Your Rights & Obligations

as an Enbridge Gas Ohio Customer

2026

ENBRIDGE®

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This pamphlet highlights questions you may have about Enbridge Gas Ohio's meter reading, billing, credit, shutoff and dispute practices, as well as installation procedures, and pipeline safety and responsibility.

Contact information:

Enbridge Gas Ohio: 1-800-362-7557 Customer Service Center hours: 7 a.m. to 7 p.m. Monday through Friday

Gas emergencies: 1-877-542-2630 emergency number staffed 24 hours a day, 7 days a week

Hearing or speech-impaired customers: Customers with a Telecommunications Device for the Deaf can dial 711

Introduction

As an Enbridge Gas Ohio customer, you have many important rights and obligations to ensure fair dealings between you and the Company. These rights and obligations are afforded to you by the Ohio Minimum Customer Service Levels contained within Chapter 4901:1-13 of the Ohio Administrative Code. You may obtain a copy of the standards by calling the Public Utilities Commission of Ohio (PUCO) toll-free at 1-800-686-7826 or for the hearing impaired call 711, from 8 a.m. to 5 p.m. weekdays or visiting puco.ohio.gov website.

You, the customer, have the responsibility to know your rights and obligations as they relate to your gas service. These rights and obligations include:

- Your right to a clear and concise bill.
- Your right to check your Enbridge Gas Ohio bill for accuracy.
- Your right to fair credit and deposit practices.
- Your right to question or disagree with Enbridge Gas Ohio.
- Your right to receive Enbridge Gas Ohio service if you meet your obligations.
- Your right to be present at meter tests performed at your request.
- Your obligation to pay your bill by the due date.
- Your obligation to provide access to the gas piping leading up to, and including, the gas metering equipment.

Enbridge Gas Ohio's rights and obligations include:

- Our obligation to honor all rights of the customer.
- Our obligation to protect customer privacy rights, except as required by law.
- Our obligation to provide natural gas service in a safe and reliable manner.
- Our obligation to respond to emergency situations related to or involving natural gas.
- Our obligation to offer billing and customer service help.
- Our right to disconnect gas service that is used in an unsafe or fraudulent manner.
- Our right to seek payment for services rendered.
- Our right to access metering equipment for the purpose of reading, inspecting, replacing, repairing or testing the meter, or determining that the installation of the metering equipment is in compliance with the Company's requirements.

Reaching out to you

There are times when we may attempt to reach you by phone through a live agent, so we will ask for a current phone number. By providing us with your phone number, you are consenting that we may also notify you through our automated calling system before we arrive for a scheduled service appointment, when there's a gas outage or if there's important information to share with you about your gas account. You may revoke your consent at any time by contacting us through any reasonable means.

The Company lets you Manage Your Account

Enbridge Gas Ohio offers its customers a wide variety of helpful options and useful information via Manage Your Account. Accessing your Enbridge Gas Ohio account through your computer or smart device has never been easier. Once registered, customers can enroll in paperless notification options, schedule payments for free, and manage their service among many other options.

Visit enbridgegas.com/ohio to register today and you'll have 24/7 account access to:

- View the current status of your account (balances, payments, billing dates, and more).
- Enroll in paperless billing (eBill) and electronic notifications (eCommunication).
- Enroll in automatic payments with AutoPay.
- Schedule payments with checking/money market accounts or debit/credit cards.
- Start or stop Budget Billing.
- View 3 years of account statements including billing, payment, and usage history.
- View or print 12 months of duplicate bill images.
- Analyze recent gas usage compared with prevailing and historical weather data.
- Schedule, update, or check the status of start, stop, transfer, or routine service orders.
- Enter meter readings.
- Update your mailing address.

Establishing new service and your credit

Security deposits

If you are a new customer, the Company may check your credit history to determine your level of credit risk. New customers may be required to pay a security deposit, secure a creditworthy guarantor, or provide a letter of credit from a similar utility. Nonresidential customers may secure an irrevocable letter of credit from their bank.

Enbridge Gas Ohio may require an initial security deposit, and additional deposit amounts if needed, up to a total of 1.3 times the current budget amount if:

- You have not paid your entire bill or payment plan amount by the due date. You may be subject to a deposit on your account if your bill includes a previous balance.
- You have unpaid final balances from past accounts.
- You have not established a good credit history and have more than one disconnection notice for nonpayment within the past 12 months.
- Your service has been shut off because of unpaid gas bills.
- You are in bankruptcy.
- You have been involved with unsafe practices such as unauthorized usage of gas, fraud, theft of service or meter tampering.

Security deposits are billed in three equal, consecutive monthly installments. When gas service is off, you must pay any outstanding debt or payment plan arrears on that particular account for Enbridge Gas Ohio gas service before service will be turned back on.

A 3% rate of interest is paid if the full deposit is held for 180 days or longer. If you are a PIPP Plus or Graduate PIPP Plus customer, you will not be required to pay a security deposit unless you have been involved with unauthorized usage of gas, fraud, theft of service or meter tampering.

Residential

The minimum security deposit amount for residential customers is $25. Deposits are applied to reduce residential account balances if you make your required monthly payments in full and on time for six consecutive months.

Commercial

The minimum security deposit amount for a commercial account is $200. Commercial security deposits may be applied to reduce account balances following two years of full, timely and consecutive payments.

Supplying a third-party guarantor

Instead of paying a cash deposit, residential customers can secure another creditworthy customer (i.e., a guarantor) to sign a form guaranteeing that bills will be paid in the event the customer does not pay. This person must be an Enbridge Gas Ohio customer in good standing. Upon Enbridge Gas Ohio's approval of a guarantor, this person will then become responsible for paying the default amount, which will not be more than the amount of the bill for 60 days of service or two monthly bills, if the account holder does not pay his or her bill.

Unpaid balances at a location

When applying for service at a location where an unpaid balance is owed to Enbridge Gas Ohio, the Company may refuse to provide service to you until those bills are paid if (1) you resided at the premises when the unpaid bills accumulated and (2) the former customer of record continues to reside at that location. This applies even if you were not the customer of record when the unpaid bills accumulated.

Scheduling new service

Where gas piping exists

Before your planned move-in date, contact Enbridge Gas Ohio and we will do our best to turn on service on the date you request. If that date is not available, we typically turn on your service within three business days if no new construction is required. Enbridge Gas Ohio will contact you if we are unable to meet the appointment on your requested-by date and will reschedule the service call on a day that's convenient for you, the following business day with an all-day appointment or, the next business day with an appointment between 8 a.m. and noon or noon and 4 p.m., unless another business day is more convenient for you.

Where no gas piping exists

When you need to establish new natural gas service and installation of new piping is required, contact Enbridge Gas Ohio. When you contact us, we will let you know if gas is available in your area. If gas is available, and once the service location is ready for natural gas and has met all requirements, we will do our best to install or tie in the service line, set the meter and turn on gas service by the date you requested or within 20 business days.

