



Information for Large Volume Union North Rate Zone Customers

Dec. 04, 2023

Customer Engagement Survey

Enbridge Gas is undertaking a customer engagement process that is designed to understand customers' needs and preferences as it develops its business plans for its assets for 2025-2034. These plans will determine the investments that Enbridge Gas makes and will be submitted to the Ontario Energy Board.

Last week, the signing authorities for our in-franchise contract rate and direct purchase customers were sent an email invitation to complete a survey from marketresearch@enbridge.com. Please take this opportunity to have your say. The survey includes questions about Enbridge Gas' business plans. Your feedback is important – please review your email and complete the survey workbook by Dec. 19, 2023.

Thank you in advance for your participation and feedback.

Reminder for Customers with an Interruptible Distribution Service

Enbridge Gas wants to remind customers that when your company receives a Notice of Interruption, your company has a contractual obligation to comply with the notice.

When Enbridge Gas issues a Notice of Interruption, interruptible customers must reduce their natural gas usage to the contracted firm levels as per the applicable schedule of their large volume distribution contract, in accordance with the instructions in the Notice of Interruption.

Your company must have the ability to reduce its natural gas consumption to contracted firm levels. If your company has not contracted for any firm service, your company must completely cease consuming natural gas during the interruption period. To avoid potential disruption to your company's operations and/or non-compliance charges, it is your company's obligation to ensure your back-up systems are tested and ready to use, and that adequate alternate fuel supply is on hand in the event of a service interruption.

It is important that your company keep Interruption and Force Majeure contact information up to date with Enbridge Gas at all times. In the event of a contract service interruption or Force Majeure, Enbridge Gas will provide notice to customers using the contact information we have on file. Consider having more than one contact to cover vacations, changes in employment, etc.

Your company can make changes to the contact persons attached to a contract anytime during the year using Enbridge Gas' online system, or by notifying your account manager.

If you have any questions about this material, please contact your account manager.