



2004

CORPORATE SOCIAL
RESPONSIBILITY

ENBRIDGE INC.

Enbridge Inc. is a leader in energy transportation and distribution in North America and internationally. As a transporter of energy, Enbridge operates, in Canada and the U.S., the world's longest crude oil and liquids transportation system. The company also has international operations and a growing involvement in the natural gas transmission and midstream businesses. As a distributor of energy, Enbridge owns and operates Canada's largest natural gas distribution company, and provides distribution services in Ontario, Quebec, New Brunswick and New York State. Enbridge employs more than 3,700 people, primarily in Canada, the U.S. and South America. Enbridge's common shares trade on the Toronto Stock Exchange in Canada and on the New York Stock Exchange in the U.S. under the symbol ENB. Information about Enbridge is available on the company's website at www.enbridge.com.

MESSAGE	2
OUR APPROACH TO REPORTING	4
CORPORATE PROFILE	6
1.0 ORGANIZATION & MANAGEMENT SYSTEMS	7
2.0 ENVIRONMENTAL PERFORMANCE	16
3.0 ECONOMIC PERFORMANCE	33
4.0 SOCIAL PERFORMANCE	37
5.0 INDEX & COMMUNITY PARTNER PROFILES	53
SUMMARY OF PERFORMANCE INDICATORS	55
GRI CHECKLIST	65
GLOSSARY	72
COMMUNITY INVESTMENT	74
RECOGNITION & ACHIEVEMENTS	78

While Enbridge is in business to provide a competitive return to our shareholders, share performance is not the only measure of a good company, nor does it tell the whole story of Enbridge. At Enbridge we take pride in our long-standing reputation as a good neighbour and socially responsible corporation.

More and more stakeholders – investors, regulators, government, NGOs, news media, community organizations and those living or working near our operations – are asking us for information and for evidence that we are acting responsibly. Through our day-to-day operations, growth initiatives and feedback, we have developed this report to provide the information that our stakeholders have said is important to them.

This report builds upon what we currently disclose financially to include our social programs and initiatives, our concern for and commitment to the environment, and the issues that we face every day as an energy company that owns and operates pipelines, distribution systems and the other assets that make up the Enbridge group of companies. Every one of our more than 3,700 employees has the opportunity to be a champion of Corporate Social Responsibility in how they work and meet the needs of all our stakeholders. They, and our Board of Directors, are all guided by specific sets of corporate values and are subject to the company's code of business conduct. Our performance is reflected in this report.

Corporate Social Responsibility is, simply put, good business. There are no dividing lines between good business practices and Corporate Social Responsibility. Our corporate performance is built upon a solid foundation of good business practices – from treating stakeholders fairly and reducing our impact on the environment to performing to the highest standards of business ethics. Corporate Social Responsibility is expected in every facet of business at Enbridge.

The businesses of Enbridge have taken us, literally, around the globe. This brings special responsibilities and challenges, as our businesses have impacts on people, economies and the environment that must be measured, monitored and managed in responsible ways.

As Enbridge continues to conduct its operations and explore new opportunities for growth, a clear understanding of Corporate Social Responsibility is increasingly important. In late 2003, Enbridge committed to formalize a Corporate Social Responsibility policy and associated practices. This process includes creating this, our first Corporate Social Responsibility Report, and also an internal review of our governance and management structures regarding Corporate Social Responsibility. We believe these actions, along with mid- and long-range goals, including social audits and independent verification, will demonstrate in tangible ways our commitment to public accountability and transparency.

We endorse the principles of the United Nations Global Compact and the Voluntary Principles on Security and Human Rights and we work with host governments, community leaders, landowners and all our stakeholders to ensure that we conduct our work ethically, appropriately and share our experiences to the benefit of others.

When Enbridge first started formally reporting on our Corporate Social Responsibility efforts in our 2001 Environment, Health and Safety (EH&S) Report, we focused almost exclusively on those areas of our operations. In 2002, our report evolved to include more information on our



A MESSAGE FROM
DONALD TAYLOR AND
PAT DANIEL

community investment commitments and more background on our international operations and activities. In past years, we have used the Global Reporting Initiative (GRI) Guidelines as a framework to help evaluate our performance. This year, this report has been prepared in

accordance with the 2002 GRI Guidelines. It represents a balanced and reasonable presentation of our organization's economic, environmental and social performance. We have begun to develop a plan for independent verification and assurance for future editions of this report.

This year we have also made an effort to ensure that the report reflects the information that stakeholders have indicated is of importance to them. Our stakeholder group is vast, but we believe this report addresses their concerns and areas of interest, based on feedback they have given us through results from last year's EH&S Report survey, customer surveys, and information we have gathered throughout the year. We wish to encourage this feedback, and, therefore, invite you again to let us know what you think about our ongoing activities in these areas.

For Enbridge, Corporate Social Responsibility is "work in progress." We will continue to conduct the business of Enbridge, mindful of stakeholder expectations, and will undertake to identify areas where our performance was good and also areas that need improvement. We will establish performance targets for future editions of this report, and demonstrate that we are serious about the commitments we make.