1. For new construction, please contact the Company to apply for service after you receive the building permit.
2. Once the property is ready and has met all requirements, Enbridge Gas Ohio will connect the service line to the mainline and complete the necessary inspections.
3. For details on new pipeline installations, please visit the enbridgegas.com/ohio-installer website.

Enbridge Gas Ohio will notify you in writing or in a mutually agreed-upon manner if the installation is expected to take longer than your requested date or the 20 business days after the property has met all requirements. The Company will explain the reasons for the delay, the steps being taken to complete the work and the new date when the installation will be complete.

Maintaining gas service

Scheduling service appointments

Enbridge Gas Ohio will provide you with an expected arrival window of four hours for all appointments requiring the presence of an adult, except for reconnections following a loss of service due to nonpayment.

If the Company cannot keep a scheduled appointment or if you cancel in advance, we will attempt to notify you, if necessary, and arrange a new appointment date and time. Enbridge Gas Ohio will attempt to reschedule the appointment at your convenience, will provide a next-business-day appointment with no expected arrival time, or will provide a four-hour arrival window within two business days of the missed appointment.

If you move out

If you plan to move, you have the responsibility to notify Enbridge Gas Ohio at least five business days before your moving date. You also have the responsibility of giving the Company access to your meter for a final reading and shut-off. If you fail to do either of these things, you may have to pay for service consumed at your old address even after you move.

If you will be away from home

If you plan to be away from home for a long period of time, you have the responsibility to make arrangements for paying your bills, to winterize your home for absences during cold weather and to identify someone to grant Company representatives access to the premises if required. Remember, your Enbridge Gas Ohio service continues even while you are away and you will be billed during your absence. Your failure to make arrangements for payment of these bills could result in the shut-off (disconnection) of your service.

Third-party notification – extra protection

Third-party notification allows you to choose another person to receive copies of shut-off notices that are sent to you for nonpayment of overdue Enbridge Gas Ohio bills. Third-party notification provides additional protection against service termination. This option protects individuals who either may be away from home for an extended time period or may not understand the Company's practices.

By filling out a form, you can instruct Enbridge Gas Ohio to send these notices to a third party that you choose. This may help ensure that another individual (e.g., family member or close friend) is made aware of an important problem and perhaps provide you with advice or assistance. Both you and the third party must sign the form; however, this third party does not have the responsibility for paying your bills.

You may obtain forms and further information concerning this option by visiting the Company's website at enbridgegas.com/ohio or by calling the Company.

Landlord and tenant information

Tenants

For premises served by a master meter (a meter serving more than one unit or a common area), the gas service must be in the landlord's name. If your landlord either fails to pay Enbridge Gas Ohio bills for your residence or instructs Enbridge Gas Ohio to shut off your gas service, you must be notified by Enbridge Gas Ohio in writing. A notice is posted at the service address 10 days prior to termination of service. This notice states that the tenant may act as a representative or have another tenant act as a representative to resolve the issue. This representative may then collect from the tenants the amount owed by the landlord on his or her current bill while the tenants continue to pay rent, or notify the landlord that you intend to pay your rent into the court pending a resolution (escrow your rent). If service is disconnected, the representative has 14 days to pay the amounts necessary to have the service restored.

If your landlord gave you written notice when you moved in that he or she owns fewer than four dwelling units, the option to escrow your rent is not available.

Landlords

- You have the right to request that Enbridge Gas Ohio transfer the service to your name automatically whenever a tenant requests termination of service. This option does not apply if service is turned off for nonpayment. To obtain a form, visit enbridgegas.com/ohio-landlords or call the Company.
- All landlords with available contact information will be notified any time the tenant's service is turned off, regardless of the reason.
- When a tenant requests that the Company turn off gas service, Enbridge Gas Ohio will make every effort to do so. However, if the Company cannot access the meter to turn it off and the tenant moves out, Enbridge Gas Ohio will notify you that it needs access to the meter. Your tenant, who is the customer of record for this account, remains legally responsible for gas used through the requested shut-off date. If you fail to provide access, or a valid lease for the new party residing at the premises, the Company may, after providing notice, create an account in your name. If service is shut off, service will be restored upon proper application by a new customer.

If the meter at the premises registers usage prior to our receipt of a new application for service, such unauthorized usage may be billed to you, the property owner, if you do not provide a valid lease indicating the name of the tenant and the effective date of the lease. You may also be subject to additional fees and charges for unauthorized usage. The Company will notify the property owner of any unauthorized usage once the property owner has been identified.

Can your Enbridge Gas Ohio service be shut off without your consent?

Yes. The Company can shut off service for nonpayment, theft of service, tampering, safety issues denying Company representatives access to Company equipment or other good cause. If you have difficulty in paying your bills or if you are not making payments for any other reason, contact Enbridge Gas Ohio as soon as possible. By notifying the Company immediately, you may avoid termination of your service. Also, Company representatives must have clear access to metering equipment. The following information concerns both your rights and obligations regarding service termination.

Medical certification

Medical certification delays a termination of service for 30 days when it would be especially dangerous to the health of a permanent household member. It allows the customer time to get financial help or make payment arrangements if eligible. It does not reduce the amount owed and due. A Medical Certification form:

- May be obtained by calling the Company;
- Must be signed by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse, midwife or local board of health physician;
- Can be accepted by phone provided the completed written form is received within seven calendar days;
- Can restore gas service if received within 21 days of disconnection.

A household may only receive three medical certifications in any 12-month period.

When your Enbridge Gas Ohio service can be shut off

Enbridge Gas Ohio has the right to disconnect service and remove the gas meter and any other property belonging to Enbridge Gas Ohio from the premises of any customer for any of the following reasons or purposes:

- Refusing access to the Company's equipment for reading, testing, repairs or other purposes.
- When providing service is in conflict or incompatible with any order of the PUCO, court of law, State of Ohio, or federal government, or any of the Rules and Regulations contained in Enbridge Gas Ohio's tariffs.
- Nonpayment of bills, after appropriate notice, including nonpayment of security deposits applied to delinquent bills as a condition for continued service.
- When the customer has moved from the service location.
- Use of gas in a manner detrimental to the service to other customers.
- Fraudulent representation or practice.
- Whenever deemed necessary by Enbridge Gas Ohio for the safety or integrity of its gas system or the customer's premises, including, but not limited to, situations in which a customer's house line leak cannot be isolated to an individual appliance location drop.
- Whenever there has been theft or vandalism, including, but not limited to, damage to the gas service meter, metering equipment, or the associated property was damaged, interfered with, displaced, bypassed or otherwise tampered with by a customer, consumer, or other person.
- A person not authorized by Enbridge Gas Ohio has reconnected service.
- For good cause shown.

When your Enbridge Gas Ohio service cannot be shut off

Enbridge Gas Ohio cannot shut off your service, except for safety reasons:

- Any day Enbridge Gas Ohio is closed, or after 12:30 p.m. on the day before Enbridge Gas Ohio is closed;
- For nonpayment of bills for which the final bill for the account was rendered more than six years ago;
- For nonpayment of bills for either merchandise or service work;
- For nonpayment of bills in someone else's name, unless you are a co-applicant.

