

Enbridge Gas Inc. (formerly Union Gas Limited)  
**CONDITIONS OF SERVICE for Union Rate Zones**

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March 8, 2021

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## Foreword

Enbridge Gas Inc. was formed by the amalgamation of Enbridge Gas Distribution Inc. and Union Gas Limited on January 1, 2019. Enbridge Gas Inc. continues to operate parts of its business as Union Gas in its Union Rate Zones. Enbridge Gas Inc. is a distributor of natural gas in the province of Ontario. We are committed to serving our customers in a safe, reliable and efficient manner. This document has been prepared to explain, in a summary form, the conditions which govern our operations in the Union Rate Zones. It is intended that this communication will help us to better serve our customers.

Except as otherwise noted, the following conditions apply to all gas rates and gas service in the Union Rate Zones, by or with Enbridge Gas Inc. (referred to as “us”, “we” or “Enbridge” throughout this document).

We reserve the right to modify, alter or amend these conditions and to make further and other conditions as experience may suggest and as we may deem necessary or convenient in the conduct of our business. These conditions do not supersede any terms and conditions agreed to in our contracts for gas supply with you.

## Basic Terminology

British Thermal Unit (BTU)	The amount of heat required to raise the temperature of one pound of water 1 degree Fahrenheit at 60 degrees Fahrenheit.
Company	Enbridge Gas Inc.– also referred to as “we”, “us” and “Enbridge” throughout this document. Enbridge has also retained the business name Union Gas, and where appropriate, we may refer to products and services provided by Union Gas.
Cubic Metre	One standard cubic metre of gas is the volume of the gas that occupies one cubic metre at a temperature of 15 degrees Celsius and an absolute pressure of 101.325 kPa. (One standard cubic metre equals 35.494 standard cubic feet).
Curtailment	An unplanned suspension of gas delivery caused by a physical failure or a high risk failure on our pipeline system, or non-delivery of gas into our pipeline system.
Customer	An individual, group of individuals, company or corporation responsible for the receipt and payment of goods and/or services provided by the Company. Referred to as “you” and “your” throughout this document.
Customer Service	Work done for you by our service personnel or authorized agents on behalf of us, including the installation and adjustment to meters and regulators and the associated appliance inspections.
Degree Days	<p>A measure of the coldness of the weather experienced, based on the extent to which the daily mean temperature falls below the reference temperature of 18 degrees Celsius.</p> <p>A heating degree day is the difference between 18 degrees Celsius and the average temperature of the day. For example if the average given temperature on any given day is 10 degrees Celsius, then the number of degree days would be 8 (18-10). If the average temperature for the day is 18 degrees Celsius or higher, then the number of degree days for that day would be zero. As the weather gets colder the number of degree days increases.</p> <p>Enbridge uses degree days as a measure of coldness for comparative purposes. Generally the higher the degree days recorded, the higher the gas used on an account.</p>

Gas	Natural gas or manufactured gas or liquefied petroleum gas or any mixture of these containing not less than 36 megajoules per cubic metre.
Gas Appliance	A device that consumes or is intended to consume a gas and is certified or field approved as acceptable to the provincial authority having jurisdiction.
Gas Sales Contract	A contract between the Company and a customer prescribing rates and conditions for the supply of gas, transportation and storage services to the customer.
Main	The pipe that is used to carry natural gas to a service.
Main Extension	The addition of pipe to an existing main to serve new customers.
Point of Delivery	The point(s) or points at the outlet side of our meter(s) at the location(s) where the gas is delivered to you.
Property Line	The Line that separates the boundary between one property and the next immediately adjacent property whether it is public or private.
Rate Schedule	<p>One of a set of schedules filed with and approved by the Ontario Energy Board describing a category of customer, the rates charged for gas supplied to customers in the category and the particular terms under which gas is supplied to such customers.</p> <p>The rates determined by Enbridge and approved by the Ontario Energy Board that outlines the type of customer and the payment schedules for each of these customer types.</p>
Service Lateral	Piping that conveys gas from a main to your meter.
Service	<p><i>Residential:</i> Customers supplied for residential purposes in a single family dwelling or building, or in an individual flat or apartment within a multiple family dwelling or building or a portion of a building occupied as the home, residence, or sleeping place of one or more persons.</p> <ul style="list-style-type: none"> <li>▪ When service for residential purposes is supplied to two or more families served as a single customer under one rate classification contract that service is considered as commercial but is counted as only one customer.</li> <li>▪ Residential premises also used regularly for professional or business purposes (such as doctor's office in a home or where a small store is integral with the living space), are considered as residential where the residential use of gas is half or more than half of the total service.</li> </ul> <p><i>Commercial:</i> Applies to customers engaged in selling, warehousing or distributing a commodity, in some business</p>

activity or in some other form of economic or social activity (also includes professions).

- The size of the customer's operation or volume of use is not a criterion for determining Commercial service.

*Industrial:* Customers engaged in a process which creates or changes raw or unfinished materials into another form or product, or who change or complete a semi-finished material into a finished form.

- All gas used on premises which qualify under the industrial classification is to be classified as industrial service.
- The size of the customer's operation or volume of use is not a criterion for determining Industrial Service.

#### Union Rate Zones

The geographic areas within which the Company provides Services, other than in its EGD Rate Zone, as set out in section 1.1 of these Conditions of Service, as amended from time to time.

# 1. About our Area and Gas Services

## 1.1 Area Served by Enbridge in its Union Rate Zones

As outlined in these conditions of service, Enbridge has an adequate supply of gas to serve its customers, and has properly installed pipe and piping according to the appropriate legislative requirements. Enbridge supplies gas to 672 communities across Ontario, 565 of which are in its Union Rate Zones. These are considered traditional place names and may not in all cases reflect the current names of these communities.