Donald J. Taylor
Chair of the Board of Directors

Patrick D. Daniel
President & Chief Executive Officer

OUR APPROACH TO REPORTING At Enbridge, our commitment is to report publicly every year on environmental, economic and social performance. This Corporate Social Responsibility Report is intended to:

1. document our environmental, economic and social performance;
2. promote an understanding of our vision of Corporate Social Responsibility; and
3. contribute to ongoing dialogue with our stakeholders.

This report describes our achievements and activities in 2003 and the first part of 2004 and complements our Annual Report to shareholders, which provides a detailed account of our financial performance.

The information in this report primarily covers the activities of Enbridge's three main businesses: Liquids Pipelines, Gas Pipelines and Gas Distribution. Any changes from the previous year in measurement

methods applied to EH&S and social information have been footnoted in our summary of performance indicators. In preparing this report, we applied the principles of the Global Reporting Initiative (GRI) to relate our operations to broad Corporate Social Responsibility issues. We are committed to continually improving the quality and scope of our Corporate Social Responsibility reporting. We believe this report has been prepared in accordance with the GRI.

STAKEHOLDER ENGAGEMENT We have used information from our surveys, employee forums, programs and stakeholder consultation activities to better meet the information needs of our stakeholders, which include regulators, employees, local communities, First Nations and native organizations, environmental organizations, educational institutions, governments and others.

1 EACH CHAPTER OF THIS REPORT BEGINS WITH A NUMBER. THIS NUMBERING SYSTEM WILL TELL YOU WHERE IN THE REPORT YOU ARE AND IS REFERENCED TO ALL SECTIONS AND GRAPHS WITHIN A CHAPTER.

I. O
ORGANIZATION &
MANAGEMENT SYSTEMS

2 AT THE START OF EACH CHAPTER WE HAVE INCLUDED AN ABBREVIATED TABLE OF CONTENTS CONTAINING THE REPORTING SECTIONS AND PAGE NUMBERS.

CONTENTS	PAGE
I.1 POLICY	8
I.2 CORPORATE GOVERNANCE	10
I.3 ORGANIZATION	11
I.4 VOLUNTARY STANDARDS	11
I.5 MANAGEMENT SYSTEMS	11
I.6 REVIEWS AND AUDITS	12
I.7 REGULATORY COMPLIANCE	14



"Risk in our strategic planning process includes all strategic, financial, operational and social uncertainties encountered in running a business. Risk management is an integral component of goal-setting and business decision-making and is truly embedded into the culture of Enbridge."
Bonnie Dufresne, Group Vice President, Corporate Resources, Enbridge Inc.

1.3 ORGANIZATION

Accountability for Corporate Social Responsibility at Enbridge rests at the highest levels of our organization. Our Corporate Leadership Team, comprising the company's senior management, meets regularly to review performance issues and set direction on business activities, including corporate risk, EH&S and security issues.

In 2004, a Corporate Social Responsibility Advisory Committee, comprised of senior staff from throughout the organization, was formed to assist in the development of short and long-term goals for Corporate Social Responsibility policies and practices throughout Enbridge. The committee will advise senior management on policies, strategies, planning and performance reporting related to Corporate Social Responsibility.

1.4 VOLUNTARY STANDARDS

At Enbridge, we believe that helping to improve the social well-being of communities where our employees live and work is key to our success. In the last few years, we have joined the ranks of companies worldwide in adopting voluntary codes of conduct for social responsibility.

In 2003, Enbridge became a signatory of the United Nations Global Compact, a voluntary code that brings companies together with UN agencies, labour organizations and civil society to advance responsible corporate citizenship. Its nine principles address best practices in human rights, labour and environmental issues. Our participation in this forum will enable our company to improve our knowledge and experience in developing socially responsible business practices and to share our experiences with other companies and organizations.

Our company also endorses the internationally recognized Voluntary Principles on Security and Human Rights. These principles deal with responsible corporate action in "zones of conflict" and are especially relevant to our business involvement in Colombia, where we own 24% of and operate the OCENSA pipeline.

1.5 MANAGEMENT SYSTEMS

Our business units apply management systems specifically adapted to their activities and business needs. These systems focus on our company's EH&S objectives, improve worker safety, reduce adverse impacts on health and the environment, and measure our progress. An outcome of these systems is increased consistency of EH&S activities, closely tied to our business and Corporate Social Responsibility objectives.

During the past year, we refined the scope and functionality of these systems. A few examples illustrate this point:

1. Liquids Pipelines revised its health and safety management system to align with BSI 18001, an internationally recognized standard that sets up specific

FOR MORE INFORMATION:
WWW.UNGLOBALCOMPACT.ORG

FOR MORE INFORMATION:
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3 A FURTHER EXPLANATION OF THE ISSUES COVERED ON THE PAGE CAN BE FOUND HERE. THESE EXECUTIVE AND MANAGEMENT COMMENTS GIVE A FURTHER UNDERSTANDING OF HOW ENBRIDGE INTERPRETS AND RESOLVES CORPORATE SOCIAL RESPONSIBILITY ISSUES.

4 DEFINITIONS FOR TECHNICAL TERMS HIGHLIGHTED IN GREY CAN BE FOUND IN THE GLOSSARY ON PAGE 72.

5 ADDITIONAL INFORMATION MAY BE AVAILABLE ELSEWHERE IN THIS BOOK OR FROM AN OUTSIDE REFERENCE. THESE SIDEBAR NOTATIONS WILL TELL YOU WHERE YOU CAN GO TO GET FURTHER INFORMATION.