The shut-off (disconnection) process

Shut-off or disconnection of Enbridge Gas Ohio gas service is a very serious matter. Paying current bills or keeping up with payment agreements can help you to avoid a shut off. It is important to contact the Company about an overdue bill as soon as you receive a notice. Notices may include bill reminders, shut-off notices, letters, phone calls and disconnection notices left at your door.

Before shutting off service for nonpayment, Enbridge Gas Ohio will include a disconnection notice on your bill, which provides you 17 days to make the required payment.

If you receive a disconnection notice but do not make the required payment by the due date, Enbridge Gas Ohio may shut off your gas service at any time thereafter for the disconnection amount stated in the notice, even if you have received a new bill.

Enbridge Gas Ohio has programs that can help customers maintain their service. The Company will try to make a payment agreement with you so that you can pay what you owe and avoid disconnection if you have not defaulted on a prior arrangement.

If your service is shut off due to nonpayment, the Company will bill a reconnection fee of $76, plus applicable taxes, to restore your service. At the same time, you will be required to pay past-due amounts and an applicable security deposit, which will be billed to your account in three equal, consecutive, monthly installments.

- For accounts disconnected for 10 business days or less, service will be restored the same day if you provide proof of payment and notify the Company no later than 12:30 p.m. that reconnection of service is requested the same day; otherwise service will be restored by 11:59 p.m. of the next business day.
- For accounts disconnected for more than 10 business days, after providing proof of payment and contacting Enbridge Gas Ohio for an appointment, you will be given the next available appointment, which may take up to three days for reconnection of service.
- An adult 18 years of age or older must be on the premises to provide access to restore service. Enbridge Gas Ohio will not enter the premises without a responsible party present or if unsafe conditions exist. Please ensure access to our gas meter. Keep the meter free from obstructions by restraining pets and removing obstacles.

Winter disconnections

Your Enbridge Gas Ohio service can be shut off during winter months if you fail to meet your payment and other obligations to the Company. During the winter heating season (typically Nov. 1 through April 15), Enbridge Gas Ohio will provide a 10-day notice beyond the payment due date before shutting off service.

Pipeline safety and responsibility

What pipelines do you own?

The property owner is responsible for the curb-to-meter service line up to the gas metering equipment until such time that Enbridge Gas Ohio is required to perform work on the line and test for leakage before restoring service. The customer or property owner owns, and is responsible for the piping after the gas meter, known as the house line, whether it is internal or external, buried or exposed. Piping may be subject to the potential hazards of corrosion and leakage. The cost of repair or replacement of the house line is the responsibility of you or the property owner. Visit enbridgegas.com/ohio-installer for more information.

What pipelines does the gas Company own?

Enbridge Gas Ohio owns the mainline that runs down the street and the line that runs from the mainline to the curb. The customer-owned curb-to-meter service line will become t he responsibility and property of Enbridge Gas Ohio once the Company performs work on your service line that requires testing for leakage prior to restoring service, or if new service lines are installed. Enbridge Gas Ohio will cover the cost for repairs or replacements to the service line when deemed necessary, unless the line must be repaired or replaced as a result of damage caused by the property owner, the customer or another party.

Who checks the gas piping?

For your safety, we conduct periodic leakage inspections of the mainline and the service line to the meter or to the wall of your house (whichever is further). We will also check the meter for proper operation. If gas service has been turned off, Enbridge Gas Ohio must perform a house line test before service is restored.

What happens if the Company finds a leak in my pipeline?

If we find a leak or other unsafe condition in your pipeline, we will shut off that section of the line and leave a tag with an explanation of the problem and our phone number. If we cannot isolate the leak, the Company will turn off service at the street or at the gas meter until repairs are made.

- For house line leaks (piping after the meter), the property owner must arrange to have the unsafe condition corrected by a qualified contractor and pay for the costs.
- For service line leaks (piping from the street to the meter), Enbridge Gas Ohio or its contractor will repair or replace the line. The Company will cover the cost, unless the leak is a result of damage caused by the property owner, the customer or another party.

If Enbridge Gas Ohio left gas service on, but turned off the gas to one appliance, a qualified contractor can make repairs and restore service to the appliance. However, if the Company turned off your service at the meter, please call Enbridge Gas Ohio after repairs are made so that we can inspect the work before restoring full service.

Natural gas appliances are typically very safe to use. But a malfunctioning appliance can create carbon monoxide gas, which can be deadly. Carbon monoxide is produced when natural gas, propane or other fossil fuels fail to burn completely. Carbon monoxide, or CO, is a colorless, odorless gas.

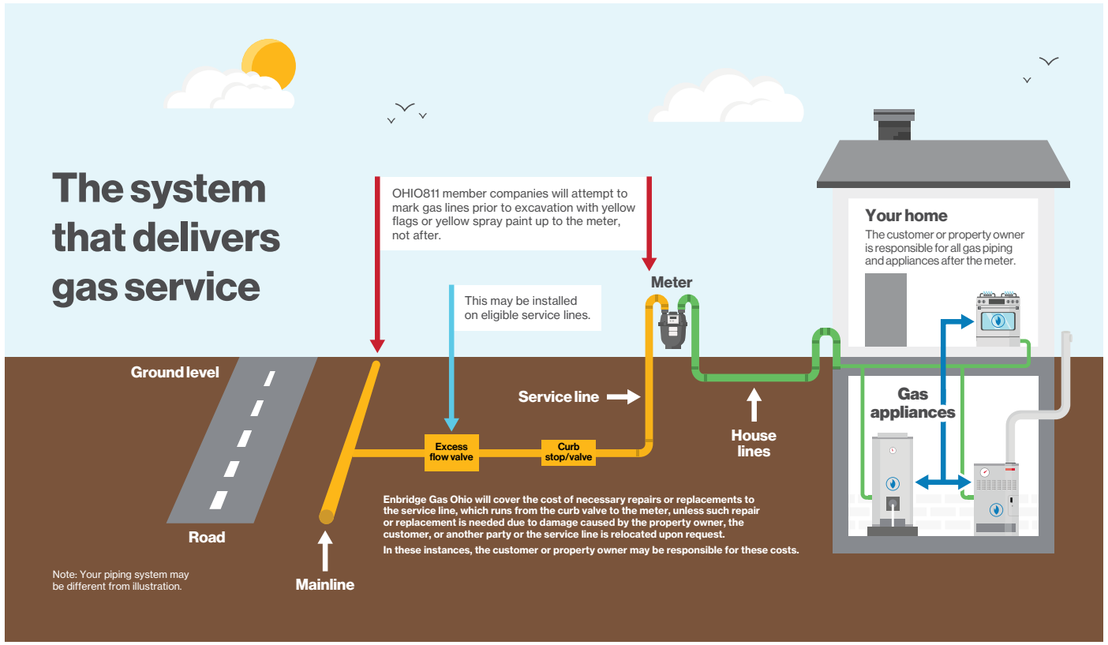
Be sure your natural gas appliances – particularly your furnace and water heater – are inspected annually by a licensed contractor to ensure that they are functioning properly, and repair any malfunctioning appliances immediately. Repair or replacement of gas appliances are the responsibility of the customer or property owner. Visit enbridgegas.com/safety for details about the signs and dangers of carbon monoxide

Who should I call if I detect an odor of gas or gas leakage?