### APPENDIX A: Communities Served in the Union Rate Zones

## 1.2 Quality of Gas

The gas to be delivered shall be natural gas or its equivalent from our present or future sources of supply, and shall:

- Have a heating value of a minimum 36 megajoules per cubic metre
- Be commercially free from objectionable matter

**NOTE:** *The gas delivered to customers attached to field gathering lines may vary from pipeline quality gas due to local well conditions.*

## 1.3 Gas Distribution Services

Gas distribution services will be made available to all residential, commercial and industrial customers in all communities served by us:

- When we have determined transportation, distribution and/or storage capacity is available, and
- When we determine that the installation of gas piping (and related gas equipment) to serve you is economically feasible

### Applying for more than one type of rate schedule

Customers may have gas distribution services under more than one rate schedule, as follows:

- Provided the customer meets all of the requirements for applicability, which are found in each rate schedule.
- This service may be taken through one meter, provided:
- there is agreement upon a definite volume of gas that you will purchase under each rate
- the volume of gas that falls under distribution charges, and
- the delivery sequence

### Gas Distribution Interruptions

Curtailment, or requests to stop gas use, may be required if the supply of gas is jeopardized, in the following situations:

- If there is an actual or threatened shortage of natural gas beyond our control

- When required because of curtailment or restrictions ordered by an authorized government authority

We assume no liability for any loss of production or for any damage whatsoever due to curtailment or discontinuance or because of the length of advance notice given that directs that curtailment or discontinuance.

## **1.4 Limitations of Liability**

We shall use care and diligence to furnish sufficient gas distribution capacity but we assume no liability for damages or loss resulting from any failure of supply.

It is the customer's responsibility to provide and maintain:

- All pipes and valves to take the gas from the meter
- All equipment used in the burning of gas  
All vents necessary to efficiently take all products of combustion (including unburned gas if any) to the outside air

# **2. Initiation of Service**

## **2.1 Main Extensions**

We will extend our gas main within our franchise area to serve new customers (or potential customers) when:

- Those requirements will not disturb or impair the service to prior users
- We determine the extension of the gas main is economically feasible

When we determine the extension of our facilities is not economically feasible, the applicant(s) will be required to pay a contribution in aid of construction or a surcharge in accordance with Enbridge Distribution New Business Guidelines and Rate Schedules for the Union Rate Zones. We will determine the contribution amount before the extension of such facilities.

## **2.2 Service Lateral Installations**

Service laterals will be installed provided that:

- There is an application for gas.
- The site of the service lateral installation is within our franchise area.
- Adequate distribution facilities are available.
- Any necessary main extension can be justified in accordance with our line extension practice.
- The requested hourly volume is available in accordance with the required supply pressure.
- In our sole discretion, we have an adequate gas supply to provide gas service.

We will designate the location of the service lines, meters and regulators, and will determine the amount of space that must be left unobstructed for the installation.

We do not assume ownership, responsibility or maintenance of piping beyond the outlet side of the meter or regulator set up.

If a customer wants us to install main on property that is not owned by the customer, such as road allowance, municipal or neighbouring property, land rights (in the form of easement) will be required for the installation / maintenance of gas lines (and equipment) from that property owner.

We shall try to restore property to the approximate condition in which it was found before starting our operations. This includes property that is excavated or may be disrupted during laying, constructing, repairing or removing our facilities.

## **2.3 Customer Costs**

Gas service laterals extending from the property line to the meter location will be installed according to our policies and procedures. Customers are charged for these services as follows:

### **Residential Customers**

- Billed for any excess charges beyond 30 metres
- Billed for aid as calculated using Enbridge's test of economic feasibility for service lateral extensions in the Union Rate Zones
- Billed for charges related to the installation of the meter set beyond our approved location

### **Commercial and Industrial Customers**

- Enbridge uses a Distribution Related Economic Analysis Model to cost Commercial and Industrial services. If the service does not meet an economic feasibility benchmark, a customer will be expected to pay aid to construction costs in order to meet our internal economic feasibility benchmark.
- If aid to construction is required, Enbridge will provide the costs to the customer, for approval prior to initiating the installation of the service. When the installation is effected by us, our cost is:
  - Material used at inventory value (including appropriate stores expense).
  - Cost of direct labour on installation (including appropriate payroll burden).
  - Cost of transportation and mobile work equipment.
  - Cost of contract work.

## **2.4 Relocation of Service Laterals**

For service lateral relocations requests, the cost will be based on size and nature of any added gas that is required. Requested relocations for convenience or aesthetics will normally be on a charge basis.

We reserve the right to make changes, extensions, or replacements of service lines.

## **2.5 Customer Piping**

As an applicant for service, a customer shall at their expense, equip premises with all piping and attachments from the meter to the appliances or equipment served. It is the customer's responsibility to maintain the piping and equipment beyond the outlet side of the meter. Such piping and attachments shall be installed and maintained in accordance with the Ontario Regulation 212/01 – Gaseous Fuels, as amended, and other applicable laws and Enbridge requirements.<sup>1</sup>

If we know that the piping and/or appliances or heating equipment are defective, or not in accordance with applicable rules and regulations, ordinances or codes, we will not connect a meter.

We may discontinue gas service at any time that we find defective or unsafe conditions on:

- The piping
- The venting
- The appliances or other gas-fired equipment

## **Notification and Maintenance**

If there is leakage or escape of gas on a customer's premises, the customer is required to immediately notify Enbridge. The emergency number for Enbridge in its Union Rate Zones is 1877-969-0999.

Customers should ensure that their chimney or gas equipment venting system is clean and clear of obstructions.