LEGEND
A ANNUAL REPORT
W WEBSITE
X INDEX
P COMMUNITY PARTNER

6 THIS REPORT HAS BEEN BROKEN DOWN INTO FIVE CHAPTERS. AT THE BOTTOM OF EACH PAGE IS A CHAPTER REFERENCE.

CORPORATE PROFILE

Enbridge is a leading supplier of energy delivery services. We deliver crude oil and natural gas to heat homes, power transportation systems and provide fuel and feedstock for industries. Our vision is to be North America's leading energy delivery company while adding long-term value for our shareholders.

Key to this vision is our newly established commitment to Corporate Social Responsibility, which will guide our business decision-making each day as we combine economic realities with social and environmental considerations. Putting this commitment into action will help our company to earn our public "license to operate" in our different areas of operation and contribute to building a sustainable enterprise for the long-term.

Our business includes the following operations:

1. The combined Enbridge (Canada) and Lakehead (U.S.) liquids systems consist of approximately 13,300 kilometres (8,300 miles) of mainline pipe. In 2003, these systems delivered approximately 2.2 million barrels per day.
2. U.S. Natural Gas Business consists of natural gas transmission and gathering pipelines and processing and treating businesses in the Mid-Continent and Gulf Coast areas of the United States.
3. Gas Pipelines includes our investments in the Alliance and Vector natural gas pipelines in Canada and the United States.
4. Gas Distribution operates Enbridge Gas Distribution, serving about 1.7 million customers in southern Ontario and distributing over 450 billion cubic feet of natural gas each year.
5. Enbridge International includes a 24% interest in OCENSA, a liquids pipeline in Colombia that transports 60% of the country's crude oil production, and a 25% interest in CLH, the dominant liquids products pipeline network in Spain.

A detailed description of our various businesses and affiliates is found in the Enbridge 2003 Annual Report.

WE ARE COMMITTED TO IMPLEMENTING VERIFICATION AND ASSURANCE PRACTICES TO ENSURE THE CREDIBILITY AND QUALITY OF CORPORATE PUBLIC REPORTING ON SOCIAL, ENVIRONMENTAL AND ECONOMIC PERFORMANCE. MORE AND MORE, CREDIBILITY IS GIVEN TO CORPORATE REPORTS PREPARED "IN ACCORDANCE WITH" THE GRI GUIDELINES, AND THIS YEAR WE HAVE DONE SO AS WELL. OVER THE NEXT FEW YEARS, WE WILL BE TAKING INCREMENTAL STEPS TO INCLUDE AUDITS AND ASSURANCES OF THE DATA CONTAINED IN OUR FUTURE CORPORATE SOCIAL RESPONSIBILITY REPORTS.

W FOR MORE INFORMATION: WWW.ENBRIDGE.COM

A MORE INFORMATION IS AVAILABLE IN OUR ANNUAL REPORT WHICH IS AVAILABLE AT WWW.ENBRIDGE.COM

W FOR MORE INFORMATION: WWW.ENBRIDGEPARTNERS.COM

W FOR MORE INFORMATION: WWW.CGC.ENBRIDGE.COM

QUESTION
WHAT IS ENBRIDGE DOING REGARDING INDEPENDENT VERIFICATION OF ITS CORPORATE SOCIAL RESPONSIBILITY PRACTICES?

**I. O
ORGANIZATION &
MANAGEMENT SYSTEMS**

CONTENTS		PAGE
I.1	POLICY	8
I.2	CORPORATE GOVERNANCE	10
I.3	ORGANIZATION	11
I.4	VOLUNTARY STANDARDS	11
I.5	MANAGEMENT SYSTEMS	11
I.6	REVIEWS AND AUDITS	12
I.7	REGULATORY COMPLIANCE	14

At Enbridge, we are building on formal policies and systematic processes to address Corporate Social Responsibility throughout our organization.

1.1 CORPORATE SOCIAL RESPONSIBILITY POLICY

In alignment with our Statement on Business Conduct, Enbridge will ensure that all matters of Corporate Social Responsibility are considered and supported in our operations and are consistent with Enbridge stakeholders' best interests. Enbridge is committed to being recognized as a leader in the field of Corporate Social Responsibility and recognizes that doing so will add significant value for our shareholders.

This policy applies to activities undertaken by or on behalf of Enbridge Inc., and its controlled subsidiaries anywhere in the world.

All Enbridge employees and contractors will adopt the Corporate Social Responsibility policy into their day-to-day work activities. Enbridge leaders will act as role models by incorporating those considerations into decision-making in all business activities. Enbridge's leaders will ensure that appropriate organizational structures are in place to effectively identify, monitor and manage Corporate Social Responsibility issues and performance relevant to our businesses.

This policy is built on the following areas that reflect existing and emerging standards of Corporate Social Responsibility:

Business ethics and transparency

Enbridge is committed to maintaining the highest standards of integrity and corporate governance practices in order to maintain excellence in its daily operations, and to promote confidence in our governance systems.

Enbridge will conduct its business in an open, honest and ethical manner.

