

Enbridge Gas Inc.

Conditions of Service

—
for general service customers

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Preface

Enbridge Gas Inc., or “Enbridge Gas” as referred to herein, has been providing natural gas services in a safe and reliable manner for more than 175 years, and currently provides service to over 4 million homes and businesses throughout Ontario.

These Conditions of Service detail Enbridge Gas’ operating practices and conditions applicable to customers taking service under a general service rate schedule (as defined in the Enbridge Gas Rate Handbook). These Conditions of Service form part of our commitment to providing our customers with safe and reliable gas services. Certain defined terms are set out in Appendix A for ease of reference.

Enbridge Gas reserves the right to modify the contents of the Conditions of Service at any time. These Conditions of Service are intended as a summary of customer-related practices, conditions and requirements, and do not supersede any terms and conditions set out in the Rate Handbook or agreed to in our service contracts with customers.

Customer Code of Conduct

Enbridge Gas strives to minimize customer disruptions associated with its gas distribution services. Sometimes unplanned customer impacts are unavoidable, and we appreciate cooperation and understanding while we diligently work to address any issues.

Discrimination, Violence and Harassment

Enbridge Gas is committed to preventing discrimination, violence and harassment in the workplace, to promote equal opportunities and an environment in which all individuals are treated fairly and with respect. Every Enbridge Gas employee, contractor and representative (including, without limitation, field representatives, meter readers and customer service personnel) is entitled to a workplace free of harassment, discrimination or violence.

Harassment (including sexual harassment), discrimination and workplace violence are prohibited. Enbridge Gas treats these issues seriously and will take all reasonable precautions to ensure that its workplaces are free from these behaviours. Enbridge Gas will investigate all reports of discrimination, harassment and workplace violence, and all substantiated incidents will result in action by the company, up to and including immediate suspension of natural gas delivery to a customer or premises.

Nuisance Calls and Abuse of Emergency Resources

Enbridge Gas is committed to responding to emergency calls in a timely manner. Customer abuse of Enbridge Gas emergency services is a very serious matter. False alarms and/or repeated nuisance calls not only waste valuable time and resources but also jeopardize the safety of others who might genuinely need assistance.

In cases where Enbridge Gas emergency resources are abused by customers, Enbridge Gas may take such steps as permitted by law, including referral to law enforcement and/or recovery of costs or damages. In certain cases, repeated nuisance calls may result in further action by the company, up to and including immediate suspension of natural gas delivery where Enbridge Gas determines its ability to safely serve customers is being compromised.

1. Enbridge Gas Franchise Area and Gas Distribution Services

Enbridge Gas provides gas distribution services to more than 300 municipalities across Ontario. A tool to confirm service areas is available at enbridgegas.com.

2. Gas Distribution Services

2.1 Delivery of Gas Supply

Enbridge Gas will provide gas to our customers within our franchise area under the following circumstances:

- there is sufficient supply of gas;
- there is sufficient capacity in Enbridge Gas' distribution system;
- the delivery of gas supply is economically feasible; and
- the delivery of gas can be provided safely.

2.2 Multiple Rate Schedules

A customer can take service under multiple contract rate distribution rate schedules at a single point of consumption provided the customer meets all applicable requirements found in each rate schedule.

2.3 Interruptions in Gas Distribution and/or Supply

Customers may be required to interrupt or discontinue the use of gas if the supply of gas is jeopardized by any of the following:

- actual or threatened shortage of gas due to circumstances beyond the control of Enbridge Gas;
- interruption or restriction ordered by any government or agency having jurisdiction; or
- force majeure event (described in Section 2.4 below).

Enbridge Gas shall not be liable for any loss of production, nor for any damages whatsoever due to such interruption or discontinuance. Enbridge Gas may also interrupt service from time to time for repair and maintenance of facilities. Except in the case of an emergency, Enbridge Gas will provide affected customers with reasonable notice of such interruption.

2.4 Force Majeure

Customers of Enbridge Gas shall not have any claim against Enbridge Gas for damages sustained as a result of service interruptions caused by force majeure, meaning events that are not reasonably within the control of Enbridge Gas and which Enbridge Gas cannot prevent or overcome with reasonable due diligence, which include without limitation:

- acts of God, the elements;
- acts of others such as labour disputes, strikes, lockouts, civil disturbances;
- fires, accidents;
- the breakage or repair of pipelines or machinery;
- interruption by an upstream gas transporter;
- depletion or shortage of gas supply; and
- order of any legislative body or duly constituted authority.