You should always notify us of any suspected hazardous situations, including but not limited to, those involving an unexplained odor of natural gas. Enbridge Gas Ohio adds an odorant to the natural gas called mercaptan, which produces an odor similar to rotten eggs. If you detect an odor of natural gas or a hazardous situation, for your safety please leave the premises and call Enbridge Gas Ohio's 24-hour emergency line at 1-877-542-2630 immediately.

Can I replace the service line myself?

No.



Can I request an excess flow valve?

An excess flow valve, or EFV, is a device that can be installed on the natural gas service line. Enbridge Gas Ohio has been installing EFVs on new or replacement natural gas service lines for over 30 years. Due to operating characteristics, EFVs are typically installed on medium pressure systems where the meter is located outside the house or business.

Excess flow valves are designed to shut off or significantly reduce the flow of natural gas if a service line becomes damaged, and that damage causes a sudden and significant leak or pressure drop. Visit enbridgegas.com/ohio-EFV for more information about EFVs.

Customers interested in requesting information about the installation of an excess flow valve (EFV) on natural gas service lines can call Enbridge Gas Ohio at 1-888-267-1021, Monday through Friday from 8 a.m. to 5 p.m. During the call, we will provide you with eligibility information and answer any questions regarding the installation process. Customers may be responsible for the cost to have an excess flow valve installed at their property.

Should my contractor or I call before digging?

Yes. You or your contractor must contact Ohio811 by dialing 811 or calling 1-800-362-2764 toll-free at least two full working days (not including the day of the notification) but no more than 16 calendar days before beginning any digging project. This organization will inform us and other member utilities of your plans to dig and ask the utilities to mark any underground pipes or cables at your location. They will also tell you about any other companies that you must notify before you begin digging. This is a free service.

Your contractor should perform any excavation near buried gas pipelines by hand. Remember, you must use a contractor qualified under U.S. Department of Transportation (DOT) regulations to make the repair.

If you ever find utility flags in the ground, whether on your property or not – please do not move them. The flags mark underground lines nearby.

It is your responsibility to keep the meter clear and accessible at all times, whether the meter is located indoors or outside. During the winter, please keep the outside meter clear of snow and ice.

The Enbridge Gas Ohio meter and meter readings

Enbridge Gas Ohio owns and maintains the meter. Nearly every gas meter is equipped with an Automated Meter Reading (AMR) device. AMR equipment enables Enbridge Gas Ohio to read its gas meters remotely. AMR technology reduces the need for Company personnel to enter a customer's home

or business and allows the Company to issue bills based on actual usage every month. Enbridge Gas Ohio is required to inspect the gas meter and interior service lines periodically to meet federal safety requirements at least once every 36 months.

When Enbridge Gas Ohio employees visit your residence to inspect our meter-reading equipment, or for any other reason, they will carry photo identification, which you may ask to see for your protection. They also must provide the reason they are at your property. Please call the Company immediately if you have questions about the identity of an employee.

The metering equipment at your premises measures the amount of natural gas used and is the property of Enbridge Gas Ohio. You have the responsibility to provide safe access to the meter. You have the responsibility to keep the meter free from obstructions by removing obstacles (for example, overgrown shrubs). All pets must be confined upon our arrival. Failing to grant access to the meter could result in a loss of service. You are legally prohibited from removing or tampering with the meter. Enbridge Gas Ohio must read the gas meter at least once every 12 months if the property is not equipped with an AMR device. In addition:

- You may request, without charge, two additional meter readings per calendar year if your natural gas usage has been estimated for two bills in a row or if you have reason to believe that the meter is malfunctioning.
- You may request a meter reading prior to transferring service to an Energy Choice supplier or governmental aggregator.
- If service is started or stopped and it has been more than 70 days since the last meter reading, the Company must obtain a meter reading in order to complete the request. The Company will inform you at the time of the service request of your right to this meter reading at no charge.
- You may request a special test of the gas meter. You have or your representative has a right to witness the test. The test results will be provided in writing to you within 10 days of the test.
- If the results of the test fall within acceptable limits as set by section 4933.09 of the Ohio Revised Code, you must pay a $91 or $562 fee, depending on the meter size. Enbridge Gas Ohio will inform you of which fee will apply prior to performing the meter test. If the test results are outside of the acceptable limits, then the Company will not charge a fee. Enbridge Gas Ohio will also provide a replacement meter without charge to you. Residential customers may receive a free meter test upon request every three years.
- Upon completion of the test, the Company will credit you for any overcharges or bill you for any undercharges. For undercharges, the Company may charge you for up to 12 months of unbilled gas usage.

Your Enbridge Gas Ohio bill

Calculating your bill

Enbridge Gas Ohio has the responsibility to present you with a bill for your natural gas service once every billing period. This bill will be based on either a meter reading (which usually is obtained remotely by driving past your home or business each month) or an estimate. The total amount of your bill will include a service charge plus usage-based charges (applicable rates times usage), and applicable taxes for the billing period. All rates charged by Enbridge Gas Ohio are approved by the PUCO.

Estimating your bill

Your bill may be estimated when extreme weather conditions, emergencies, strikes, or other circumstances prevent the Company from obtaining an actual meter reading. The estimate is based on previous usage history (past meter readings) at your location.