Enbridge recognizes the importance of protecting all of our human, financial, physical, informational, social, environmental and reputational assets.

Enbridge will advise our partners, contractors and suppliers of our Corporate Social Responsibility policy, and will work with them to achieve consistency with this policy.

Enbridge is committed to measuring, auditing and publicly reporting performance on its Corporate Social Responsibility programs.

WE DEFINE CORPORATE SOCIAL RESPONSIBILITY AS:

1. conducting business in a socially responsible and ethical manner
2. protecting the environment and the safety of people
3. supporting human rights
4. engaging, learning from, respecting and supporting the communities and cultures with which we work

Environment, health and safety

Enbridge is committed to protecting the health and safety of all individuals affected by our activities, including our employees, contractors and the public. Enbridge will provide a safe and healthy working environment, and will not compromise the health and safety of any individual. Our goal is to have no incidents and to mitigate impacts on the environment by working with our stakeholders, peers and others to promote responsible environmental practices and continuous improvement.

Enbridge is committed to environmental protection and stewardship.

Enbridge recognizes that pollution prevention, biodiversity and resource conservation are key to a sustainable environment, and will effectively integrate these concepts into our business decision-making.

All employees are responsible and accountable for providing a safe working environment, for fostering safe working attitudes and for operating in an environmentally responsible manner.

Stakeholder relations

Enbridge will engage stakeholders clearly, honestly and respectfully.

Enbridge is committed to timely and meaningful dialogue with all stakeholders, including shareholders, customers, employees, indigenous peoples, governments, regulators and landowners, among others.

Employee relations

Enbridge will ensure that employees are treated fairly and with dignity and consideration for their goals and aspirations and that diversity in the workplace is embraced.

Enbridge will apply fair labour practices, while respecting the national and local laws of the countries and communities where we operate.

Enbridge is committed to providing equal opportunity in all aspects of employment and will not engage in or tolerate unlawful workplace conduct, including discrimination, intimidation or harassment.

Human rights

Enbridge recognizes that governments have the primary responsibility to promote and protect human rights. Enbridge will work with governments and agencies to support and respect human rights within our sphere of influence.

Enbridge will not tolerate human rights abuses, and will not engage or be complicit in any activity that solicits or encourages human rights abuse.

Enbridge will always strive to build trust, deliver mutual advantage and demonstrate respect for human dignity and rights in all relationships it enters into, including respect for cultures, customs and the values of individuals and groups.

A COPY OF OUR STATEMENT ON BUSINESS CONDUCT CAN BE FOUND AT: WWW.ENBRIDGE.COM

ANNUAL SIGN-OFF OF THE STATEMENT ON BUSINESS CONDUCT IS A CONDITION OF EMPLOYMENT AT ENBRIDGE. POLICIES SUPPORTING THE CORPORATE SOCIAL RESPONSIBILITY POLICY INCLUDE: EH&S POLICIES, COMMUNITY INVESTMENT POLICY, INDIGENOUS PEOPLES POLICY, PRIVACY POLICY, THE VOLUNTARY PRINCIPLES ON SECURITY AND HUMAN RIGHTS, AND CLIMATE CHANGE COMMITMENT.



“Risk in our strategic planning process includes all strategic, financial, operational and social uncertainties encountered in running a business. Risk management is an integral component of goal-setting and business decision-making and is truly embedded into the culture of Enbridge.”

Bonnie DuPont, Group Vice President, Corporate Resources, Enbridge Inc.

Community investment

Enbridge stresses collaborative, consultative and partnership approaches in our community investment programs.

Enbridge will integrate community investment considerations into decision-making and business practices, and will assist in local capacity building to develop mutually beneficial relationships with communities.

Enbridge will contribute to our host communities’ quality of life by supporting innovative programs in health, education, social services and the environment, as well as cultural and civic projects.

Enbridge will strive to provide employment and economic opportunities in the communities where we operate.

1.2 CORPORATE GOVERNANCE

Enbridge is committed to the principles of good governance and uses various policies, programs and practices to manage corporate governance and ensure compliance.

This commitment has resulted in Enbridge being recognized as a leader in corporate governance. In 2003, the company was ranked AAA+ – the highest ranking possible – in a study on Board shareholder confidence by the University of Toronto’s Rotman School of Management. Early in 2004, GovernanceMetrics International, an independent governance review organization that ranked the governance practices of more than 2,000 international companies, gave Enbridge a ranking of “excellence in corporate governance” and placed the company in the top 7% of all companies surveyed.

The Board of Directors of Enbridge oversees business activities at a strategic level to verify they are consistent with our company’s long-term objectives and shareholder expectations. To maintain independence and objectivity, most of the Board members are not employees of the company.

The Board has delegated to its Governance Committee the role of overseeing corporate governance. This committee monitors new and emerging issues in corporate governance and promotes the use of superior governance practices in our Board’s processes.

Enbridge follows a corporate risk assessment process to identify operational and financial risks throughout the organization. Results of this process are presented each year to the Board and its Audit, Risk and Finance Committee.

The Board’s Environment, Health and Safety (EH&S) Committee sets EH&S directions and commitments, and reviews EH&S performance in key areas. Comprehensive EH&S reports from our main business units are provided to the committee each year. In 2004, the Board and senior management plan to review the EH&S Committee’s terms of reference to consider possible changes to correspond with our company’s new Corporate Social Responsibility policy. Recommendations are being brought forward to broaden the committee’s mandate to include responsibility for human rights, community investment and stakeholder relations.