If injury or damage occurs because of the escape of gas or products of combustion of gas from building piping, venting systems, or appliances on the customer's side of the Point of Delivery, we are not liable, unless the injury or damage can be traced to our negligence.

## **2.6 Meters and Meter Location**

A meter or meters of standard manufacture, that we install (unless otherwise specified) shall measure the gas supplied. We will furnish each customer with a meter of a size and type that will adequately serve the customer's requirements. These meters are our property. We can inspect, remove or replace these as we deem necessary or in accordance with applicable rules, regulations, ordinances or codes.

Non-contiguous customer premises shall be metered and billed separately. Premises are considered non-contiguous when they:

- Are not on the same tract of land
- Are complete and not integrated with or part of other premises
- Are integrated with or part of other premises

Tracts of land separated by public streets, roads, lanes or alleys shall be considered noncontiguous lands.

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<sup>1</sup> For instance, Enbridge has special requirements for multi-unit residential premises with and without sub-metering. An Enbridge Customer Connections representative can provide further information about these requirements upon request.

Residential, Commercial, Industrial meters will be located near a building, taking into consideration the following:

- Safety
- Distribution facilities
- Customer equipment
- Noise
- Structural design
- Landscaping
- Accessibility for meter reading and servicing

Inside locations require the approval of the District Manager or designate.

Anyone who is not an authorized agent of the Company shall not be permitted to connect or disconnect our meters, regulators or gauges, or in any way alter or interfere with our meters, regulators or gauges.

Customers are responsible for protecting all metering and regulating equipment necessary for the supply of gas and for keeping it accessible at all times. Customers will be held liable for any such loss or damage beyond ordinary wear and tear, and if required, shall pay us the cost of necessary repairs or replacements.

We are not responsible for damages caused by the freezing of water pipes, water heaters and hot water systems in your premises unless the damage can be traced to our negligence.

## **2.7 Delivery and Use of Gas**

Our gas delivery and the customer's use of gas constitute a contract subject to these provisions, even if a contract has not been signed.

The place of delivery of all gas purchased under sales service, or redelivery in the case of direct purchase, shall be at the outlet of our meter located at or near the point or points of connection with the customer's facilities. At that point all gas delivered shall become the customer's property. All gas passing through the meter, whether it is used or lost through leaks in pipes, apparatus, or otherwise is the customer's responsibility and the customer shall pay for that gas.

Gas sold to non-contract customers at excess pressure shall be sold by the cubic metre corrected to a base temperature and pressure.

## **2.8 Inspection of New Installations**

All inspections shall conform to the Technical Standards and Safety Act and regulations made under the Act.

An inspection will be made of new installations of supply piping and gas appliances and installations in accordance with Company practice as follows:

- Where premises are connected to a supply of gas for the first time.
- In accordance with the requirements of the Technical Standards and Safety Act and the regulations made under the Act.

If the inspection reveals that repairs or major adjustments are required, the customer will be advised.

## 3. Maintenance of Service

### 3.1 Customer Service Policy Statement

The following services are provided free of charge:

- Emergency response
- Inspections mandated by applicable legislation
- Minor adjustment service to natural gas equipment (i.e. work that can be completed within 30 minutes and does not require any appliance parts, special tools or special equipment). Customers requiring additional appliance service will be advised to contact a third party service provider.

### 3.2 Access to Premises

Our authorized representatives shall have access to a customer's premises at all reasonable times and upon reasonable notice to inspect, read, test, repair, or replace the meter or meters, appliances and equipment used in connection with gas service.

### 3.3 Testing Meters

We will remove and test meters when necessary, or:

- Upon a customer's request
- When required to ensure accordance with legislative requirements.

If there is an unresolved dispute between two parties over meter accuracy, the test process must be initiated through Measurement Canada. This maintains the independence of the dispute process and requires the disputing party, normally the customer, to contact Measurement Canada directly.

Measurement Canada sets legal requirements Enbridge must follow with regard to gas measurement. Enbridge is a fully accredited gas utility with authorization from the federal government to test and seal meters.

If a customer requests a meter accuracy check, and it meets the regulated accuracy requirements during the inspection, we may charge any additional cost for the meter removal and test. This is in addition to the government inspection fee.

### 3.4 Resale Prohibited

Gas shall not be resold or redistributed (pursuant to the definitions of those terms in the *Ontario Energy Board Act*) directly or indirectly by the customer, except:

- Gas purchased under the Company's Rate Schedule M1, M2, Rate 01 and Rate 10 for resale as motor vehicle fuel gas (as that term is defined in Ontario Regulation 805/82), or
- Gas purchased under the Company's Rate Schedules M9 and M10 and Rate 77 by a customer that is itself a distributor of natural gas.

## 4. Customer Care

Section 4 applies to any customer that has not entered into a Gas Sales Contract with Enbridge. For customers that have entered into a Gas Sales Contract with Enbridge, the terms and conditions set out in that contract will supersede the information contained within this section.

### 4.1 Establishing an Account

Whether you are a first time customer of Enbridge or moving from an existing Enbridge account, you need to notify us before taking possession of a new home. You agree to pay for services provided, and are liable for all gas supplied to the premises and for the safe custody of Enbridge property. Accounts are subject to an account opening charge. If you do not set up a new Enbridge account, we will consider the premises vacant and eligible for discontinuance of service. Unpaid balances on previous gas accounts may be listed with a collection agency after a period of approximately 60 days and/or transferred to a current gas account. To open a new account or submit a move request, visit [www.uniongas.com/moving](http://www.uniongas.com/moving). You can also call us at 1-888-774-3111.