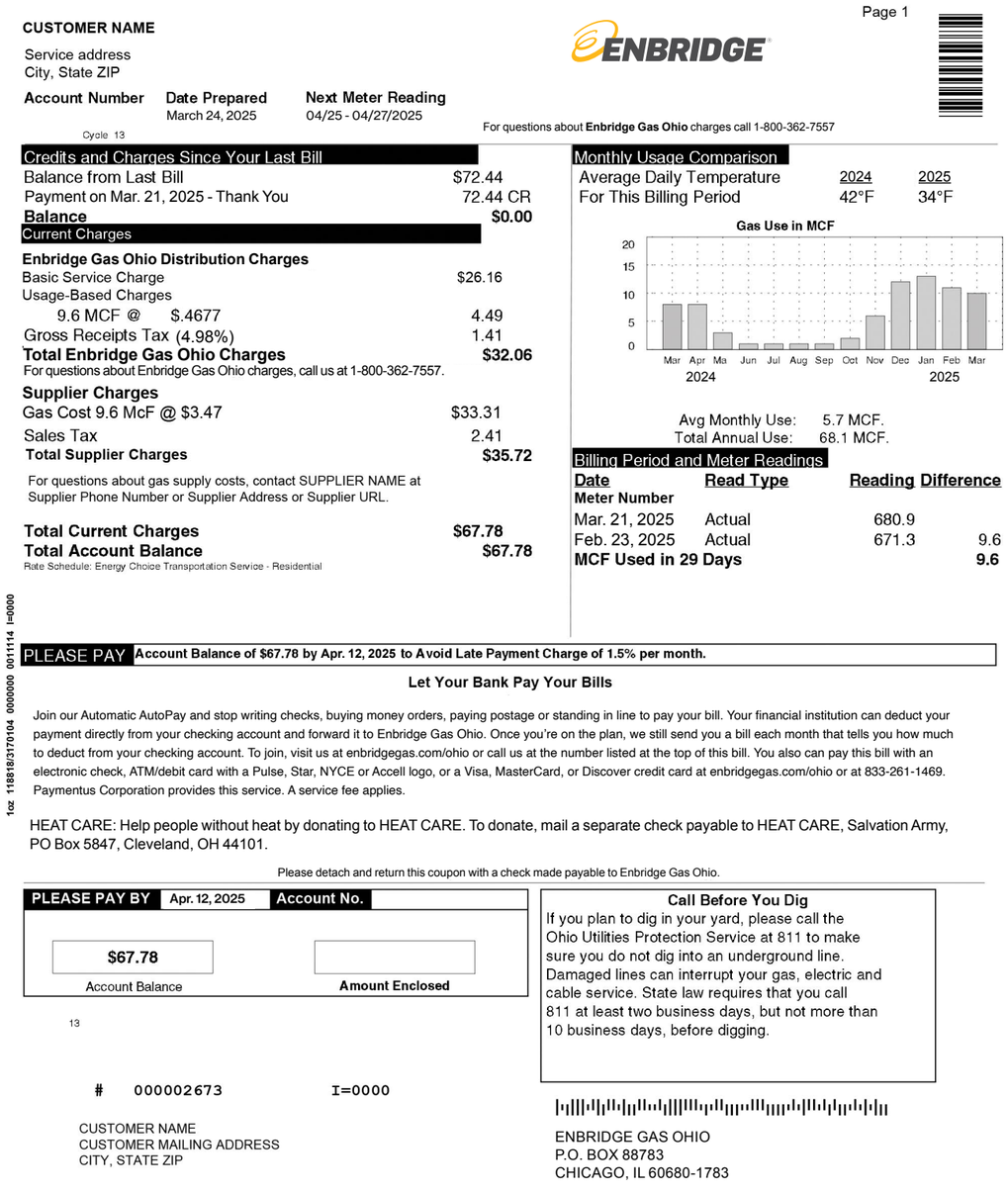
If your bill has been estimated for two months or more, the Company will notify you to make arrangements for meter access. If you do not provide access within 40 days, you may experience a loss of service until we have the opportunity to gain access. Your bill may be adjusted when an actual reading is obtained.

Checking your bill

If you think that your bill is incorrect, please contact us. Rate information and alternative rate schedules can be found online at enbridgegas.com/ohio. Gas usage analysis, copies of bills, statements of account with payment history and usage history can be obtained by registering for Manage Your Account online at enbridgegas.com/ohio or by calling 1-800-362-7557, Monday through Friday from 7 a.m. to 7 p.m.

Billing errors and adjusted bills

Sometimes billing errors do occur. These mistakes could be caused by an Enbridge Gas Ohio error, incorrect information from your supplier or equipment failure, and may result in estimated or adjusted bills. When this happens, Enbridge Gas Ohio must refund or credit your account with any over-collected amounts. Likewise, if you have used more gas than the amount you were billed, you must pay the additional charge to Enbridge Gas Ohio. The Company may only bill residential customers for unmetered gas use for a period of up to one year. The Company must also offer you a reasonable payment agreement for the additional amount owed. You do not have to pay this amount in a lump sum; rather, you can pay it back over 12 months. The Company may only bill small commercial customers for unmetered gas use for a period of up to 36 months. The unmetered charges for the small commercial customer shall be divided by the number of months of the undercharged service and added to the monthly bill.



CUSTOMER NAME

Service address
City, State ZIP

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ENBRIDGE

Account Number	Date Prepared	Next Meter Reading
Cycle 13	March 24, 2025	04/25 - 04/27/2025

For questions about **Enbridge Gas Ohio** charges call 1-800-362-7557

Credits and Charges Since Your Last Bill

Balance from Last Bill	$72.44
Payment on Mar. 21, 2025 - Thank You	72.44 CR
Balance	**$0.00**

Current Charges

Enbridge Gas Ohio Distribution Charges	
Basic Service Charge	$26.16
Usage-Based Charges	
9.6 MCF @ $.4677	4.49
Gross Receipts Tax (4.98%)	1.41
Total Enbridge Gas Ohio Charges	**$32.06**

For questions about Enbridge Gas Ohio charges, call us at 1-800-362-7557.

Supplier Charges	
Gas Cost 9.6 McF @ $3.47	$33.31
Sales Tax	2.41
Total Supplier Charges	**$35.72**

For questions about gas supply costs, contact SUPPLIER NAME at Supplier Phone Number or Supplier Address or Supplier URL.

Total Current Charges	**$67.78**
Total Account Balance	**$67.78**

Rate Schedule: Energy Choice Transportation Service - Residential

Monthly Usage Comparison

Average Daily Temperature	2024	2025
For This Billing Period	42°F	34°F

Avg Monthly Use: 5.7 MCF.
Total Annual Use: 68.1 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number			
Mar. 21, 2025	Actual	680.9	
Feb. 23, 2025	Actual	671.3	9.6
MCF Used in 29 Days			**9.6**

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PLEASE PAY **Account Balance of $67.78 by Apr. 12, 2025 to Avoid Late Payment Charge of 1.5% per month.**

Let Your Bank Pay Your Bills

Join our Automatic AutoPay and stop writing checks, buying money orders, paying postage or standing in line to pay your bill. Your financial institution can deduct your payment directly from your checking account and forward it to Enbridge Gas Ohio. Once you're on the plan, we still send you a bill each month that tells you how much to deduct from your checking account. To join, visit us at enbridgegas.com/ohio or call us at the number listed at the top of this bill. You also can pay this bill with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo, or a Visa, MasterCard, or Discover credit card at enbridgegas.com/ohio or at 833-261-1469. Paymentus Corporation provides this service. A service fee applies.

HEAT CARE: Help people without heat by donating to HEAT CARE. To donate, mail a separate check payable to HEAT CARE, Salvation Army, PO Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Enbridge Gas Ohio.

PLEASE PAY BY	Apr. 12, 2025	Account No.
$67.78		
Account Balance		Amount Enclosed

13

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CUSTOMER NAME
CUSTOMER MAILING ADDRESS
CITY, STATE ZIP

Call Before You Dig
If you plan to dig in your yard, please call the Ohio Utilities Protection Service at 811 to make sure you do not dig into an underground line. Damaged lines can interrupt your gas, electric and cable service. State law requires that you call 811 at least two business days, but not more than 10 business days, before digging.

