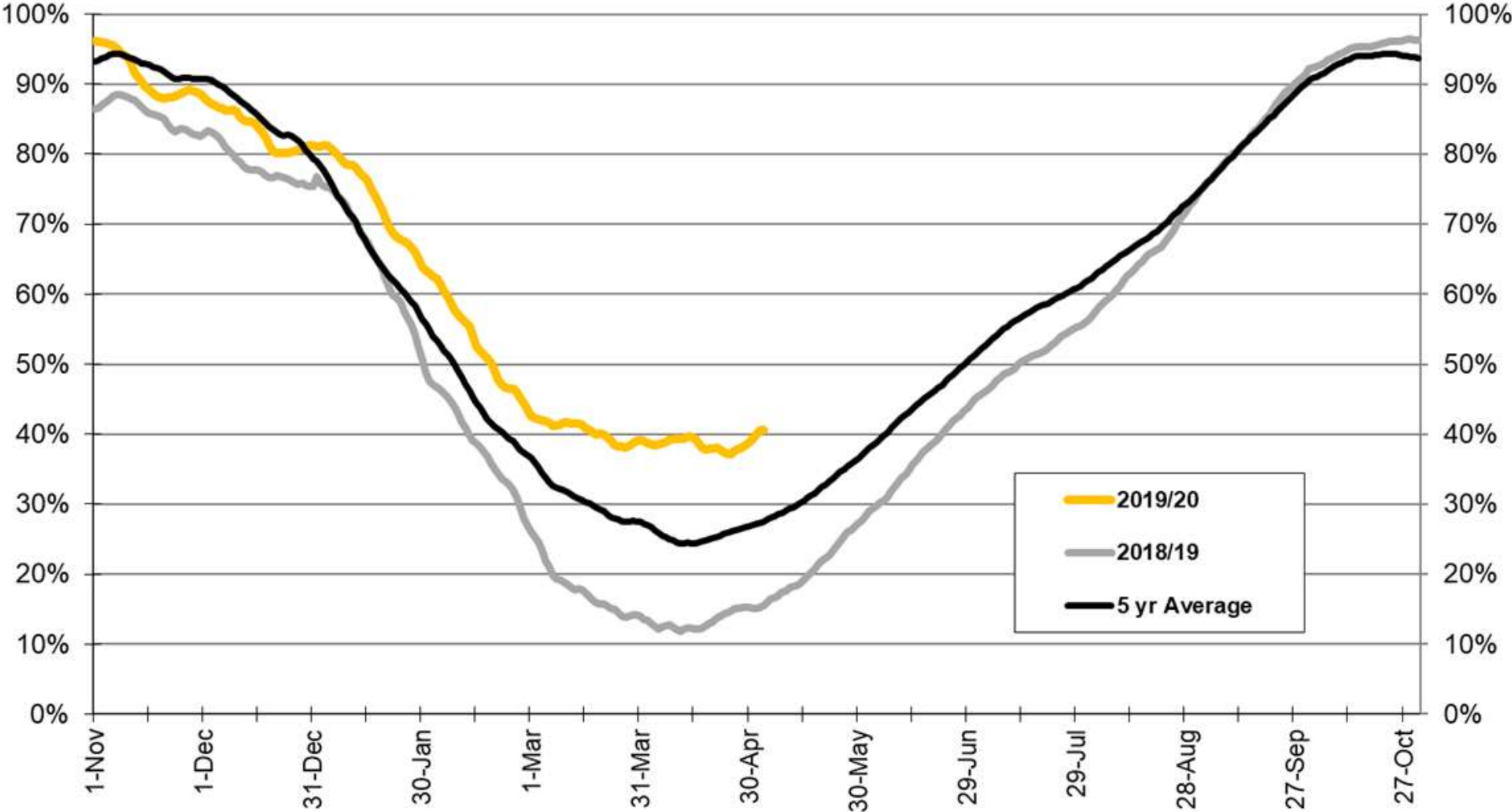
Receipts consistent: Winter 19/20 over Winter 18/19

# Receipts by pipeline supply 2019/2020



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

# Storage



# Sales and integration update

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**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/Chad Time (CCT)

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.

