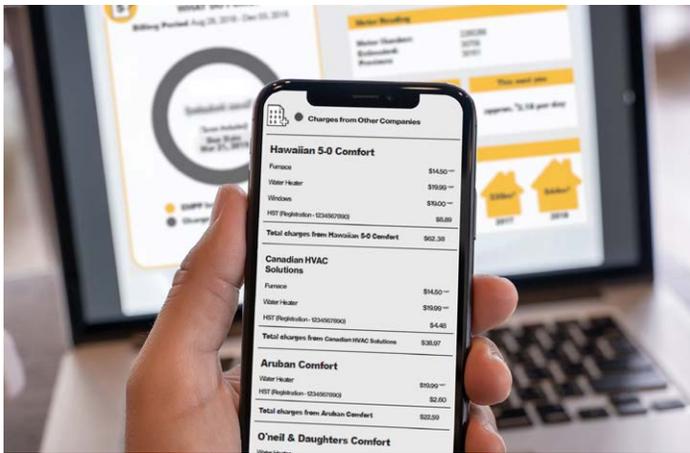


Enbridge Gas Open Bill Program (Charges From Other Companies)

The Open Bill Program allows companies that offer energy-related products and services to include their charges on your Enbridge Gas bill. If you buy a product or service from a participating company, you may have the option to have the charges included on your natural gas bill. If you choose this option, the charges would appear in the “Charges From Other Companies” section of your bill along with the company’s name and phone number.



Participating companies are not owned by or affiliated with Enbridge Gas and do not perform work on our behalf. Enbridge Gas does not recommend, endorse or guarantee the products or services they’re offering or the prices they charge.

Know your rights

Enbridge Gas does not go door-to-door or call customers to offer any type of product or service. You should only provide your personal information, including your Enbridge Gas account number, if you’ve decided to enter into a contract with a participating company.

The Ontario Ministry of Government and Consumer Services has a goal of promoting a fair, safe and informed marketplace – one in which your rights as a consumer are

Important billing information

1. Only agreed upon charges should appear on your bill. If there is an unexpected or incorrect charge, or you would prefer to be billed directly by the other company, you can contact the other company to address it.
2. You can also create a dispute through My Account at enbridgegas.com or by calling us at **1-877-362-7434**. When a dispute is submitted, the details are sent to the other company. They have 15 days to contact you to discuss your concerns and come to a mutually agreed upon resolution. They will communicate the resolution to Enbridge Gas. If a resolution isn’t agreed upon within 15 days, Enbridge Gas will credit the disputed charges and stop future billing of charges for that product or service on your Enbridge Gas bill.

If the other company notifies Enbridge Gas that the dispute has been resolved, the charges will continue on your bill. If you did not agree to this, you can re-open the dispute with Enbridge Gas and the disputed charges will be credited and removed.

If Enbridge Gas credits and removes charges that the other company considers valid, the other company may pursue these charges outside of the Enbridge Gas bill. Enbridge Gas will not disconnect your gas service for non-payment of Charges From Other Companies.

3. You also have the right to appoint a representative to deal with a dispute on your behalf.

protected. Before agreeing to a new product or service, read the contract carefully and know your rights under the Consumer Protection Act, 2002 in Ontario.



Visit ontario.ca/consumerservices to learn more.