1.3 ORGANIZATION

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In 2004, a Corporate Social Responsibility Advisory Committee, comprised of senior staff from throughout the organization, was formed to assist in the development of short and long-term goals for Corporate Social Responsibility policies and practices throughout Enbridge. The committee will advise senior management on policies, strategies, planning and performance reporting related to Corporate Social Responsibility.

1.4 VOLUNTARY STANDARDS

At Enbridge, we believe that helping to improve the social well-being of communities where our employees live and work is key to our success. In the last few years, we have joined the ranks of companies worldwide in adopting voluntary codes of conduct for social responsibility.

In 2003, Enbridge became a signatory of the United Nations Global Compact, a voluntary code that brings companies together with UN agencies, labour organizations and civil society to advance responsible corporate citizenship. Its ten principles address best practices in human rights, labour and environmental issues. Our participation in this forum will enable our company to improve our knowledge and experience in developing socially responsible business practices and to share our experiences with other companies and organizations.

Our company also endorses the internationally recognized Voluntary Principles on Security and Human Rights. These principles deal with responsible corporate action in “zones of conflict” and are especially relevant to our business involvement in Colombia, where we own 24% of and operate the OCENSA pipeline.

1.5 MANAGEMENT SYSTEMS

Our business units apply management systems specifically adapted to their activities and business needs. These systems focus our company’s EH&S objectives, improve worker safety, reduce adverse impacts on health and the environment, and measure our progress. An outcome of these systems is increased consistency of EH&S activities, closely tied to our business and Corporate Social Responsibility objectives.

During the past year, we refined the scope and functionality of these systems. A few examples illustrate this point:

- 7. Liquids Pipelines revised its health and safety management system to align with BSI 18001, an internationally recognized standard that sets up specific

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CA/CCBE

FOR MORE INFORMATION SEE
GOVERNANCEMETRICS’
WEBSITE:
WWW.GMIRATINGS.COM

FOR MORE INFORMATION:
WWW.UNGLOBALCOMPACT.ORG

FOR MORE INFORMATION:
WWW.BSI-GLOBAL.COM

- requirements for developing comprehensive management systems;
- 2. Gas Distribution integrated programs to address ergonomics, incident investigation, hazardous waste management and the transportation of dangerous goods; and
- 3. Our U.S. Natural Gas Business installed OpsEnvironmental, a comprehensive data management program. This data gathering, processing and administrative system provides a thorough status tracking system for our system operators and managers to meet all EH&S compliance tasks. By year-end, the program was implemented at 77 facilities.

1.6 REVIEWS AND AUDITS

We use reviews and audits to assess each business segment's compliance with government regulations and our internal policies and management systems.

Internal Environment, Health and Safety reviews

We conduct periodic EH&S reviews at all facilities we operate. We consider each internal review a key opportunity to verify compliance with company standards and regulatory requirements, and to continually improve our performance. To carry out the review, the review team visits the site, conducts interviews and examines documentation. After the review is done, the findings are presented to local management. Management then develops an action plan to correct deficiencies.

In 2003, teams of EH&S professionals conducted 114 internal reviews of pipeline operations, gate stations, compressor stations and gas processing plants.

We continually look for opportunities to improve our review programs to enhance their effectiveness and value.

During the year, Liquids Pipelines, for example, conducted a multi-disciplinary review in Canada, which covered review protocol for EH&S, security and operations. The multi-disciplinary review was conducted for pumping stations and terminal facilities along a 475-kilometre (295-mile) section of pipeline in Alberta and Saskatchewan. As part of this process, we also conducted a health and safety management system review of our Canadian mainline system.

Gas Distribution introduced an enhanced review program, with expanded criteria and improved follow-up procedures. This program was used to review 20 unmanned gate stations in Ontario. Although no significant compliance issues were found, the review identified opportunities to improve labelling of chemical storage containers. A corrective action plan will be implemented in 2004 at all of the company's 42 gate stations.

Process safety management

Process safety management (PSM) is a formal review process required by U.S. regulations for non-pipeline plant facilities to promote worker and

public safety. In 2003, we carried out PSM reviews at 13 gas plants covered under the regulations in our U.S. Natural Gas Business. Our review focused on continued compliance in the area of process hazard analysis and on integrating new acquisitions into our natural gas systems.

We also applied similar review processes to other facilities not covered under the regulations, helping to promote a consistent approach to safety throughout our U.S. Natural Gas Business.

Environmental and safety due diligence

We conduct environmental and safety due diligence on new business acquisitions to identify and account for potential environmental and public safety liabilities, and to identify opportunities for improvement.

In 2003, we carried out due diligence reviews before acquiring three major pipeline systems in the United States.

These included an assessment of risks on a 1,050-kilometre (650-mile) crude oil pipeline from Chicago to Cushing, Oklahoma, and the Mid-Continent System, which includes a 697-kilometre (433-mile) liquids pipeline in Oklahoma, Missouri and Illinois, and terminal facilities with 10 million barrels of storage capacity. Based on our reviews, we plan to upgrade spill containment facilities and install groundwater monitoring at appropriate locations in these systems, starting in 2004.