ENBRIDGE GAS OHIO
P.O. BOX 88783
CHICAGO, IL 60680-1783

Understanding your bill

- The Credits and Charges Since Your Last Bill section displays the ending balance on your last bill, any fees charged and any payments received since your last bill.
- The Current Charges section displays charges by Enbridge Gas Ohio for delivery of your gas, including applicable riders and gross receipts tax, and Gas Supplier charges, if applicable, for the gas used and associated sales tax. Definitions of some of the terms appear on the bill.
- The Total Current Charges displays the sum of the Total Enbridge Gas Ohio Charges and the Supplier Charges.
- The Total Account Balance displays the sum of the Credits and Charges Since Your Last Bill balance and Total Current Charges.
- The Monthly Usage Comparison section displays the average daily temperature for the current billing period and one year ago, a gas usage comparison graph with up to 13 months of usage, the average monthly use for the past 13 months and the total annual use.
- The Billing Period and Meter Reading section displays the meter number at the service address, the meter reading, read date and read type for the current and previous bill. The difference is multiplied by the billing rate to determine the Gas Usage Charges.
- The middle boxed section of the bill displays important information to help keep you informed.

Separate charges

Enbridge Gas Ohio may charge for a non-basic service, plus applicable taxes, on your gas bill. The Company must present such charges clearly and separately on your bill. Some examples of these non-basic charges are: meter testing fee, investigation fee, returned payment fee, line extension cost, special construction or repair charge, Late Payment Charge (LPC), security deposit installment and past-due payment plan amount. If your service is shut off at your request or terminated by Enbridge Gas Ohio, the Company will charge a reconnection fee of $76 to restore your service.

Energy Choice

Enbridge Gas Ohio offers Energy Choice, a program that enables eligible customers to buy natural gas from a competitive retail natural gas supplier or to participate in a governmental aggregation program, if available.

Regardless of the source of your gas supply, Enbridge Gas Ohio will continue to deliver natural gas to all customers as well as issue bills, offer patment plans, and provide customer service, including responding to natural gas emergency calls.

To participate in Energy Choice, you must be current on your account or, if you have arrears, have not broken a payment plan more than once in the last 12 months. If you are current on your Budget Billing plan, you may enroll in Energy Choice as well. When you enroll in Energy Choice, it may take up to 60 days before you will see your new supplier's charges on your bill. Before Enbridge Gas Ohio changes your supplier, however, the Company will send you a confirmation letter. You have until the deadline stated on the confirmation letter to rescind the supplier change.

Today, most of our customers purchase their natural gas supply from one of the many suppliers participating in the program.

PIPP Plus and Graduate PIPP Plus customers are unable to participate in Energy Choice. They receive their natural gas at Enbridge Gas Ohio's Standard Service Offer (SSO) rate.

The PUCO must certify suppliers and governmental aggregators. PUCO certification means the supplier or aggregator has met the PUCO's requirements for doing business in Ohio. Therefore, customers can participate in the Energy Choice program with confidence. Customers who have questions about their community's aggregation program or plans can call their local government office.

The retail supplier rate plan or aggregation program chosen will affect the amounts billed for natural gas and, therefore, your total bill. Enbridge Gas Ohio's charges for gas delivery, approved riders, and other charges will continue to be billed along with your supplier's gas costs and associated sales tax.

If you choose a retail supplier, Enbridge Gas Ohio will send you a notice to confirm your selection. If the information is correct, no action is needed. However, customers should contact Enbridge Gas Ohio, the PUCO or Ohio Consumers Counsel (OCC) if they suspect a supplier has enrolled them without their authorization.

Customers who were enrolled in an Energy Choice aggregation program with an opt-out option and cancelled their contract, or the aggregation contract expired, will receive the Standard Service Offer (SSO) for two months. With the third bill, they will move to one of Enbridge Gas Ohio's default service rates unless they have enrolled with a new supplier. Residential customers and small nonresidential customers will be moved to the Standard Choice Offer (SCO) default service rate if another supplier offer or an aggregation program is not chosen. Medium and large nonresidential customers will be moved to the Monthly Retail Rate (MRR) default service rate if another supplier offer or an aggregation program is not chosen. Medium nonresidential customers may elect to be placed on the SCO rate instead of MRR by contacting Enbridge Gas Ohio.

Nonresidential customers are categorized as small, medium, or large based on annual usage as determined by Enbridge Gas Ohio. Small nonresidential customers are those with annual usage of up to 200 Mcf. Medium nonresidential customers have annual usage of more than 200 Mcf and up to 500 Mcf. Large nonresidential

Rate options	Rate type	Eligibility	Early termination fee?	How do I enroll?
Energy Choice Agreement	Fixed and/or Variable	All Customers[1]	Possible[4]	Contact Supplier of your choice
Aggregation	Fixed and/or Variable	Select Geographic Areas	Possible[4]	Assigned by the Company to residential or small nonresidential customers if a retail supplier offer or aggregation program is not chosen, or it can be elected by eligible customers by contacting Enbridge Gas Ohio
Standard Choice Offer	Variable-Market-Based	Residential and Small Nonresidential Customers; Medium Nonresidential Customers may elect[2]	No	Contact Enbridge Gas Ohio
Monthly Retail Rate	Variable-Determined by Supplier	Medium and Large Nonresidential Customers[3]	No	Assigned by the Company if Energy Choice Agreement or Aggregation program expires and new supplier is not chosen

[1] Customers on a payment plan are eligible if they are current on their plan payments. Other customers with arrearages can participate in Energy Choice if they have not broken more than one payment plan in the past 12 months, and they will be put on a new payment plan. Customers on the Percentage of Income Payment Plan (PIPP Plus) are not eligible for the Energy Choice program.

[2] Small nonresidential customers have annual usage of up to 200 Mcf. Medium nonresidential customers with annual usage over 200 Mcf and no more than 500 Mcf may elect the SCO rate.

[3] MRR is the default service rate for medium nonresidential customers (described above) and large nonresidential customers (those with annual usage over 500 Mcf) who do not select another retail supplier or aggregation program.

[4] Early termination fees vary by supplier and by agreement. Contact the supplier listed on your bill for details.

customers have annual usage of more than 500 Mcf.

Customers on the SCO or MRR rate may enter into an Energy Choice agreement with a retail supplier or join a governmental aggregation program at any time without incurring a switching fee or penalty.

Enbridge Gas Ohio encourages customers to review gas rate options periodically. Because new offers come out from time to time, customers should regularly review information available on energychoice.enbridgegas.com, or the PUCO or OCC websites.

Rate plans available to eligible customers are:

Energy Choice Agreement: Participating suppliers offer contract rates. Please visit the Energy Choice Ohio website of the Public Utilities Commission of Ohio (PUCO) at energychoice.ohio.gov for its "Apples to Apples" competitive retail natural gas supplier comparison chart. Energy Choice contracts may be subject to early termination fees.

Governmental Aggregation: Join an aggregation program in your community, if one is available and open to enrollment. You may wish to contact your community or visit energychoice.ohio.gov for an aggregation map. Aggregation programs may be subject to early termination fees.

Standard Choice Offer (SCO): The SCO is a rate determined by an annual action process that is charged by participating suppliers assigned to eligible customers who have not selected a retail supplier or aggregation program themselves. The SCO rate changes monthly and is calculated as the sum of the retail price adjustment set in the action, plus the New York Mercantile Exchange (NYMEX) month-end settlement price. This option is available as a default service rate to Energy Choice-eligible residential customers and small nonresidential customers. Residential, small nonresidential and medium nonresidential customers can request the SCO rate by calling Enbridge Gas Ohio at 1-800-362-7557 between 7 a.m. and 7 p.m. Monday through Friday. Call your supplier with questions; there are no early termination fees for SCO customers to change rate options.

