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VIA E-MAIL

December 21, 2007

TO: Enbridge Gas Distribution Inc.
Natural Resource Gas Limited
Union Gas Limited

**RE: SERVICE QUALITY REQUIREMENTS
PROCESS FOR SUBMISSION OF FILING UNDER THE NATURAL GAS
REPORTING & RECORD KEEPING REQUIREMENTS**

Section 7 of the Gas Distribution Access Rule (GDAR) sets out service quality requirements (SQRs) for natural gas distributors. These came into effect on January 1, 2007.

Under section 2.1.9 of the Natural Gas Reporting & Record Keeping Requirements, gas distributors are required to file, by the last day of the fourth month after the utility's financial year-end, a report on their performance against the SQRs in the preceding year.

To facilitate compliance with this filing requirement, Board staff has, in consultation with gas distributor staff, developed forms to be used for the electronic SQR reporting under the RRR. These forms will be available for use as of January 2, 2008 on the "e-Filing Services and Regulatory Document Search" page of the Board's website at www.oeb.gov.on.ca.

We have been provided with the names of persons authorized by each gas distributor to have access to the Board's web browser-based electronic filing system. If access for additional persons (up to a maximum of three in all) is required for purposes of the SQR filing, you should submit a "Registered User Application" in the form set out in Appendix A. by **January 25, 2008** to Kelli.Dobson@oeb.gov.on.ca. On receipt of the form, your designated staff will be contacted to complete the registration process.

Inquiries of a technical nature regarding the filing of your SQR information should be directed to Mr. Mehdi Raza at 416-440-7687. For questions relating to the content of your SQR filing, please contact Ms. Bendimia Castellanes at 416-440-8130.

Yours truly,

Original Signed By

Bill Cowan
Chief Regulatory Auditor

Attachment Appendix A: Registered User Application for RRR On-line Filing to
OEB

Appendix A Registered User Application for RRR on-line filing to OEB

To become a registered user for on-line filing, please complete this form:

First Name		Last Name	
Organization Name			
License Number		Energy Type (Electricity, Gas)	
Organization Type	(e.g., Distributor, Transmitter, Wholesaler, Retailer, Marketer, Generator or a Utility)		
Postal Address			
Postal Code		Phone	
Email Address			
Key Contact Name			

INSTRUCTIONS:

1. Fill in this application
2. Save the document with your organization name e.g company_xyz.doc
3. Send it electronically to your company key contact (for OEB)
4. Key contact then sends it as an e-mail attachment to

Kelli Dobson kelli.dobson@oeb.gov.on.ca
telephone: 416-440-7624

5. OEB will then call the applicant in seven business days to give the user-id/password

Comments:	