We also undertook an extensive due diligence review of the North Texas System, which consists of five gas processing plants and more than 3,200 kilometres (2,000 miles) of gas gathering pipe.

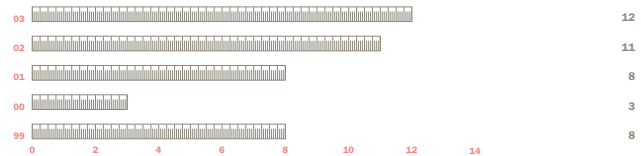
External audits and inspections

Environmental and safety audits and inspections of our operations also are carried out by local and federal regulatory agencies.

The National Energy Board (NEB), for example, conducted an audit of the Canadian portion of our Liquids Pipelines System, focusing on environment, safety, operations and emergency response. Although finding no significant issues, the auditors identified the need for improvements to training, internal reviews and environmental monitoring. Action plans were carried out to correct these deficiencies.

MAJOR INCIDENTS ARE EH&S INCIDENTS THAT RESULT IN A CRITICAL EMPLOYEE OR CONTRACTOR INJURY OR FATALITY, SIGNIFICANT REGULATORY ENFORCEMENT ACTION, A LIQUID SPILL OF MORE THAN 100 BARRELS OR SIGNIFICANT ADVERSE IMPACT TO THE ENVIRONMENT. THROUGHOUT OUR OPERATIONS, WE EXPERIENCED 12 MAJOR INCIDENTS. THESE INCLUDED AN EMPLOYEE FATALITY IN GAS DISTRIBUTION AND A SPILL TOTALLING 715 CUBIC METRES (4,500 BARRELS) ON THE LAKEHEAD SYSTEM IN THE UNITED STATES.

FIGURE 1.7A
MAJOR INCIDENTS



In 2003, the Liquids Pipelines System's pipeline integrity program underwent major audits by the NEB, the Alberta Energy and Utilities Board and the U.S. Department of Transportation. The results of these audits and inspections supported the strength of our integrity program.

State and federal regulators also conducted 57 compliance audits of our U.S. Natural Gas Business systems. No significant issues were identified.

1.7 REGULATORY COMPLIANCE

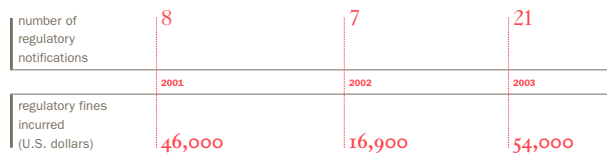
Enbridge's "license to operate" is subject to extensive local, provincial, state and federal regulations and laws. We manage compliance with these requirements through system controls and regular reviews and inspections.

Our goal is compliance with government regulations and corporate procedures. Although we generally meet these requirements, occasionally equipment failures or human errors occur that result in non-compliance. In each case, we conduct an internal investigation, determine the cause of non-compliance and correct deficiencies.

In 2003, we received 21 regulatory notifications from government agencies for environmental or safety issues.

1. Liquids Pipelines received seven regulatory notifications. Of these, four resulted from the NEB audit of our Canadian Liquids Pipeline System, identifying the need for improvements to training, internal reviews and environmental monitoring. These deficiencies are being corrected.
2. Gas Distribution received three orders from the Ontario Ministry of Labour. Two orders were received after government inspectors perceived inadequate traffic control and protection plans at work sites in the Toronto area. Another order resulted after a contractor vehicle contacted an overhead transmission line at an Ottawa work site. We are addressing these issues through adjustments to construction and maintenance procedures and increased safety communications with contractors.
3. Our U.S. Natural Gas Business also received 11 notifications for air permit and pipeline non-compliance issues, mainly in Texas. Of these, the most significant involved a sulphur extraction plant in Texas, which released about 7,000 tonnes of sulphur dioxide above permit limits as a result of a plant catalyst bed failure. Corrective measures were taken, and a comprehensive compliance assurance program was initiated.

FIGURE 1.7B
REGULATORY NOTIFICATIONS AND FINES



ENBRIDGE IS AN EQUAL OPPORTUNITY EMPLOYER, AND WE SEEK THE BEST AND MOST QUALIFIED PEOPLE FOR POSITIONS WITH THE COMPANY. HOWEVER, QUALIFICATIONS FOR DIRECTORS HAVE BECOME MORE SPECIFIC AND VARIED POST-ENRON, AND WHEN WE ARE LOOKING FOR A MEMBER OF THE BOARD WHO, FOR EXAMPLE, HAS BEEN THE PRESIDENT OR CEO OF AN OIL AND GAS COMPANY, WE HAVE A LIMITED POOL OF PEOPLE TO CHOOSE FROM.

WE DO USE PROFESSIONAL RECRUITING SERVICES TO FIND APPROPRIATE MEMBERS OF THE BOARD AND FOR OTHER POSITIONS AT ENBRIDGE. WE ARE EXPLICIT IN THE CRITERIA WE GIVE TO THOSE FIRMS, AND ASK THAT THEY ALSO ENCOURAGE WOMEN AND APPLICANTS FROM DIVERSE CULTURAL AND PROFESSIONAL BACKGROUNDS TO APPLY.

