



Enbridge Gas system operations - update

The rapid evolution of COVID-19 has prompted us to re-evaluate the work performed by our employees and service providers. We need to ensure that we encourage social distancing as much as possible for our team and our customers, while also maintaining safe and reliable operations.

As a result, Enbridge Gas will be temporarily postponing non-priority work such as routine meter changes, non-priority construction work and in-person energy conservation services. We will continue to respond to emergency calls such as gas leaks or calls from customers who do not have heat. We will also continue to undertake priority work that ensures we can reliably and safely deliver natural gas services to homes and businesses including critical safety inspections, emergency repairs to our system, and new service installations for homes or businesses pending occupancy or without heat.

Our commitment to our employees and our customers

Our commitment to deliver reliable operations and excellent customer service remains unchanged, as is our focus on the safety of our employees, customers and the communities we serve.

As the situation continues to evolve, we will monitor new developments and implement appropriate steps to protect our employees and customers. We will endeavor to provide updates regularly on our [website](#).

Please contact your Residential New Construction Senior Analyst if you have any questions or concerns. Please refer to the attached document for the appropriate contact information.

Thank you for your continued business. Stay safe.

Tanya Mushynski
Vice-President, Customer Care