Customer **Connection**

November 2026



Receive and pay your bill from anywhere

eBill
Fast. Easy. Done.

Make managing your bill easier with eBill, our secure, paperless billing option. Each month, you'll get an email letting you know your bill is ready to view online. Your eBill will also show the amount due and due date so you can easily pay online or through your bank. It's safe, reliable, and clutter-free.

Ready to switch? Log in to **enbridgegas.com** or call us at **800-323-5517**.



How to identify an outside gas leak

The following signs may indicate a natural gas pipeline leak or failure:

- "Rotten egg" odor*
- Continuous bubbling in wet, flooded areas
- Hissing, roaring or blowing sound
- Fire at or near exposed piping
- Dirt being blown into the air
- Flames coming from the ground
- Water being blown into the air at a pond, river or creek
- Dead or brown vegetation in an otherwise moist or green field

From a safe place, see if you can spot a pipeline marker and call the emergency number or call 911 to report a leak or other natural gas emergency.

* In its natural state, natural gas is odorless, colorless and nontoxic. Local utilities such as Enbridge Gas add an odorant to make leaks easy to smell. However, sometimes the smell of the odorant may be too weak to smell, even though there is a leak. If you suspect a leak for any reason, get to a safe place immediately and call the emergency number or 911. Call 800-323-5517 for a free scratch-and-sniff odorant brochure if you don't know the smell.

Natural gas is transported and delivered safely to you

According to the U.S. Department of Transportation, pipelines are the safest, most efficient and most reliable means of transporting natural gas. The American Gas Association estimates 2.5 million miles of underground pipelines deliver natural gas to customers throughout the country. While the design, construction, integrity and operation of pipelines are strictly regulated at both the state and federal level, hazards do exist and emergencies can occur. For decades, Enbridge Gas has been improving its system and replacing older pipe to ensure safe natural gas delivery to our customers. Statistics show the leading cause of pipeline damage, and subsequent safety hazards, is third parties (contractors, property owners, excavators, etc.) hitting pipelines while digging. Read on to learn how you can prevent, recognize and report such hazards.

Call 811 before you dig

811
Know what's **below.**
Call before you dig.

If you're planning a project that involves digging, remember to first **call 811** at least two business days before you dig, grade or excavate. The national 811 number will connect you with your local line-location center. Knowing where lines are buried may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other line. It can spare you repair costs and it's the law. After receiving your call, each participating utility will mark its line locations for free.

ENBRIDGE

Visit enbridgegas.com for more information.

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How to prevent CO poisoning

Carbon monoxide (CO) can come from many sources such as wood, propane, natural gas, charcoal, gasoline and anything else that burns. High concentrations of CO can be toxic, but you can avoid CO poisoning with simple preventive measures and common sense:

- Have your heating systems serviced by a certified heating contractor every year. (This helps ensure that your system is operating safely and that combustion byproducts vent to the outside.)
- Install a battery-operated, Underwriters Laboratory-approved CO monitor on each level of your home. Check or replace the battery when you change the time on your clocks each spring and fall. Installing a CO monitor should never be a substitute for a professional inspection of home-heating and cooking equipment. Owners of boats and recreational vehicles with propane stoves or heaters should also install CO monitors.
- Do not use a generator, charcoal grill, camp stove, or other gasoline- or oil-burning device anywhere inside your home including your basement and garage, or outside near an open window.
- Do not run a car or truck inside a garage attached to your house, even if you leave the door open.
- Do not burn anything in a stove or fireplace that is not vented.
- Do not heat your house with a gas oven.

If you are feeling dizzy, light-headed or nauseated, and suspect CO poisoning, **seek prompt medical attention by dialing 911 or calling your poison control center at 800-222-1222**.

What to do if you damage a gas line or come across a leaking line

If you damage a gas line or discover natural gas escaping from a broken or leaking line, follow these steps:

- Turn off all machinery and vehicles and eliminate other ignition sources such as open flames, electrical switches and phones.
- Evacuate everyone from the area.
- Do not try to make repairs or operate pipeline valves.
- Do not try to extinguish fires.
- From a safe place, call 911 or other local emergency responders, including Enbridge Gas at **800-767-1689**.

Follow these steps if a line is pulled, jarred or its coating is damaged:

- Stop work and check for the sound and signs of escaping gas in the area.
- Do not make repairs or backfill until Enbridge Gas has inspected the line and repaired any damage. Unrepaired damage to a gas line or coating may cause a failure to occur. Unrepaired damage to a locating wire will cause difficulty in locating a line.

For more information about pipeline safety, call **800-323-5517** for a free brochure printed in both English and Spanish.



Keep your meter clear of snow and ice

Your outdoor natural gas meter is designed to work in harsh winter weather. However, heavy accumulations of snow and ice can damage your meter and threaten your safety.

Enbridge Gas asks that you follow these basic tips:

- Make sure your meter is free of clutter and other obstructions, especially snow and ice.
- When clearing walks or drives, do not pile snow on or near the meter.
- Keep water from dripping from your roof and freezing on the meter.
- Carefully remove icicles and snow build-up from eaves above the meter and on the meter itself.
- Ensure snow and ice aren't blocking exhaust vents or combustion air ducts as this could leave occupants exposed to deadly carbon monoxide. Your natural gas appliances, including your furnace, fireplace, water heater and clothes dryer, require good ventilation to operate properly.
- Never kick or strike the meter to loosen built-up ice or snow.

Following these simple steps will reduce the risk of hazards, including natural gas leaks, and allow us to obtain accurate reads from your meter. Report meter damage or gas leaks immediately to Enbridge Gas by calling **800-767-1689**.

Visit **enbridgegas.com** for more safety information.

For customer service, please call **800-323-5517** Monday through Friday, 7 a.m. to 6 p.m.

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