2.5 Quality of Gas

Gas supplied by Enbridge Gas will be commercially free from objectionable matter and conform with the specifications outlined in Section II of the General Terms and Conditions for Enbridge Gas Ex-franchise Transportation Services.

NOTE: The gas supply delivered to customers from field gathering lines may vary in quality due to local well conditions.

3. Rate Schedule

3.1 Changes in Rate Schedules

In the event the Ontario Energy Board approves any amendments to the rate schedules of Enbridge Gas, the amended price or terms and conditions shall apply to services provided under the rate schedules after the effective date established by the Ontario Energy Board.

4. Initiation of Service

A potential customer that has applied for natural gas service is referred to in this section as the “applicant”.

4.1 Main Extensions

Enbridge Gas will extend its gas main(s) within its franchise area to serve new customers when it is feasible to do so, in accordance with Enbridge Gas’ feasibility policy and procedures. Enbridge Gas will consider the following when determining feasibility:

- the number of potential new customers;
- any impact to existing users of the services involved;
- the amount of natural gas to be used; and,
- the cost of extending the gas main.

If the cost of the extension is not economically feasible, the applicant(s) will be required to pay a contribution in aid of construction (CIAC) or an expansion surcharge in accordance with the Enbridge Gas feasibility policy and procedures and Rate Handbook. Enbridge Gas will determine the amount and terms for either the CIAC or expansion surcharge and communicate such terms to the applicant(s).

4.2 Service Installations

Enbridge Gas reserves the right to designate the location of its service lines.

For new residential services, Enbridge Gas will install one service line per civic address at no charge to the customer provided that the distance between the subject property line (as determined by Enbridge Gas for installation purposes) and the location of our natural gas meter is 20 metres or less in total length. For service line installations in excess of 20 metres from the property line, customers will be charged for each additional metre at a rate prescribed in Rider G of the Rate Handbook. Calculations of these additional charges are based on the actual length of the service installed and are charged to the customer on the first gas bill. In certain circumstances, an expansion surcharge may be used as a method to pay for these additional charges.

Enbridge Gas uses an 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 a CIAC in order to meet our economic feasibility benchmark.

Enbridge Gas will communicate the requirement for a CIAC to the customer and secure the customer’s agreement to pay it prior to initiating the installation of the service. In certain circumstances, an expansion surcharge may be used as a method to pay for these additional costs. Enbridge Gas installation costs generally consist of:

- material used at inventory value (including appropriate stores expense);
- direct labour on installation (including appropriate payroll burden);
- transportation and mobile work equipment; and
- contract work.

Where gas service must be installed on lands not owned by the applicant or a person they are applying on behalf of (such as road allowance, municipal or neighboring property), land rights (e.g. in the form of an easement and/or franchise rights, as applicable) from the adjacent impacted property owner(s) will be required for the installation and maintenance of all necessary gas lines and equipment.

Following installation, Enbridge Gas will restore any impacted areas and surfaces.

4.3 Location of Meter and Service Regulators

Enbridge Gas will supply each customer with a meter of a size and type that will adequately measure the gas supplied, based on the information provided at the time of application for service. Enbridge Gas will:

- 4.3.1** Make reasonable efforts to install meters and service regulators so as to be accessible for inspection, reading, testing, maintaining and exchanging.
- 4.3.2** Only install meters and/or service regulators in locations that comply with all applicable legal requirements, including those prescribed in technical codes and regulations, and will not be placed in any location that conflicts with such requirements.
- 4.3.3** Install all meters outside buildings except in rare circumstances where it is not practical. However, Enbridge Gas does permit meters and service regulators to be installed in an external regulator room subject to specific criteria which must be met in order for this type of installation to be approved. The customer must contact Enbridge Gas in advance of the installation to understand the criteria, agree to the conditions, and obtain approval to proceed.
- 4.3.4** Provide protective barriers where outside meters and regulators are installed in locations that do not afford reasonable protection from damage.

Only authorized agents of Enbridge Gas are permitted to connect, disconnect, or alter our meters, regulators, or other facilities. No piping or equipment shall be connected to or disconnected from our facilities except by representatives of Enbridge Gas or a certificate holder authorized by the Technical Standards and Safety Authority. For new customer or builder connections, the customer or builder's certified HVAC contractor will be required to connect the customer's piping to the point of consumption, but they are not allowed to modify Enbridge Gas facilities.

