Information for Union North Rate Zone Customers

September 28, 2026

Enbridge Gas Receives Ontario Energy Board Approval for Rate Changes Effective Oct. 1, 2026

Enbridge Gas recently received approval from the Ontario Energy Board (OEB) for rate changes effective Oct. 1, 2026, following the OEB's Decision and Order issued on Sept. 24, 2026 (EB-2026-0221). These changes were proposed to the OEB earlier this month as part of the Quarterly Rate Adjustment Mechanism (QRAM).

QRAM is the mechanism Enbridge Gas uses to review and adjust our rates to reflect changes in natural gas prices. This is done every three months to reflect ongoing changes in the market price of natural gas and to adjust for the difference between the forecasted price of natural gas and actual price from prior periods.

In addition to updating rates in EGD and Union rate zones in accordance with Enbridge Gas' Board-approved QRAM methodologies, Oct. 1, 2026 rates will also reflect the following:

- A one-time clearing of the approved 2024 Utility Earnings and Deferral and Variance Account balances (EB-2025-0155).
- The disposition of an Earnings Sharing Mechanism (ESM) amount resulting from 2024 utility earnings exceeding the OEB-approved return on equity threshold.

All changes are reflected in the rates highlighted below.

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Delivery Rates

The following changes to delivery rates reflect quarterly updates to gas costs (compressor fuel, unaccounted for gas, own use gas and carrying costs of gas in inventory). This can be found on the "Delivery" line of the invoice.

	Approved Delivery Rate Change (cents/m^3)
Rate 20	(0.0016)
Rate 100	(0.0001)

Rate 01 and Rate 10 Customers

Rate 01 and Rate 10 will also be changing effective Oct. 1, 2026. Customers can find current information on these rates on our website.

Balancing Transaction Fees

Balancing transaction fees will be updated effective Oct. 1, 2026. For current rates, please see the Balancing Services Rider A.

For more information, find the full application (EB-2026-0221) posted on our website.

Important Update on the New Enerline Hub

Enbridge Gas has updated the implementation timeline for the new Enerline Hub and harmonized rates and services. The integrated implementation, previously targeted for the third quarter of 2027, is now planned for the **second quarter of 2028**.

As planning continues for these initiatives, additional time is needed to coordinate the changes required to modernize systems and processes and support the introduction of harmonized rates and services. This integrated approach will help ensure a smooth transition and seamless experience for customers.

For the latest updates and support, visit the new Enerline webpage or contact your account representative.

Rate and Service Harmonization

To prepare for the 2028 transition to new harmonized rates and services, we encourage customers to attend upcoming webinars in October 2026 and early 2027. The first webinar on new Checkpoint Balancing requirements will be held on October 26, 2026, and will be of particular interest for current Union North or EGD bundled Direct Purchase customers. Further details on how to participate in these webinars will be available through separate email communications.

Annual Emergency Contact Verification & Interruptible Notification System Testing Update

Thank you to all customers who have responded to our Annual Emergency Contact Verification request. We appreciate the time you've taken to review and update your emergency contact information. Please be assured that all updates and changes received are being reviewed and processed accordingly. While individual acknowledgements may not be issued, all submissions received will be updated in our records.

As a reminder, our annual Interruptible Notification System testing exercise is scheduled to take place in October. Once the testing date has been confirmed, a separate communication will be issued to customers who will be participating in the exercise. Maintaining accurate contact information helps ensure important interruption and emergency notifications reach the appropriate individuals when needed.

If you have any questions about the information contained in this newsletter, please contact your account manager.