



Addendum to Enbridge's 2013 Corporate Social Responsibility Report (with a focus on 2013 data)

Demand-Side Management Performance Data Sheet

This performance data sheet relates to the following Global Reporting Initiative (GRI G3.1) Environmental Performance Indicator:

- EN5 – Energy saved due to conservation and efficiency improvements
- EN26 – Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation

Context

We are committed to helping customers use energy wisely. To that end, Enbridge Gas Distribution (EGD) has a range of demand-side management (DSM) programs designed to meet the needs of our customer groups and market sectors.

2013 Key Performance Areas

#1. Help customers use energy wisely through demand-side management programs

Cumulatively, between 1995, which is our baseline year, and through to year-end 2013*, our DSM programs collectively saved approximately 8.6 billion cubic metres of natural gas or 16.5 million tonnes of carbon dioxide emissions¹. These reductions would be similar to taking approximately 3.2 million cars off the road² for a year or serving approximately 2.8 million homes³ for a year. These reductions also resulted in net energy savings to customers of approximately \$2.4 billion.

* At the date of publication of this data sheet, 2012 figures were still subject to Ontario Energy Board Clearance of Accounts approval and 2013 figures were still subject to audit and Ontario Energy Board Clearance of Accounts approval.

¹ Assumes 1.89 kg of CO₂ are emitted for each m³ gas that is consumed

² Assumes the average automobile produces 5.1 tonnes of CO₂ per year

³ Assumes a typical residential customer uses 3,064 m³ per year to heat their home and water

Management Approach and Background

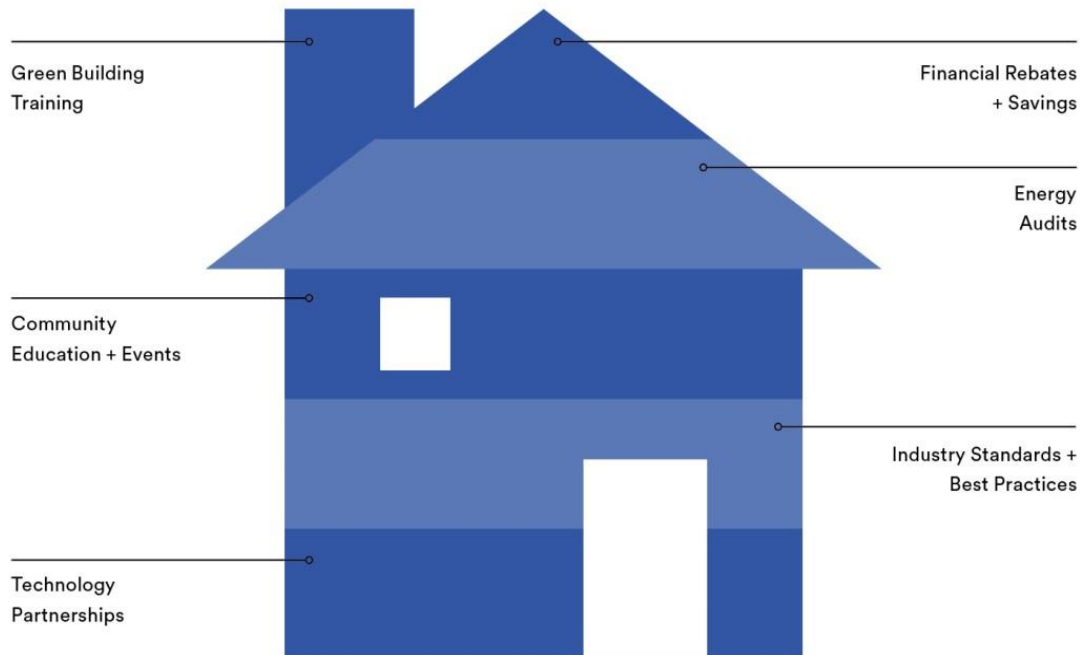
From homeowners to large industrial facilities, and everything in between, EGD encourages, educates, facilitates and incentivizes customers to adopt energy-savings equipment and operating practices to reduce consumption of natural gas.

EGD does this by:

- Conducting energy audits of residential homes and commercial and industrial facilities to identify opportunities to improve energy efficiency
- Providing financial rebates and incentives to encourage them to adopt energy-saving equipment and practices
- Working with industry and trade associations in various sectors—such as schools, hotels/motels, construction, automotive, food and beverage, and pulp and paper—to promote DSM programs and contribute to industry standards and best practices

- Holding design charrettes to support and educate builders on higher efficiency building options before a shovel hits the ground at a new build site
- Partnering with governments, suppliers and equipment manufacturers to invest in new energy-efficient technologies that benefit ratepayers and enhance the competitiveness of EGD's business
- Participating in consumer and community events to promote and ensure that program opportunities are well publicized and accessible to all consumers, including low-income earners

Through Our DSM Programs, We're Helping Our Customers Use Energy Wisely



Between 1995 and 2013, our DSM programs collectively saved approximately 8.6 billion cubic metres of natural gas. These savings are equivalent of reducing GHG emissions by 16.5 million tonnes, which is similar to taking 3.2 million cars off the road for a year.

Contributing to DSM Policy and Conservation Activities

As a recognized DSM leader in the natural gas industry, EGD is frequently invited to provide advice on DSM policy and programming.

EGD is seen as a model of success in achieving measurable results in conservation activities and has often been recognized in both Canada and internationally for its role in developing effective policy frameworks, cooperation with stakeholders, innovative programming, and significant results.

For example, EGD's market transformation program is focused on facilitating fundamental changes that result in greater market shares for energy-efficient products and services. In one recent program offering, EGD is actively promoting the use of Drain Water Heat Recovery technology. In most homes, the second largest energy expense is for heating water. However, rather than have all the heat disappear down the drain with the water, these recovery units extract the heat and transfer it back to the cold water going into a home's water heater. This can lead to reduced hot water costs for a homeowner. In Ontario, EGD played an instrumental role in having this technology added to the revised provincial building code, thus providing builders another option for meeting the code.

EGD will continue to research our customers' needs and marketplace trends, and design new approaches and programs in consultation with our stakeholders, thereby delivering value to our customers, shareholders and the environment.

For More Information

Please see the [Energy and Climate Change performance data sheet](#) on www.csr.enbridge.com. Please also see Enbridge's December 2013 [Operational Reliability Review](#).