In addition to the protection that Enbridge Gas provides for meters and regulators pursuant to subsection 4.3.4, customers are responsible for protecting and maintaining accessibility at all times to Enbridge Gas metering and regulating equipment. Enbridge Gas does not assume ownership, responsibility or maintenance of piping beyond the point of consumption.

Customers shall not, without Enbridge Gas' prior written consent, erect, construct, or otherwise install any structure or tangible item on, or within the pipeline right-of-way, including but not limited to patios, concrete slabs, buildings, pool houses, garden sheds, swimming pools, hot tubs, fish or other man-made ponds, saunas, or fences. Customers shall not erect, construct or otherwise install any structure or tangible item which encloses or interferes with Enbridge Gas above ground facilities.

Customers shall provide Enbridge Gas with free and unobstructed access to its natural gas metering equipment, pipelines, and other facilities at all times. Customers are responsible for ensuring that above ground Enbridge Gas facilities are kept clear of snow, ice, and other obstructions.

4.4 Inspections of New Installations

All inspections shall conform to Enbridge Gas policies and procedures and applicable laws. A customer's gas appliance system, including supply piping, gas appliances and installations, will be inspected prior to gas being introduced to a building for the first time. If an inspection reveals that repairs or adjustments are required, the customer will be responsible for remedying these prior to the gas being turned on.

Enbridge Gas provides one initial safety inspection for all new premises at no cost. If the site is not ready, or the inspection is rejected, additional safety inspections will be required. Enbridge Gas will charge for additional inspections in accordance with Rider G of the Rate Handbook.

4.5 Alterations

Alterations or service relocation requests will be dealt with as follows:

- The cost of work done to relocate or alter existing gas carrying assets (service, meter, etc.) solely at the request of the customer or necessitated by the customer's activities at the property will be charged to the customer.

4.6 Customer Responsibilities Regarding Building Piping, Appliances & Equipment

As a condition for receiving service, a customer shall:

- at their own expense, install all necessary piping, controls, safety devices and other necessary equipment beginning at the point of consumption;
- be responsible for maintaining all building piping, appliances and other equipment in a safe operating condition at their own expense; and
- ensure the building piping, appliances and other equipment are installed in accordance with all applicable laws and Enbridge Gas requirements.

An Enbridge Gas Customer Connections representative can provide further information about any applicable requirements upon request.

If there is a leakage or escape of gas on a customer's premises, the customer is required to notify Enbridge Gas immediately by calling our emergency number at 1-866-763-5427.

Enbridge Gas shall not be liable for and the customer shall indemnify Enbridge Gas from and against all loss, costs, damages, injury, or expense associated with any injury or damage to persons or property arising, either directly or indirectly, from or incidental to 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 consumption.

Customers shall provide Enbridge Gas with free and unobstructed access to all parts of every building or other premises to which gas is supplied at all times upon reasonable notice.

Customers should ensure exterior natural gas appliance vents are kept clear at all times.

Customers are responsible, at their own expense, for compliance with all applicable legal requirements relating to the installation and maintenance of carbon monoxide alarms or detectors.

5. Maintenance of Service

5.1 Turning Off and Turning on Gas Supply

Enbridge Gas may be required to turn off the gas supply to all or part of a premises for safety reasons or as a result of other observed non-compliances with applicable laws, codes and/or policies. If this occurs, only a qualified person holding an appropriate certificate from the regulatory authority having jurisdiction may turn back on the supply of gas, and only after appropriate remedies have been made. Except where an unacceptable condition exists, the turning on and off of the gas supply for purposes of installing, servicing, removing, or repairing gas appliances may only be done by a person certified to perform this work by the regulatory authority having jurisdiction, while ensuring no damage is caused to Enbridge Gas facilities in the process.

5.2 Meter Exchange and Testing

5.2.1 Meter Exchange

Enbridge Gas is required to periodically exchange natural gas metering devices for government inspection pursuant to applicable legal requirements.

To complete meter exchanges, Enbridge Gas will shut off the gas supply to your existing meter, replace it with a new meter, inspect all of your natural gas equipment, and relight only those that exhibit no installation code infractions or potential safety hazards. There is no charge for this service. Enbridge Gas will follow section 5.1 if it observes a potential safety hazard or other non-compliance with codes and/or policies.