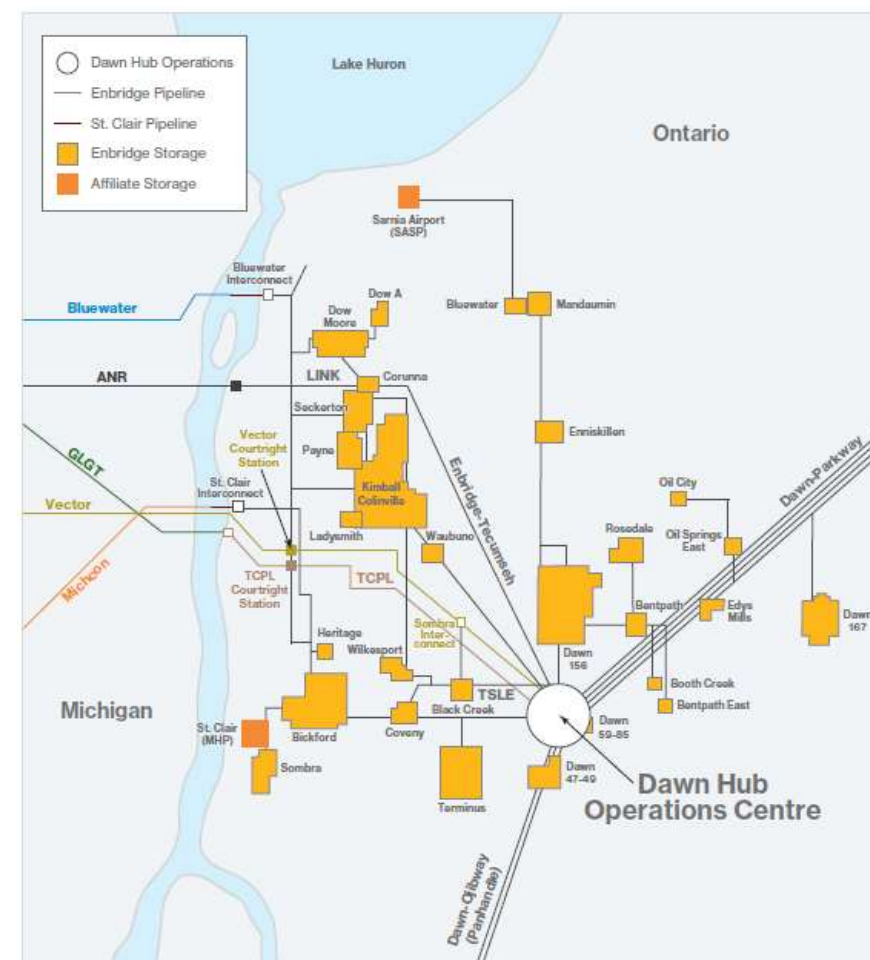


# Growing to meet your needs

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# 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

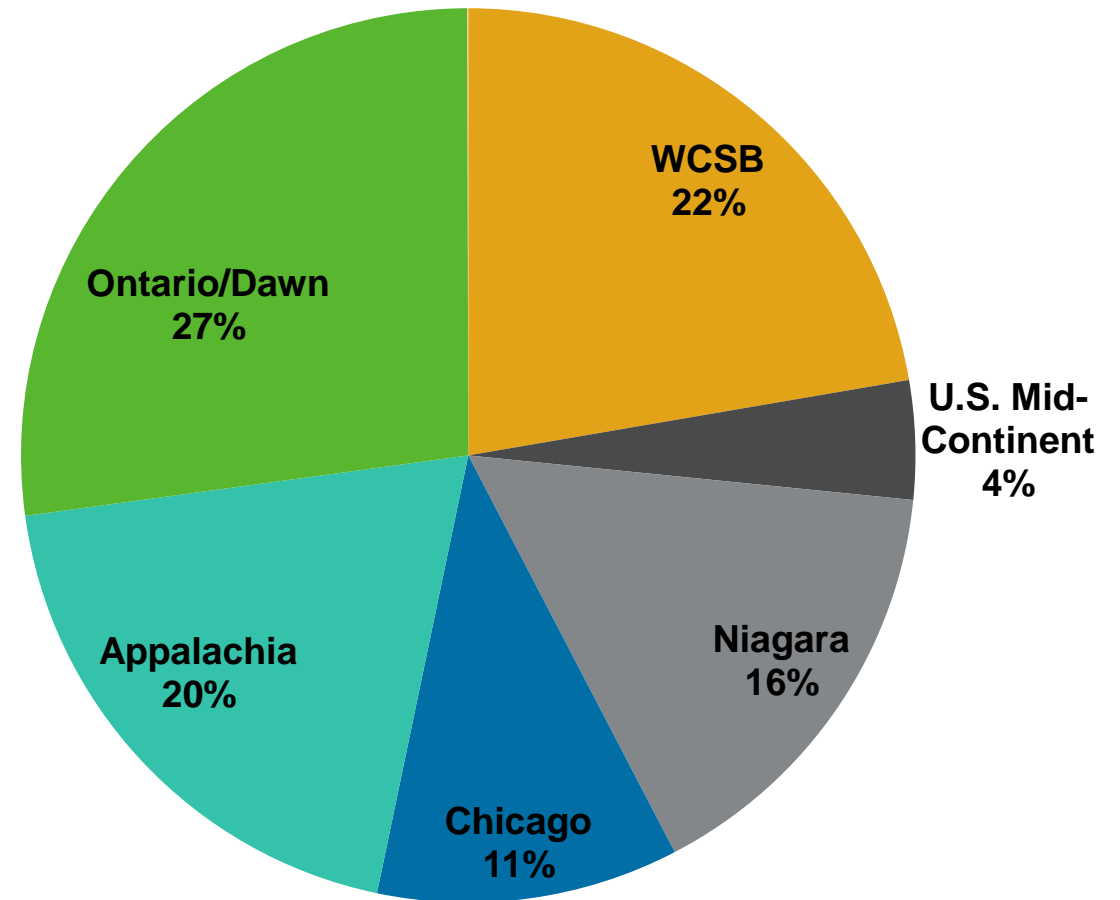
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**Jamie LeBlanc**  
Director, Gas Supply

# 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.