### 4.2 Meter Reading

Enbridge reads your meter every other month and will estimate your consumption based on your historical gas usage in between readings; customers must provide access to Enbridge or its agent for meter reading purposes. This includes refraining from placing plants, permanent structures, and other objects within 60 centimeters (24 inches) around the gas meter that may be accidentally damaged by meter readers or technicians trying to access the meter. Enbridge representatives will attempt to use the shortest access route from a path or driveway to access the Enbridge meter. During winter weather, where the Enbridge representative is not aware of what may lie beneath the snow, Enbridge cannot guarantee that plants and other objects may not be walked upon. If Enbridge representative is unable to read the meter, a bill will be issued based on an estimated reading. If Enbridge has been unable to read a meter during normal working hours, arrangements will be made to obtain a reading at the customer's convenience.

You can also submit your own meter reading at <https://myaccount.uniongas.com/submitMeterRead.aspx> or, alternatively, you can call us at 1-888-774-3111.

### 4.3 Billings for Accounts

#### Consolidated Billing

Depending on rate zone customers may combine several meters onto one gas bill if the meters are located on contiguous tracts of land not divided by a public right-of-way.

#### Master Summary Billing

Master Summary Billing summarizes the invoices associated with multiple accounts on one Master Account. Customers choosing this option receive no more than four Master bills per month, depending on the number and location of meters included in their various individual accounts.

### Billing History

Through the online account management system, MyAccount, customers can view and download up to 24 months of billing and payment history. Please note that Enbridge does not retain copies of bills beyond 24 months. Customers may also request a printed copy of this billing history or duplicate bills for a fee of \$15.

## **4.4 Bill Issuance and Payment**

The Ontario Energy Board regulates and approves Enbridge charges. Enbridge charges you the following on a monthly basis, as applicable, in its Union Rate Zones:

- **Customer Charge**

All customers pay this recurring monthly amount that covers meter readings, equipment maintenance and 24/7 emergency response. This charge is billed monthly whether or not you consume gas during the month and is approved by the Ontario Energy Board.

- **Transportation to Enbridge**

The cost of transporting natural gas from where it was produced into our distribution systems in Ontario. You can choose to buy transportation services from Enbridge or a marketer. If you purchase from a gas marketer, the price you pay for the Transportation to Enbridge charge depends on the contract terms with your marketer. This charge is billed based on the amount of natural gas consumed.

- **Delivery to You**

The cost to safely and reliably deliver natural gas through Enbridge's distribution system to your premises and billed based on the amount of natural gas consumed. This charge is on a descending scale: the more gas consumed, the lower the charges per cubic meter (m<sup>3</sup>).

- **Gas Supply**

The cost of the natural gas itself. You can choose to buy natural gas from Enbridge or a marketer (in which case the price you pay for the Gas Supply Charge depends on the contract terms with your marketer). This charge is billed based on the amount of natural gas consumed.

- **Federal Carbon Charge**

Pursuant to the *Greenhouse Gas Pollution Pricing Act* (GGPPA), gas distributors are required to pay to the federal government a fixed carbon charge for use and deliveries of natural gas to customers. This charge is billed based on the amount of natural gas consumed by customers other than industrial emitters who are registered under the GGPPA Output-Based Pricing System (OBPS). For any fixed carbon and OBPS charges that Enbridge must pay to the federal

government for its transmission and storage facilities, these charges are included in the “Delivery to You” item on the bill.

There are other charges that may appear on your bill from time to time based on events that occur with your account. These include:

- **New Account Charge**  
When customers open a new account they pay a one-time fee. It covers the cost of your account and meter setup, providing your home with reliable natural gas. The amount of the monthly charge is approved by the Ontario Energy Board.
- **Late Payment Charge**  
Enbridge charges are to be paid by the late payment effective date, which is considered to be twenty days after the Bill Date, or within such other time period as set out in the Service Contract. A late payment charge will be applied on any amount not received by the Due Date, which is the twentieth (20th) day following the Bill Date. Interest will be charged at the rate of 1.50% per month (effective annual rate 19.56% per annum or 0.04896% compounded daily) until receipt of all of the unpaid Enbridge charges, including all applicable federal and provincial taxes.
- **Adjustments**  
Your bill may show adjustments to charges from time to time when there is a correction made on your account.

For more information on the charges that appear on your bill, visit the “Understanding Your Bill” section on our website [www.uniongas.com](http://www.uniongas.com).

#### 4.5 Charges from Other Companies

Enbridge provides a billing service to other companies to include their charges on the Enbridge bill. If you have purchased a product or service from a participating company, the charges would appear in the section called “Charges From Other Companies” on your Enbridge bill. These companies are not owned by or affiliated with Enbridge. Enbridge does not recommend, endorse or guarantee the products or services offered by such companies. If you have a question about their products or services, contact them directly. Their contact information is located on your bill.

You can learn more about their charges by logging in to your online profile at [myaccount.uniongas.com](http://myaccount.uniongas.com).

This billing service helps make paying bills more convenient for you. You receive one bill and make one monthly payment to Enbridge. This service also helps to lower rates by sharing costs with the billers.

#### 4.6 Billing Options

- **eBill**

Enbridge offers customers an environmentally friendly and secure bill delivery option in the form of an electronic bill. In addition, customers receiving an eBill have the option to receive a PDF copy of their bill attached to their email. New gas customers will be automatically enrolled in eBill unless they request otherwise. You can view and store up to 24 months of bills electronically through this service. You can sign up or learn more at [www.uniongas.com/residential/manage-your-account/paperless-billing](http://www.uniongas.com/residential/manage-your-account/paperless-billing) website.