If Enbridge Gas is required to exchange its meter, we will contact you via letter, email or telephone. Please call the number provided to make an appointment. The inspector who comes to your property will carry valid Enbridge Gas photo ID or valid ID from an authorized Enbridge Gas contractor and you may ask to see it before providing access to your property.

If you fail to make a meter exchange appointment, we may nonetheless complete the meter exchange and leave the new meter locked off. If this occurs, a card will be left at your property instructing you to call our service department for an appointment. Once scheduled, Enbridge Gas will return to unlock your meter and relight your natural gas appliances.

5.2.2 Meter Testing

Should a meter fail to properly register the amount of gas used, consumption shall be estimated by Enbridge Gas. A customer wishing to dispute the accuracy of a meter can apply to have a government inspection completed (please refer to Sections 23 and 24 of the *Electricity and Gas Inspection Act*). Should such an inspection identify an issue with the meter, appropriate billing corrections may be applied in accordance with Section 6.5.

5.2.3 Resale Prohibited

Gas taken at a point of consumption shall not be resold or redistributed other than in accordance with all applicable laws and orders of any governmental authority, including the Ontario Energy Board.

6. Customer Service for General Service and Low-Income Customers

If you are a low-income customer, our Conditions of Service pertaining to eligible low-income customers are set out in Section 6.11.

6.1 Setting up an Enbridge Gas Account

Whether you are a first-time customer of Enbridge Gas or an existing customer moving to a new service address, you must notify Enbridge Gas before taking possession of a new property. You agree to pay for any Enbridge Gas services provided from the time of possession and are liable for all gas supplied to the premises and for the safe custody of Enbridge Gas facilities. New accounts are subject to a new account charge. If you do not set up a new account, Enbridge Gas may 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 another gas account in your name. To open a new account or submit a move request, visit enbridgegas.com/moving or call our Customer Contact Centre at 1-877-362-7434.

6.2 Meter Reading

Enbridge Gas strives to read your meter every other month and will estimate your consumption based on your historical gas usage in between readings. Customers must provide clear, safe access to Enbridge Gas or its agent for meter reading purposes. This includes refraining from placing plants, permanent structures, and other objects within 60 centimetres (24 inches) around the gas meter as they may cause injury to or be accidentally damaged by meter readers or technicians trying to access the meter. Enbridge Gas representatives will attempt to use the shortest access route from a path or driveway to access the Enbridge Gas meter. During winter weather, where an Enbridge Gas representative is not aware of what may lie beneath the snow, Enbridge Gas cannot guarantee that plants and other objects will not be damaged. If Enbridge Gas' representative is unable to read the meter, a bill will be issued based on an estimated reading. You can also submit your own meter reading at enbridgegas.com/meter or, alternatively, you can call our automated system at 1-800-268-5442.

6.3 Security Deposits and Credit Checks

Security deposits may be held to ensure that future gas charges are recovered in the event that a customer does not pay their bill. To reduce the risk of unpaid balances, Enbridge Gas 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 good or excellent payment status with Enbridge Gas. A security deposit may be required for a customer who has a poor credit rating or limited payment history with Enbridge Gas or in the case of meter tampering.
- The requirement for a security deposit may be waived in the following circumstances:
 - A letter of guarantee is provided by the customer's financial institution to be held as an alternative for a security deposit, with the same terms and conditions for releasing or returning to the customer.
 - A customer is an eligible low-income customer.
- Security deposits are assessed and billed when a customer moves in or at the time of reconnection (after disconnection for non-payment).
- Any required security deposits are charged 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 customer is equal to Enbridge Gas' estimate of the average monthly bill over the past 12 months, multiplied by 2.5, up to a maximum of \$500.

- Notwithstanding the preceding bullet, a customer may be subject to an additional or new security deposit following a disconnection for non-payment if the customer wishes to re-establish gas services. The maximum additional or new security deposit that may be required is equal to Enbridge Gas' estimate of the average monthly bill over the past 12 months, multiplied by 2.5, up to a maximum of \$500.
- A security deposit (plus interest) will be automatically refunded to a 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.

6.4 Bill Issuance and Payment

6.4.1 Your Monthly Bill

The Ontario Energy Board reviews and approves Enbridge Gas' regulated charges.

For information on the charges that appear on your bill, visit "Understanding Your Bill" at enbridgegas.com/My-Account/Understand-Your-Bill and our rates pages at enbridgegas.com/residentialrates or enbridgegas.com/businessrates.