WE HAVE HAD SOME SUCCESS IN HAVING MORE DIVERSITY ON OUR BOARDS AND WE ARE OPTIMISTIC THAT, AS DIRECTORS RETIRE AND WE SEEK REPLACEMENTS, WE WILL HAVE MORE OPTIONS TO CONSIDER. FOR EXAMPLE, ALONG WITH SUSAN EVANS, WHO SITS ON THE ENBRIDGE INC. BOARD, FORMER FERC COMMISSIONER MARTHA HESSE WAS APPOINTED TO THE BOARD OF ENBRIDGE ENERGY COMPANY, THE GENERAL PARTNER OF ENBRIDGE ENERGY PARTNERS. ELIZABETH CANNON IS A MEMBER OF THE BOARD OF TRUSTEES THAT OVERSEES ENBRIDGE INCOME FUND.

QUESTION
WHY DOESN'T ENBRIDGE HAVE MORE DIVERSITY ON ITS BOARD AND IN SENIOR MANAGEMENT?

X LIQUIDS PIPELINES RECEIVED SEVEN REGULATORY NOTIFICATIONS. FOR MORE INFORMATION SEE: P 55

X GAS DISTRIBUTION RECEIVED THREE ORDERS. FOR MORE INFORMATION SEE: P 61

X FOR MORE INFORMATION SEE INDEX: P 60

REGULATORY NOTIFICATIONS ARE FORMAL WRITTEN NOTIFICATION BY REGULATORS THAT ENBRIDGE MAY NOT BE ADHERING TO THE LAW, REGULATION OR PERMIT REQUIREMENTS. EXAMPLES INCLUDE FORMAL WARNINGS, ENFORCEMENT ACTIONS, SUMMONS AND CHARGES, NOTICES OF VIOLATION AND STOP AND CONTROL ORDERS.

**2.0
ENVIRONMENTAL
PERFORMANCE**

CONTENTS	PAGE
2.1 GREENHOUSE GASES	17
2.2 LOCAL AIR QUALITY	21
2.3 SPILLS AND RELEASES	23
2.4 SITE MONITORING AND REMEDIATION	24
2.5 LAND USE AND BIODIVERSITY	25
2.6 WATER MANAGEMENT	26
2.7 WASTE MANAGEMENT	26
2.8 ENERGY USE	28
2.9 DEMAND-SIDE MANAGEMENT	28
2.10 PIPELINE INTEGRITY	29
2.11 EMERGENCY PREPAREDNESS	30
2.12 SECURITY	31

Delivering energy poses environmental challenges that need to be managed responsibly. We strive to minimize our company's environmental footprint with proactive programs for climate change, air emissions management, spill prevention and pipeline integrity.

2.1 GREENHOUSE GASES

Climate change continues to be an issue of significant public concern and business risk. Enbridge shares this concern and believes that industry, working with government and other stakeholders, should take voluntary action to identify innovative and cost-effective actions.

We have taken slightly different tactics in addressing greenhouse gas (GHG) emissions in Canada and the United States, depending on the legislative and regulatory environments in which we operate.

In Canada, we have instituted measures to track GHG emissions as a founding member of the Voluntary Challenge and Registry (VCR). Our climate change plan, submitted annually to VCR Inc., outlines a comprehensive approach to minimizing GHG emissions from our Canadian operations through internal efficiencies, demand-side management, offsets and investments in alternative and renewable energy.

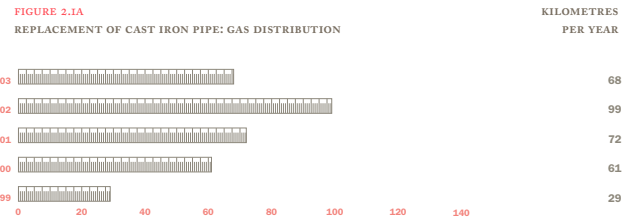
Based on our latest VCR results, reported for the year 2002, our total direct and indirect GHG emissions from our Canadian operations were 1.2 million tonnes of CO₂ equivalent. This was 11% below 1990 levels, even though we delivered 29% more throughput on our energy transportation and distribution systems.

Striving for further improvements, we have set a corporate target to reduce direct GHG emissions from our Canadian operations by 15% below 1990 levels by 2005. This target exceeds the Canadian commitment to the Kyoto Protocol. Based on projections, we are on track to achieve our target.

In the United States, we have invested significantly in energy efficiency measures and emission controls, and continue to evaluate our approach to emission tracking against internal policies and government requirements.

Our U.S. Natural Gas Business has joined the Environmental Protection Agency's Natural Gas STAR Program. This voluntary program encourages oil and gas companies to identify and adopt cost-effective technologies and practices to reduce emissions of methane, a GHG. In 2003, as a first step, the company began to develop an inventory of methane emissions from its gas

FOR MORE INFORMATION:
WWW.VCR-MVR.CA





“The issue of emissions reductions cannot be resolved successfully without the engagement of citizens as consumers of energy products and services. We must do this in new ways that promote public awareness – encourage the efficient use of energy – and support the development of alternative forms of energy.”

Pat Daniel, President & CEO, Enbridge Inc.

gathering and processing activities. Based on this study, we will evaluate opportunities to lower emissions and add value to the company through reduced loss of product.