- **Equal Monthly Payment Plan**

The Enbridge Equal Monthly Payment Plan (EMPP) is available to all residential gas heating customers and provides the convenience of paying equal amounts throughout the year to avoid higher bills in winter months. Using your prior year's gas usage, Enbridge forecasts the amount of gas you will use and applies the current gas price to determine your monthly EMPP instalment. Equal Monthly Payment Plans are reviewed and reconciled and each year your EMPP is "trued up" and your account is credited or billed for any difference between the EMPP instalments that you have paid and the gas you've used. Your new plan starts up automatically. You can cancel your enrollment in EMPP at any time and return to regular billing.

**Customers are encouraged to monitor their Equal Monthly Payment Plan details (actual gas charges billed to date versus installments billed to date) and may request a review at any time. You can monitor your EMPP details online by logging in to your online profile at [myaccount.uniongas.com](http://myaccount.uniongas.com).**

To learn more and sign up visit [www.uniongas.com/residential/manage-your-account/billing/equal-billing-plan](http://www.uniongas.com/residential/manage-your-account/billing/equal-billing-plan).

## **4.7 Payment Options**

- **Automatic Payment Plan**

Enbridge also offers an Automatic Payment Plan. Signing up for the A Payment Plan will allow your amount due to be automatically withdrawn from your bank account on the late payment effective date.

- **Online Banking**

Online or in person at a financial institution (to avoid the late payment charge, please allow 7 days for your payment to reach our office).

- **Credit Card**

Subject to any convenience or other fees payable to the third party credit card service provider, you may use a valid credit card (that is accepted by the credit card service provider) to make a payment.

- **Standard Mail (Cheque or Money Order)**

You can send a cheque or money order (no cash please), along with the bottom tear-off portion of your bill, to:

ENBRIDGE GAS (UNION GAS)  
PO Box 4001 STN A  
Toronto ON M5W 0G2

#### **4.8 Allocation of Payments between Gas and Non-gas Charges**

Payments are applied to your Enbridge bill charges based upon the oldest billed amounts being paid first. In the event that payment is insufficient to cover all charges invoiced in a month, payments will be allocated to gas charges first. Any charges that remain outstanding past the late payment effective date will incur a late payment charge as mentioned in the “Bill Issuance and Payment” section.

#### **4.9 Correction of Billing Errors**

When a customer has been billed incorrectly, retroactive billing is required. Retroactive billing ensures that all charges not previously included on the Enbridge bill or previously billed incorrectly on the Enbridge bill are billed correctly to the customer. Retroactive billing can be the result of either a customer error or an Enbridge error.

Where billing errors, either through Enbridge or customer error, have resulted in either under or overbilling, the customer may be charged or credited with the amount erroneously billed for a period not exceeding two years.

If you have been under-billed, Enbridge will work with you to determine a suitable payment arrangement.

#### **4.10 Discontinuance of Gas Delivery – Customer Initiated**

A customer will continue to be bound by these Conditions of Service and will be obliged to pay for all gas supplied and/or delivered to the premises along with all other charges on the Enbridge bill including late payment charges until Enbridge has terminated the supply of gas following the acceptance of a request for termination from the customer. Disconnection charges may apply.

To inquire about a temporary disconnection contact us at 1-888-774-3111.

#### **4.11 Disconnection for Non-payment**

If, for any reason, you are unable to make full payment you are encouraged to create a payment arrangement online by visiting [myaccount.uniongas.com](https://myaccount.uniongas.com) and navigating to the Bills & Payments tab, Customers can also call us at 1-888-774-3111.

If the bill is not paid in full and you have not contacted Enbridge to make payment arrangements, under the *Public Utilities Act*, Enbridge has the right to discontinue gas

service. Prior to discontinuance of gas service Enbridge will provide a minimum 48 hours' notice in writing to advise when the disconnection will occur. The written notice includes the dates between which the gas service can be disconnected and payment options for avoiding disconnection. An attempt to call you to discuss your gas account will also be made at this time.

If you are seeking payment assistance through a registered charity, government agency, social service agency or a third party please see Section 4.14 below for information on financial support and customer service rules available for Enbridge's eligible low-income customers.

If a rented property will have the service discontinued for any reason, notice of a pending disconnection may be provided by Enbridge to the Landlord of the premises.

If your meter has been turned off for non-payment, when payment in full is received by Enbridge (e.g. security deposit or any other charges), Enbridge will reconnect your gas meter within 2 business days.

#### **4.12 Emergency or Safety Related Discontinuance**

In addition to service interruption for maintenance and force majeure events, Enbridge may discontinue gas supply and/or delivery to any customer for any of the following reasons:

- for use of gas for any purpose other than that described in the service application, gas supply contract, or rate schedule;
- if Enbridge is refused access for any lawful purposes to the premises to which gas is supplied and/or delivered;
- when Enbridge property on a customer's premises is in any manner tampered with, damaged, or destroyed;
- when Enbridge has reason to believe that an unsafe condition exists on the premises or may develop from a continuation of gas supply and/or delivery;
- when a gas installation contravenes the provisions of the *Technical Standards and Safety Act*, associated regulations, or any other applicable enactment; or when there is evidence of gas theft.

Discontinuance of gas supply and/or delivery for any of the reasons set out in paragraph 4.12 shall result in a disconnection charge payable by the Customer. For safety reasons, gas service cannot be reinstated until this inspection is completed by one of our qualified technicians.