6.4.2 Billing from a Licensed Energy Marketer

If you buy your natural gas supply from a licensed energy broker, your gas supply charges, along with the name of your licensed energy broker, will appear in the "Charges for Natural Gas" section of your Enbridge Gas bill.

6.4.3 Billing Options

eBill

Enbridge Gas offers customers an environmentally friendly and secure bill delivery option in the form of an electronic bill (eBill). In addition, customers receiving an eBill have the option to receive a PDF copy of their bill attached to their email or receive their eBill notification via text message. 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 enbridgegas.com/ebill.

Equal Monthly Payment Plan

The Enbridge Gas Equal Monthly Payment Plan (EMPP) is available to all general service 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 Gas forecasts the amount of gas you will use and applies the current gas price to determine your monthly EMPP installment. EMPPs are reviewed and reconciled, and customers are billed or credited an EMPP final adjustment that represents the difference between the charges for gas actually used from the time you join the plan and the monthly EMPP installments billed to date. The adjustment appears on your bill in the 12th month of your plan. Your new plan starts up automatically. You may cancel your enrollment in EMPP at any time and return to regular billing. Customers are encouraged to monitor their EMPP details (actual gas charges billed to date versus EMPP installments billed to date) and may request a review at any time. You can sign up and monitor your EMPP details online by logging in to your online profile at enbridgegas.com/login. To learn more and sign-up, visit enbridgegas.com/EMPP.

6.4.4 Payment Options

• Pre-Authorized Payment

Enbridge Gas also offers a Pre-Authorized Payment Plan (PAP). Signing up for PAP will allow your amount due to be automatically withdrawn from your bank account on the day before the due date. To sign up for PAP, log in to your online profile at enbridgegas.com/login and navigate to the Manage My Account tab.

Other payment options include:

• Online or in person

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

• One-time payment

Use your banking information to pay your balance online.

- **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.

- **Western Union**

For customers with overdue amounts that are at or nearing disconnection for non-payment, you may choose to make a payment for a fee through Western Union.

- **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
Payment Processing
P.O. Box 644
Scarborough, ON M1K 5H1**

Please make your cheque or money order payable to “Enbridge Gas Inc.” and write your account number on the front. To avoid the late payment charge, please allow 7 days for your payment to reach our office.

6.5 Correction of Billing Errors

When a customer has been billed incorrectly, retroactive billing is required. Retroactive billing can be the result of either a customer error or an Enbridge Gas error. Where billing errors 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 from the date the billing error came to the attention of Enbridge Gas. If you have been underbilled, Enbridge Gas will work with you to determine a suitable payment arrangement.

6.6 Discontinuance of Gas Supply or Delivery

6.6.1 Customer Initiated Discontinuance

In situations where a customer requests a discontinuance of gas supply or delivery, they will continue to be bound by these Conditions of Service and will be obliged to pay for all gas supplied and/or delivered to their premises along with all other charges on the Enbridge Gas bill, including late payment charges, until Enbridge Gas has terminated the supply of gas following the acceptance of a request for termination from the customer. To inquire about a temporary disconnection, contact us at 1-877-362-7434.

6.6.2 Emergency or Safety Related Discontinuance

In addition to service interruptions for maintenance and force majeure events, Enbridge Gas may discontinue gas supply and/or delivery to any customer for various reasons, including but not limited to:

- for use of gas for any purpose other than that described in the service application, gas supply contract, or rate schedule;
- if Enbridge Gas is refused access for any lawful purposes to the premises to which gas is supplied and/or delivered;
- when Enbridge Gas' property on a customer's premises is tampered with or damaged;
- when Enbridge Gas has reason to believe that a potentially 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 applicable laws, codes and/or policies;
- when there is evidence of gas theft;
- when Enbridge Gas determines it cannot safely supply and/or deliver gas to a premises for any reason.

Enbridge Gas also reserves the right, at Enbridge Gas' sole discretion, to refuse service under general service rates to customers that present a risk to the safety and/or reliability of the distribution of natural gas. Examples of customers who may be refused service under general service rates include, but are not limited to, customers who are capable of consuming very large quantities of gas sporadically and who, without a contractual limit on consumption on a given day or hour, may jeopardize Enbridge Gas' ability to maintain deliveries to other customers on the distribution system. In all cases, Enbridge Gas will comply with applicable laws in the course of discontinuing gas supply and/or delivery.

