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FOR IMMEDIATE RELEASE

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OEB Issues Enbridge Gas Distribution Inc. Decision for 2003 Rates

Toronto – The Ontario Energy Board issued its Decision on November 7, 2003 regarding Enbridge Gas Distribution Inc.'s (Enbridge) application to set rates and other charges for 2003 for the sale, distribution, transmission and storage of natural gas.

Final Enbridge rates for 2003 have already been approved by the Board and were implemented on May 1, 2003. The current Decision addresses issues where all parties could not reach agreement during settlement efforts. The issues do not directly affect the current 2003 rates.

With respect to recovery of Enbridge's outsourced customer care costs, the Board disallowed a portion (\$7.0 million) of the total \$100.1 million requested in rates for 2003 and 2004. The Board determined the costs for these services were above fair market value and also commented on the contract terms in the outsourcing agreements that could restrict Enbridge's ability to attract competitive bids for future customer care services.

The Board noted the increase in corporate services costs allocated to Enbridge by its parent, Enbridge Inc., and directed Enbridge to conduct an independent assessment and analysis of the costs. The Board expects the findings of the review will be considered in Enbridge's next rates case.

The Board approved Enbridge's schedule of service charges pertaining to customer support services and required Enbridge to publicize and inform customers of them. The Board also required that Enbridge apply to the Board for any proposed changes to the schedule.

The Ontario Energy Board is the regulator of Ontario's natural gas and electricity industries.

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