Monthly Retail Rate (MRR): The default natural gas cost for medium and large nonresidential customers whose Energy Choice or opt-in governmental aggregation contract has expired, if another retail supplier is not selected. Under this rate, Enbridge Gas Ohio assigns a participating supplier to provide gas supply. The rate your supplier charges will be a calculated MRR price determined each month based on the median of each MRR supplier's lowest monthly variable rate offer, or the assigned supplier's monthly variable rate if it is lower than the median price.

For more information about the Energy

Choice program, you can:

- Visit energychoice.enbridgegas.com to help you make informed choices concerning natural gas rate plan options. It contains helpful links for residential and business users and community leaders.
- Visit the PUCO's "Apples to Apples" chart at energychoice.ohio.gov, which provides a comparison of retail suppliers' rate plan offers, visit the PUCO website at puco.ohio.gov, or call the PUCO Consumer Hotline at 1-800-686-PUCO (7826) to receive free information by mail.
- Visit the office of the Ohio Consumers' Counsel (OCC) website at pickocc.org or call 1-877PICKOCC (1-877-742-5622).

Rates

Rate information and alternative rate schedules may be obtained online at enbridgegas.com/ohio or by calling 1-800-362-7557, Monday through Friday from 7 a.m. to 7 p.m. Visit energychoice.enbridgegas.com to obtain historical gas cost rate information.

Managing your bill

Credit policies and procedures

We safeguard your personal information. For your protection, you can conduct transactions once you provide information such as your account number and the last 4 digits of your Social Security number, or a security password, if you establish one. At your option, you can provide your complete Social Security number, your name and service address. Likewise, a co-applicant (another individual who has agreed to be jointly responsible for payment) can conduct full business transactions on your account.

Other people, including your spouse or adult child, can conduct limited business on your account, if they can provide your account number, your full name, and service address. This limited business would include determining your current bill amount, amount due to avoid a loss of service and due date. They can also request a short-term extension or a medical certificate. They also can initiate or schedule non-customer change orders. To perform transactions as an accountholder, this person would need a valid Power of Attorney.

Paying your Enbridge Gas Ohio bill

When to pay

You have an obligation to pay the bill by the due date to avoid a Late Payment Charge (LPC). The due date is no less than 17 days from the date the bill was prepared. Enbridge Gas Ohio will assess an LPC of 1.5% on that month's past-due balance or past-due payment plan amount.

How to pay

Visit enbridgegas.com/ohio-paybill for more information on payment options.

- **Pay online:** Sign in or register for Manage Your Account at enbridgegas.com/ohio and make your payment from your checking or money market account for free.
- **AutoPay:** Never write another check. Your bill payment is automatically deducted from your bank account. This is a free program.
- **Credit/debit card or electronic check:** When you need to make a payment immediately, you can do so by phone at 833-261-1469 or at enbridgegas.com/ohio. Fees apply.
- **Authorized payment centers:** When you want to make a payment in person, you can visit an authorized payment center. Some locations offer evening and weekend hours. The payment agents may charge a fee of up to $2 per transaction. For payment locations, visit enbridgegas.com/ohio or call Enbridge Gas Ohio.
- **U.S. mail:** Mail a check or money order. Please include your account number for quick processing. Paying by check authorizes us to use the information from your check to make a one-time electronic fund transfer from your account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution. When mailing, please allow 5 – 7 days for payments to be applied to your account.

When you need help with your bill

Payment plans

A payment plan is an agreement you reach with Enbridge Gas Ohio to make reasonable payments over a period of time for the amount of money that you owe.

If you enter into any of the payment plans described below, you must make the required payments in full by the due date. If you fail to do so and your service is terminated, you must pay the plan arrears (i.e., past-due amount) to restore service. A reconnection fee of $76, plus applicable taxes, will be billed to your account. In addition, a new or additional security deposit amount will be billed to your account in three equal, consecutive, monthly installments.

Customers who move to a new location and have closed their previous account do not pay a reconnection fee.

Payment plan options

The following payment plan options are only available if you are not a PIPP Plus or Graduate PIPP Plus customer. To change from one payment plan to another, you must be current on your original plan.

- **Budget** – A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.
- **Current Plus (1/6th Payment Plan)** – The duration of this plan is 6 months. We divide your account arrears by 6, and add that amount to the current month's charges.

- **1/9th Payment Plan** – The duration of this plan is 9 months. We divide your account arrears by 9, and add that amount to a specially calculated 9-month budget amount.
- **1/3rd Winter Heating Plan** – For any bill that includes usage during the winter heating period, Nov. 1 through April 15, pay 1/3rd of the total account balance each month in order to avoid being shut off for nonpayment.

Energy Assistance Programs

Contact Enbridge Gas Ohio as soon as you get a delinquent notice. The sooner you call, the more opportunities there are to help you. We can discuss a variety of special payment plans and other payment assistance options. Here are a few:

PIPP Plus

PIPP Plus allows income-eligible households to pay an amount based on 5 percent of their household income or $10 whichever amount is greater, per billing cycle as their payment. Households with an annual household income at or below 150 percent of the federal poverty guidelines are eligible to participate in PIPP Plus.

Customers can apply for PIPP Plus by calling the Ohio Department of Job and Family Services (ODJFS) at 1-800-282-0880, by visiting a local Community Action Agency (CAA), or by using the Energy Assistance Program application. Visit the ODJFS website at energyhelp.ohio.gov to download the application.

As part of the PIPP Plus program, the Company will provide the following incentive credits when required payments are made in full before the next bill:

- The customer will no longer owe the remainder of that month's current charges. They will receive a balance reduction of the difference between the current month's charges and the PIPP Plus payment plan amount.
- The customer will also be credited 1/24th of their previous past-due balance calculated at their enrollment in PIPP Plus or at their anniversary date. At the end of 24 consecutive payments made in full by the due date, the customer should be current on their account.

If at any point customers fail to make their PIPP Plus payment in full by the due date, they will not receive the incentive credit balance reduction for that month and they may be subject to disconnection. However, the Company will not cancel any credits the customer has already received.

PIPP Plus customers are encouraged to consider the AutoPay option to have payments automatically deducted from their checking or savings account on a specific date.

PIPP Plus customers who develop a credit balance on their account should contact the Company to discuss other payment options, such as Budget Billing, that may be more beneficial. If the credit balance is not the result of any incentive credits, any PIPP Plus payment credit balance may be refunded to the customer upon request.

Important PIPP Plus terms

- **Anniversary date** – Either 12 months after the date the customer signed up for PIPP Plus or 12 months after the previous anniversary date. By the anniversary date the customer must be current on any missed PIPP Plus installments (this date may be different from the re-verification date). The customer will have 30 days (or one billing cycle) to make up all missed payments before they are removed from PIPP Plus, at which time their entire account balance becomes due.
- **Re-verification date** – This date occurs 12 months from the actual date the customer completed documentation of household size and income or the previous re-verification date. The customer will have 60 days (two billing cycles) to reverify their household income or they will be removed from PIPP Plus. Customers should re-verify sooner if any change in household size or income occurs.