6.6.3 Discontinuance of Service for Non-payment

If your bill is not paid in full and you have not contacted Enbridge Gas to make payment arrangements (see Section 6.7 below), Enbridge Gas may discontinue gas service. Prior to this occurring, Enbridge Gas will provide a minimum 48 hours' notice in writing advising 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. We will also attempt to contact you to discuss your gas account.

If you are seeking payment assistance through a registered charity, government agency, social service agency or a third party, please see Section 6.11 below for information on financial support and customer service rules available for Enbridge Gas' eligible low-income customers. If a rented property will have gas service discontinued for any reason, notice of a disconnection may be provided by Enbridge Gas to the landlord (as defined in Section 6.9 below) of the premises.

If your gas service has been discontinued for non-payment, when payment in full is received by Enbridge Gas (e.g. security deposit or any other charges), Enbridge Gas will reinstate your gas service within two (2) business days. You can initiate the process to reconnect your gas services online by signing into your online profile at enbridgegas.com/login and clicking on the red banner at the top of the screen to report a payment and schedule a gas reconnection.

6.7 Arrears Management Programs

If you are eligible, payment arrangements can help by providing more time to pay, avoiding late penalties, and preventing further collection actions while the arrangement is in place. Enhanced payment arrangements and other expanded customer service rules can be provided to low-income customers for additional flexibility. If you are unable to make full payment of your gas bill for any reason, you may be eligible for a payment arrangement. Eligible customers can set up a payment arrangement online at enbridgegas.com/login under Manage My Account, or by calling our Customer Contact Centre at 1-877-362-7434.

Customers who miss making a payment as part of their payment arrangement will be contacted by email, text message, phone, or by regular letter mail 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 6.11 below for information on financial support available for Enbridge Gas' eligible low-income customers.

6.8 Allocation of Payments between Gas and Non-Gas Charges

Payments are applied to your Enbridge Gas bill such that the oldest billed amounts are paid first. In the event that a 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.

Enbridge Gas charges are to be paid by the due date specified on the bill, which is considered to be twenty (20) days after the bill date also set out on the bill. A late payment charge of 1.5% per month (19.56% effectively per annum) will be applied on any amount not received by the due date until Enbridge Gas receives payment of all unpaid gas distribution charges, including all applicable federal and provincial taxes.

6.9 Management of Landlord/Tenant Accounts

References to "landlord(s)" in this document include the owner, landlord or property management company of a tenanted property.

It is the responsibility of the landlord to ensure any changes in tenancy or account ownership are reported to Enbridge Gas by the responsible party. Enbridge Gas has processes for recording directions from landlords on how to manage accounts at these properties in between tenants. If you are a landlord, you can manage your properties online at enbridgegas.com. Here you can tell us how you would like the natural gas at your property managed while you are in between tenants. The landlord will be deemed to be the account owner and held responsible for any gas usage in between tenants.

If a tenanted property has service work conducted at the premises, notification may be provided by Enbridge Gas to the landlord of the premises regarding the nature of the work. This notice will not include private tenant information. If ownership of a premises changes, the incoming landlord/property owner is responsible for notifying Enbridge Gas and electing their own preferred option for how the natural gas at the property will be managed while in between tenants.

6.10 Management of Customer Accounts

Enbridge Gas is committed to providing excellent service and to ensuring that relationships with customers are conducted with integrity and in a responsible, fair and honest manner. This includes a commitment to increasing accessibility for persons with disabilities in the areas of information and communication, as well as employment, for a barrier free workplace. Our [Integrated Accessibility Standards policy](#), [Customer Service policy](#) and a [Multi-Year Accessibility Plan](#) can be found at enbridgegas.com/accessibility. Consistent with these objectives, Enbridge Gas maintains high standards of confidentiality with respect to the personal information in its possession.

Enbridge Gas collects information (including personal information) about our customers directly and from other sources (for example, credit bureaus), for the purposes identified in our privacy policy (available at enbridgegas.com/privacy-policy) 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, any third party designated by the customer, as otherwise set out in our privacy policy, or as required by law.

To provide consent for another person or a third party to discuss your account details with Enbridge Gas, you must contact our Enbridge Gas Contact Centre at 1-877-362-7434 to advise us of your permission to discuss your account with these parties.

If a tenanted property is subject to a service discontinuation for any reason, notice of a pending disconnection may be provided by Enbridge Gas to the landlord (as defined in Section 6.9 above) of the premises.