#### 4.13 Security Deposits

Security deposits are collected to secure payment for future charges in the event of a customer not paying their bill. To protect against losses, Enbridge reserves the right to request a security deposit from its customers as a condition of supplying gas service, in accordance with the following terms:

- A security deposit will not be required for a customer that has a fair, good or excellent payment status with Enbridge or for new customers. A security deposit may be required for a customer who has a poor credit rating or payment history with Enbridge or in the case of meter tampering;
- The requirement for a security deposit may also be waived in the following circumstances:
  - Where the customer has not been a customer of Enbridge over the previous 24 months and enrolls in Enbridge's Pre-Authorized Payment Plan or Equal Monthly Payment Plan;
  - Where the customer has not been a customer of Enbridge over the previous 24 months and provides a letter from another gas or electric utility in Canada confirming good payment history with that utility for a period of 1 year (provided some of the year took place within the previous 24 months);
  - A customer may provide a credit check satisfactory to Enbridge at the customer's expense; or
  - A customer is an eligible low-income customer.
- Any required security deposits are applied directly to the customer's gas account and all bill payment options are acceptable forms of payment for the security deposit.
- The maximum security deposit required for a residential customer is equal to Enbridge's estimate of your average monthly bill multiplied by 2.5;
- If meter tampering is found on a disconnected meter, the customer may be assessed a new deposit and payment required before gas service is restored (and after safety criteria is met pertaining to the tampering process);
- Security deposits can be assessed and billed when a customer moves in or at time of reconnection (after disconnection for non-payment);
- The security deposit (plus interest) will be automatically refunded to the customer's account if the customer's payment status is excellent or good for a period of 1 year (residential) or 3 years (non-residential);
- Failure to pay a security deposit may result in refusal of new service or disconnection of existing service.

#### 4.14 Arrears Management Programs

Enbridge has different arrears management programs available to customers who are unable to pay their entire bill. Enbridge works with customers depending on their individual circumstances to come up with a mutually agreeable payment arrangement. Customers requiring assistance are encouraged to create a payment arrangement online by visiting [myaccount.uniongas.com](https://myaccount.uniongas.com) and

navigating to the Bills & Payments tab and selecting Payment Arrangements, Customers can also call us at 1-888-774-3111.

Customers who miss making a payment as part of their payment arrangement will be contacted by the use of electronic mail, a text message, a phone call, or sent a letter giving notice of the missed payment and the date on which their current arrangement will be cancelled.

In the event that you are an eligible low-income customer having difficulty paying your bill, emergency financial assistance is also available. Please see Section 4.14 below for information on financial support available for Enbridge's eligible low-income customers.

#### **4.15 Low-Income Customer Services Policies Program**

The Low-Income Energy Assistance Program (LEAP) developed by the Ontario Energy Board is a year- round program to assist eligible low-income customers with their bill payments and natural gas costs. It consists of three elements: (i) emergency financial assistance, (ii) customer service rules, and (iii) targeted conservation and demand management programs. The LEAP Emergency Financial Assistance program and the customer service rules are described below. For more information on the LEAP Emergency Financial Assistance program please visit [www.uniongas.com/aboutus/community/energy-assistance-program](http://www.uniongas.com/aboutus/community/energy-assistance-program). For more information on the LEAP targeted conservation and demand management programs please visit [www.uniongas.com/weatherization](http://www.uniongas.com/weatherization).

The following definitions are relevant to the LEAP:

- An “eligible low-income customer” means a residential customer who has a pretax household income at or below the most recent pre-tax Low Income Cut-Off, according to Statistics Canada, plus 15%, taking into account family size and community size, as qualified by a Social Service Agency or Government Agency; or has been qualified for Emergency Financial Assistance.
- “Emergency Financial Assistance” means any Board-approved emergency financial assistance, or other financial assistance made available by a distributor, to eligible low- income customers.
- A “Social Service Agency or Government Agency” means a social service agency or government agency that has partnered with Enbridge to assess eligibility for Emergency Financial Assistance, the customer service rules or the targeted conservation and demand management programs.
- For the purposes of the low-income customer service policies, if a customer is qualified as an eligible low-income customer, the customer's Enbridge gas account will reflect their low-income status for two years from the date Enbridge was notified the customer was qualified.

If you are an eligible low-income customer, there are service-related standards and practices that are available to you pertaining to security deposits and arrears management:

- LEAP Emergency Financial Assistance (defined above) provides financial assistance to families in need. Customers who are working with a Social Service Agency or Government Agency will be given 21 days to secure Emergency Financial Assistance before additional collection action will be taken for nonpayment.
- Eligible low-income customers that enter into a payment agreement will have the late payment charges waived on the payment arrangement balance. In the event that an eligible low-income customer defaults on an arrears payment agreement, then the option to have late payment charges waived with any future arrears payment agreement will no longer be automatically available. Disconnection of gas service is always a last resort.

To determine if you qualify for LEAP, please contact:

United Way Simcoe Muskoka  
1-855-487-LEAP (5327)

If you qualify, United Way Simcoe Muskoka will refer to you a local Social Service Agency or Government Agency who will book an appointment with you to complete the required application and provide your supporting documentation.

#### **4.16 Management of Customer Accounts**

Enbridge is committed to providing excellent service and to ensuring that relationships with customers are conducted with integrity and in a responsible, fair, honest and ethical manner. Consistent with these objectives Enbridge maintains high standards of confidentiality with respect to the personal information in its possession. We collect information (including personal information) about our customers from our customers directly and from other sources (for example, credit bureaus for the purposes identified in our privacy policy (available at [www.uniongas.com/privacy](http://www.uniongas.com/privacy) including to:

- establish and confirm identity (for example, name, address, phone number, date of birth, Driver's License, etc.);
- set up an account for gas purchase and delivery; and
- confirm credit history.

Any personal information related to a customer's account will only be shared with the party named on the account or any third party designated by the customer or as otherwise set out in our privacy policy. To provide consent for another person or a third

party to discuss your account details with Enbridge, you must contact our Enbridge Call Centre at 1-888-774-3111 to advise us of your permission to discuss your account with these parties.