Graduate PIPP Plus

If the customer is no longer income-eligible for PIPP Plus or if they voluntarily leave the program, Graduate PIPP Plus can help gradually pay off any remaining account balance. The required Graduate PIPP Plus payment amount is calculated as the average of the most recent PIPP Plus payment amount and the utility-calculated Budget Billing amount.

To enroll in Graduate PIPP Plus, customers must be current on their PIPP Plus payments or become current within two billing periods. Customers can only be enrolled in Graduate PIPP Plus for up to 12 months. The 12-month clock begins once a customer is no longer on PIPP Plus.

As part of Graduate PIPP Plus, the Company will provide the following incentive credits when required payments are made in full by the due date:

- The customer will no longer owe the remainder of that month's current charges. At the end of each month, they will receive a balance reduction of the difference between the current month's charges and the Graduate PIPP Plus payment amount.
- They will also be credited 1/12th of their previous past-due balance calculated at their Graduate PIPP Plus enrollment date.
- The customer's account should be current within 12 months if the customer enrolled in Graduate PIPP Plus when they initially left PIPP Plus and made the required Graduate PIPP payments on time each month.

If at any point the customer fails to make their Graduate PIPP Plus payment in full by the due date, they will not receive the incentive credit balance reduction for that month and may be subject to disconnection. They may also be removed from the program. However, the Company will not cancel any credits the customer has already received. At this time, the customer's entire account balance will become due.

Post-PIPP Plus

When PIPP Plus or Graduate PIPP Plus customers with arrearages end gas service in certain circumstances, they may be eligible for the Post-PIPP Plus program. The Post-PIPP Plus/Graduate PIPP Plus Program offers:

- Automatic enrollment. Customers' final bills will offer a Post-PIPP/Graduate PIPP Plus plan amount. If customers pay the plan amount by the due date, they automatically will be enrolled in the plan.
- Arrearage credit. Every time enrolled customers pay the required plan amount (1/60th of arrearages) on time, they will be given credit for 1/12th of the arrearages.
- Updates each month. Customers who make the required plan payments each month will continue to receive monthly bills, which will show the arrearages credits and display the amount of the arrearages that remain.
- A limited term. The plan will end 12 months from the date the customer canceled service. Any amounts that are not credited by the end of the 12 months will be owed.

Home Energy Assistance Program (HEAP)

HEAP is a federally funded program administered by the ODJFS and is available once per heating season for most customers of utility companies regulated by the Public Utilities Commission of Ohio (PUCO). It is designed to help income-eligible Ohioans meet the costs of home heating by providing a one-time assistance payment.

Winter Crisis Program (WCP)

A special component of HEAP, the Winter Crisis Program (WCP) is also administered by the ODJFS through local Community Action Agencies (CAAs). The WCP provides emergency assistance once per heating season to income-eligible households that are disconnected, threatened with disconnection, or have less than a 10-day supply of bulk fuel. Applications for Winter Crisis Program/Emergency HEAP are accepted through March 31 for the current heating season. Please note:

- A WCP appointment prevents credit action once per heating season.
- The WCP can provide a one-time grant of up to $175.
- A WCP/EHEAP Intent-to-Pay will temporarily prevent credit action.
- The WCP payment can be split between gas and electric utilities.
- Participants not already on a plan must enter into a payment agreement for the remaining account balance.

Applications for Energy Assistance

Customers can apply for HEAP, WCP, HWAP and PIPP Plus on the combined Energy Assistance Program application. Visit the ODJFS website at energyhelp.ohio.gov to download the application.

To obtain applications, customers can:

- Call 1-800-282-0880, TDD hearing impaired only 1-800-686-1557.
- Download them from the ODJFS website.
- Write to Energy Assistance Programs, PO Box 1240, Columbus, Ohio 43216.
- Obtain them at a local Community Action Agency (CAA), post office or library.

Energy Assistance applications are mailed to previous HEAP customers by the ODJFS.

Enbridge Gas Ohio HEAT CARE

The Enbridge Gas Ohio HEAT CARE Program is a fuel assistance program of last resort designed to help individuals and families pay their winter heating bill. To be eligible for HEAT CARE the applicant must:

- Be an Enbridge Gas Ohio natural gas customer;
- Have a termination notice;
- Have exhausted all other state and federal fuel assistance resources;
- Meet PIPP Plus income guidelines.

HEAT CARE is administered by the Salvation Army. Eligible customers may contact their local Salvation Army office to apply after Dec. 1.

Contributions to the HEAT CARE program can be made by Enbridge Gas Ohio customers by mailing a check made payable to "HEAT CARE" directly to the Salvation Army at PO Box 5847, Cleveland, OH 44101-0847. Donations are tax-deductible and every cent donated goes directly to help those in need.

Ways to save energy

Visit enbridgegas.com/ohio-saveenergy for tips to conserve energy to lower your monthly energy costs.

Home Weatherization Assistance Program (HWAP)

Income-eligible customers may also receive weatherization assistance from the ODJFS. This federally funded program provides grants for home weatherization repairs. For details, customers should contact the ODJFS at 1-800-282-0880.

Housewarming Program

Sponsored by Enbridge Gas Ohio, the Housewarming Program is an energy conservation program that provides weatherization assistance to help income-eligible customers reduce their energy usage. The program provides weather-stripping, furnace repair/replacement or water heater repair/replacement, attic and sidewall insulation, and other energy conservation measures. The Housewarming Program also educates consumers of ways to reduce consumption effectively. The program is administered by CHN Housing Partners. For more and information and to apply, customers should visit CHN Housing Partners website at chnhousingpartners.org or by calling 1-888-377-3774.

Disputes

What if you disagree with Enbridge Gas Ohio?

If you have a billing or service problem, please call Enbridge Gas Ohio first. You have the right to question any billing or service action that the Company takes. You should tell the Company of the problem as soon as it occurs. Enbridge Gas Ohio will make every attempt to address your concern with your first contact.

The Company will provide a status report within three business days of the date of the receipt of a complaint. If an investigation is not completed within 10 business days, the Company will provide status reports in writing, at fve-business-day intervals, unless otherwise agreed to, until the investigation is complete.

If your complaint is not resolved after you have called Enbridge Gas Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted online at pickocc.org or by calling 1-877-742-5622 (toll free) Monday - Friday from 8 a.m. to 5 p.m.

How to get additional information

This booklet was prepared as a summary of the rights and obligations you have as an Enbridge Gas Ohio customer based on the PUCO's Minimum Gas Service Standards available at puco.ohio.gov or by requesting a copy from the Commission. If you still have questions about your Enbridge Gas Ohio service, please call the Company at 1-800-362-7557 for additional information, or visit the Company's website at enbridgegas.com/ohio.

1-800-362-7557 enbridgegas.com/ohio

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