To ensure that Enbridge Gas can identify its customers and ensure that it is dealing with the correct person when a customer contacts Enbridge Gas, you may be required to correctly answer confirmatory questions, provide confirmation of identity or update the information associated with your Enbridge Gas account.

6.11 Customer Services for Eligible Low-Income Customers

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:

- emergency financial assistance;
- customer service rules; and
- 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 or the LEAP targeted conservation and demand management programs, please visit enbridgegas.com.

The following definitions are relevant to the LEAP:

- An "eligible low-income customer" means a residential customer who has a pre-tax 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 Ontario Energy 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 Gas 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 Gas 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 including:

- 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 actions are taken for non-payment.
- Eligible low-income customers that enter into a payment agreement will have their late payment charges waived on the payment arrangement balance. In the event that an eligible low-income customer defaults on an arrears payment agreement, waiver of late payment charges 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 Greater Simcoe County (UWGSC) at uwsimcoemuskoka.ca/leap or 1-855-487-LEAP (5327). If you qualify, UWGSC 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.

6.12 Our Customer Service Process

Step 1: Call the Enbridge Gas Contact Centre at 1-877-362-7434

Enbridge Gas phone agents are trained to help answer your questions.

Step 2: Ask to Speak to a Supervisor

If you feel that your questions are not being fully addressed by the agent, please ask to speak to a supervisor. They'll try to work with you to resolve your issue.

Step 3: Contact the Enbridge Gas Customer Ombudsman

If you've spoken to an agent and a supervisor and are not completely satisfied with the solution provided, you can elevate your concern to the [Enbridge Gas Office of the Ombuds](#) for an independent review of your matter.

For complete information regarding our customer service process, please visit the Enbridge Gas website at enbridgegas.com/contact-us.

APPENDIX A: Defined Terms

Arrears management programs: programs designed to assist customers with past due accounts.

Cubic metre (“m³”): means the volume of gas which at a temperature of 15 degrees Celsius and at an absolute pressure of 101.325 kilopascals (“kPa”) occupies one cubic metre. 10³m³ equals 1,000 cubic metres.

Customer: means, individually or collectively, any person or persons receiving one or more of the services of Enbridge Gas.

Service interruption: means an interruption in a customer’s gas supply at a point of consumption resulting from compliance with a request or an order by Enbridge Gas to discontinue or interrupt the use of gas.

Enbridge Gas: means Enbridge Gas Inc.

Expansion surcharge: means a surcharge (System Expansion Surcharge or SES, and Temporary Connection Surcharge or TCS) referenced in the Rate Handbook of \$0.23/m³. In accordance with the Enbridge Gas customer connection policies approved by the Ontario Energy Board from time to time, the SES is applicable to projects with 50 or more potential customers and the TCS is applicable to projects with less than 50 potential customers. Enbridge Gas’ reporting obligations to the Ontario Energy Board depend upon the type of project.

Gas: means natural gas, substitute natural gas, synthetic gas, manufactured gas, propane-air gas or any mixture of any of them.

Gas appliance: means any device approved by the appropriate governmental authority which uses gas as a fuel or as a raw material.

General service: service provided under general service rate schedules of the Enbridge Gas Rate Handbook.

Meter: means a device owned by Enbridge Gas and approved by the appropriate governmental authority and installed to measure the volume of gas delivered to the customer.

Month or monthly: means, for the purposes of calculating customers’ accounts, a period of approximately 30 days.

Person: means an individual, corporation, partnership, firm, joint venture, syndicate, association, trust, trustee, government, governmental agency, board, tribunal, ministry, commission or department or other form of entity or organization and the heirs, beneficiaries, executors, legal representatives or administrators of an individual, and “persons” has a similar meaning.

Point of consumption: means the outlet side of the meter or meters at which gas is or may be delivered to a customer.

Rate Handbook: means the Enbridge Gas Rate Handbook, including all rate schedules, approved by the Ontario Energy Board from time to time.

Rate schedule: means an alphabetical and/or numbered rate of Enbridge Gas as fixed or approved by the Ontario Energy Board that specifies rates, applicability, character of service, terms and conditions of service and the effective date.

Service line: means the pipe or tubing and associated fittings which transmits gas from the pipeline to the meter inlet connection. Where unmetered gas is provided, the service line shall be deemed to terminate at the shut-off valve located closest to the building entry, immediately inside the building wall. Where gas pressure regulation is necessary, the service regulator shall form part of the service line.