In addition, if a rented property will have the service discontinued for any reason, notice of a pending disconnection may be provided by Enbridge to the Landlord of the premises. To ensure that Enbridge can identify its customers and ensure that it is dealing with the correct person when a customer contacts Enbridge, you will be required to correctly answer confirmatory questions and, where necessary, update the information associated with your Enbridge account.

## **4.17 Customer Complaint Policy**

### **Step 1: Call Enbridge**

Call the Enbridge Customer Contact Centre at 1-888-774-3111, Monday through Friday between 8:00 a.m. and 6:00 p.m. All Enbridge representatives are trained to help answer your questions.

You may also send us an email at [uniongas.com/residential/contactus](mailto:uniongas.com/residential/contactus)

### **Step 2: Escalating your Concern**

If you have a problem or concern that has not been satisfactorily resolved by our representatives, you may ask to further escalate your concern. Please be advised that you will be required to leave your name and a phone number where you can be contacted. An Enbridge representative will return your call within 2 business days.

### **Step 3: Submit your Complaint in Writing**

Enbridge will respond to all written customer complaints in writing (unless otherwise agreed to by the customer) within 10 calendar days through email: [customerrelations@uniongas.com](mailto:customerrelations@uniongas.com)

Written complaints can be mailed to:

Enbridge Gas Inc. (formerly Union Gas) P.O. Box 2001  
50 Keil Drive North  
Chatham, Ontario  
N7M 5M1

For further information on our written complaints policy, please visit [Customer Complaint Policy](#). If your problem has not been resolved to your satisfaction, you can contact the [Ontario Energy Board](#).

## Appendix A: Communities Served in Union Rate Zones

Aberfoyle	Bayham Twp	Burgessville
Acton	Beachville	Burks Falls
Adelaide Twp	Beardmore	Burlington
Ailsa Craig	Belleville	Cache Bay
Alberton	Bentinck Twp	Caledonia
Aldborough Twp	Berwick	Callander
Alma	Bewdley	Calstock
Alvinston	Blandford-Blen Twp	Cambridge
Amabel Twp	Blenheim	Camden Twp
Amherstburg	Blezard Valley	Camlachie
Amherstview	Blind River	Campbellville
Ancaster	Bloomfield	Canboro
Appin	Bloomington	Canborough Twp
Arkona	Blue Mountains	Canfield
Arran Twp	Blyth	Cannifton
Artemesia Twp	Bosanquet Twp	Capreol
Arthur	Bothwell	Caradoc Twp
Arthur Twp	Bracebridge	Cardinal
Astra		Carlisle
Atherley	Branchton	Carrick Twp
Atikokan	Brant Twp	Castleton
Atwood	Brantford	Cathcart
Awrey Twp	Brantford Twp	Cayuga
Ayr	Breslau	Cayuga N Twp
Azilda	Brigden	Cayuga S Twp
Baden	Brighton	Cedar Springs
Balmertown	Brights Grove	Centralia
Baltimore	Brooke Twp	Centreton
Banshard Twp	Brookville	Chaput Hughes
Barwick	Bruce Mines	Charing Cross
Batawa	Brussels	Charlottetown Twp
Bath	Burford	Chatham
Bayfield	Burford Twp	Chatham Twp

Chatsworth  
Chelmsford  
Chesterville  
Clifford  
Clinton  
Cobalt  
Cobourg  
Cochenour  
Cochrane  
Colborne  
Colborne Twp  
Colchester N Twp  
Colchester S Twp  
Collingwood Twp  
Conestogo  
Coniston  
Copetown  
Copper Cliff  
Corbyville  
Cornwall  
Corunna  
Courtland  
Courtright  
Crediton  
Crysler  
Culross Twp  
Cumberland Beach  
Dashwood  
Dawn Twp  
Delaware Twp  
Delhi  
Derby Twp  
Dereham Twp  
Desbarats  
Deseronto

Dorchester  
Dorchster N Twp  
Dover Centre  
Dover Twp  
Dowling  
Downie Twp  
Drayton  
Dresden  
Dryden  
Duart  
Dumfries N Twp  
Dumfries S Twp  
Dundas  
DunnTwp  
Dunnville  
Dunwich Twp  
Durham  
Dutton  
Ear Falls  
Earlton  
East Wawanosh Twp  
Easthope N Twp  
Easthope S Twp  
Echo Bay  
Eden  
Egmondville  
Egremont Twp  
Ekfrid Twp  
Elginburg  
Ellice Twp  
Elliot Lake  
Elma Twp  
Elmira  
Elora  
Emo

Enniskillen Twp  
Eramosa Twp  
Erie Beach  
Erieau  
Espanola  
Essex  
Euphemia Twp  
Exeter  
Falconbridge  
Fauquier  
Fergus  
Finch  
Fisherville  
Flamborough  
Flamborough W Twp  
Flesherton  
Floradale  
Florence  
Forest  
Fort Frances  
Foxboro  
Frankford  
Freelton  
Fullarton Twp  
Gananoque  
Garafraxa W Twp  
Garden River  
Garson  
Georgetown  
Geraldton  
Glanbrook Twp  
Glen Williams  
Glencoe  
Glenelg Twp  
Goderich

Devlin

Englehart

Goderich Twp



Gosfield S Twp	Huntsville	Lasalle
Gowanstown	Hurkett	Leamington
Grafton	Huron Park	Levack
Grand Bend	Ignace	Linwood
Gravenhurst	Ingersoll	Listowel
Greensville	Ingleside	Lively
Grey Twp	Inkerman	Lobo Twp
Guelph	Innerkip	Logan Twp
Guelph Twp	Inwood	Londesborough
Hagersville	Iron Bridge	London
Haileybury	Iroquois	London Twp
Hallebourg	Iroquois Falls	Long Sault
Halton Hills	Jarvis	Longford Mills
Hamilton	Jerseyville	Longlac
Hanmer	Joyceville	Lowbanks
Hanover	Kakabeka Falls	Lowville
Harrisburg	Kapuskasing	Lucan
Harriston Harrow	Keewatin	Lynden
Harty	Kenora	Lynedoch
Harwich Twp	Kent Bridge	Madoc
Hawkesville	Keppel Twp	Maitland
Hay Twp	Kettle and Stony Point	Mannheim
Hearst	Kilbride	Markdale
Heidelberg	Kilsyth	Markstay
Hensall	Kilworth	Marmora
Hepworth	Kilworth Heights	Maryborough Twp
Hibbert Twp	Kingston	Maryhill
Highgate	Kingsville	Matheson
Hillier	Kirkland Lake	Mattawa
Holland Twp	Kitchener	Mattice
Holtyre	Komoka	Maynard
Hornell Heights	La Salette	McGillivray Twp
Howard Twp	Lakeport	McKillop Twp
Howick Twp	Lakeshore	Meaford
Hullett Twp	Lambton Shores	Merlin

Langton

Metcalf Twp



Middleport	Newburgh	Palmerston
Middleton Twp	Newbury	Paris
Mildmay	Nichol Twp	Parkhill
Millgrove	Nipigon	Parry Sound
Milton	Nissouri W Twp	Peacock Point
Milverton	Norfolk Twp	Peel Twp
Minto Twp	Normanby Twp	Petersburg
Mississauga	North Bay	Petrolia
Mitchell	North Buxton	Picton
Mitchell's Bay	North Cobalt	Pilkington Twp
Monteith	Norval	Pinewood
Moonbeam	Norwich	Plainfield
Moore Twp	Norwich N Twp	Plattsville
Mooretown	Norwich S Twp	Plympton Twp
Moraviantown	Norwich Twp	Point Edward
Morewood	Novar	Porcupine
Morpeth	Oakland	Porquis Junction
Morris Twp	Oakland Twp	Port Dover
Morrisburg	Oakville	Port Elgin
Morrison	Odessa	Port Hope
Mosa Twp	Oil City	Port Lambton
Moulton Twp	Oil Springs	Port Rowan
Mount Brydges	Oliver Paipoonge	Port Ryerse
Mount Elgin	Onaping	Port Stanley
Mount Forest	Oneida Twp	Port Sydney
Mount Hope	Onondaga Twp	Powassan
Mount Pleasant	Opasatika	Prescott
Murillo	Orford Twp	Prince Twp
Nairn Centre	Orillia	Princeton
Nanticoke	Orkney	Puslinch Twp
Napanee	Orland	Quinte West
Naughton	Orrville	Rainham Twp
Neebing	Otterville	Rainy River
New Dundee	Owen Sound	Raleigh Twp
New Hamburg	Oxford Southwest Twp	Rama

New Liskeard

Paincourt

Ramore



Red Lake	St Andrews West	Tilbury E Twp
Red Rock	St Clements	Tillsonburg
Ridgetown	St George	Timmins
Rockwood	St Jacobs	Townsend
Rodney	St Marys	Townsend Twp
Romney Twp	St Thomas	Trenton
Rondeau Park	St Vincent Twp	Trout Creek
Roseville	St Williams	Tuckersmith Twp
Rostock	Stanley Twp	Tupperville
Rothsay	Stephen Twp	Turnberry Twp
Rutherglen	Stirling	Tweed
Salem	Stockdale	Usborne Twp
Sarawak Twp	Stoney Creek	Val Caron
Sarnia	Stratford	Val Gagne
Sauble Beach	Strathroy	Val Rita
Saugeen Twp	Stratton	Val Therese
Sault Ste. Marie	Sturgeon Falls	Vanastra
Schumacher	Sudbury	Vermilion Bay
Scotland	Sullivan Twp	Verner
Seaforth	Sundridge	Vickers Heights
Sebringville	Swastika	Village of York
Selby	Sydenham Twp	Vittoria
Selkirk	Tara	Wahnapiatae
Seneca Twp	Tavistock	Walkerton
Shallow Lake	Tecumseh	Wallace Twp
Shanty Bay	Teeswater	Wallaceburg
Sherbrooke Twp	Teeterville	Wallenstein
Shrewsbury	Temagami	Walpole Island
Shuniah Twp	Thamesford Thamesville	Walpole Twp
South Mountain	Thedford	Walsingham
South Porcupine	Thessalon	Walsingham N Twp
South River	Thornbury	Walsingham S Twp
Southampton	Thorne	Wardsville
Southwold Twp	Thunder Bay	Warren
Springford	Tilbury	Wartburg

St Agatha

Warwick Twp

Waterdown  
Waterford  
Waterloo  
Watford  
Wellesley  
Wellesley Twp  
Wellington  
West Lorne  
West Montrose  
Westbrook  
Westlake  
Westminster Town  
Wheatley

Whitefish  
Wiarton  
Wilkesport  
Williams E Twp  
Williams W Twp  
Williamsburg  
Wilmot Twp  
Winchester  
Windham Twp  
Windsor  
Wingham  
Winterborne  
Woodhouse Twp

Woodlawn  
Woodslee  
Woodstock  
Wooler  
Woolwich Twp  
Wyoming  
Yarmouth Twp  
Zone Twp  
Zorra Twp  
Zorra-Tavistock East  
Zurich