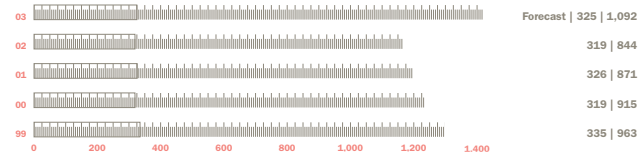
GHG performance by Canadian operations

Enbridge fully supports the aim of reducing GHG emissions. Since 1994, Enbridge has actively participated in Canada’s Voluntary Challenge and Registry (VCR), a national initiative to reduce GHG emissions. To meet our climate change responsibilities under the program, we have developed a comprehensive action plan to reduce GHG emissions from our Canadian operations, which includes:

1. *fugitive emission management* In our Gas Distribution System, the use of polyethylene to replace older cast iron pipe is a major factor in reducing fugitive methane emissions. Since the start of this program, 872 kilometres (542 miles) of polyethylene pipe have replaced cast iron mains in Ontario. In 2002, this reduced fugitive methane emissions by 4.6 million cubic metres (163 million cubic feet), or 66,000 tonnes of CO₂ equivalent.
2. *internal efficiencies* System expansions in our Liquids Pipelines System, including the use of larger diameter pipe and energy efficiency equipment, saved an estimated 1,070 gigawatt-hours of electricity in 2002, reducing the equivalent of 664,000 tonnes of CO₂.
3. *demand-side management* Gas Distribution provides demand-side management programs that encourage and enable customers to use natural gas more efficiently. From 1995 to 2002, the programs resulted in total “avoided” emissions of 1.7 million tonnes of CO₂.
4. *renewable and alternative energy* Enbridge, with Suncor Energy, operates the SunBridge Wind Power Project at Gull Lake, Saskatchewan. In 2003, the 11-megawatt project completed its second full year of operation. By displacing fossil fuel generating sources of electricity, the project results in avoided annual emissions of more than 30,000 tonnes of CO₂ each year.
5. *offsets* Enbridge supports and monitors the development of new technologies and practices that offer the potential to lower or offset emissions. In partnership with oil and gas companies, Enbridge is investigating a proposal to build a pipeline to carry CO₂ emissions from oil sands development in Fort McMurray, Alberta, to oil fields west of Edmonton. The

FIGURE 2.1B
GHG EMISSIONS: CANADIAN OPERATIONS

THOUSAND TONNES OF
CO₂ EQUIVALENT



benefits would include enhancing oil recovery and sequestering a portion of CO₂.

Air emissions and Enbridge

The major air emissions released by Enbridge facilities include carbon dioxide, methane, nitrogen oxides and volatile organic compounds. Other contaminants released but in much smaller quantities are sulphur dioxide and particulate matter.

Our key sources include:

1. *carbon dioxide (CO₂)* indirect emissions from energy consumption in liquids and natural gas pipeline systems;
2. *methane (CH₄)* fugitive emissions from natural gas pipelines and facilities;
3. *nitrogen oxides (NO_x)* fuel use in vehicle fleets and combustion sources such as flares, engine compressors, heaters and boilers; and
4. *volatile organic compounds (VOCs)* fugitive emissions from vehicle use, liquids storage tanks and gas dehydration facilities.

Carbon dioxide and methane are greenhouse gases linked to climate change. Nitrogen oxides combine with sulphur dioxide emissions to form acid precipitation that can damage plants, structural materials and aquatic ecosystems. Together with volatile organic compounds, nitrogen oxides also contribute to ground-level ozone and smog.

Contributing to climate change policy

In Canada, interest in climate change increased significantly in 2003 with the federal government’s ratification of the Kyoto Protocol at the end of 2002. The Protocol commits the country to reducing GHG emissions to 6% below 1990 levels over the period 2008 to 2012.

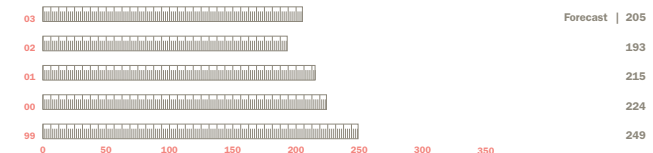
With the Protocol’s ratification, all Canadians and Canadian industry increasingly face a carbon-constrained future.

During 2003, we continued to position Enbridge for this future by managing our GHG emissions and by contributing constructively to policy development that affects our industry.

Through the Canadian Gas Association, we participated in discussions with the federal government to better understand the exposure of the natural

FIGURE 2.1C
NET GHG EMISSION INTENSITY: CANADIAN OPERATIONS

TONNES OF CO₂ EQUIVALENT PER
PETAJOULE OF ENERGY DELIVERED



FOR MORE INFORMATION SEE
CANADIAN GAS ASSOCIATION
WEBSITE: WWW.CGA.CA

ENERGY INTENSITY
IS A MEASURE OF ENVIRONMENTAL EFFICIENCY, DEFINED AS THE AMOUNT OF ENERGY USED PER UNIT OF THROUGHPUT ON ENERGY DELIVERY SYSTEMS.

W FOR MORE INFORMATION SEE CANADIAN ENERGY PIPELINE ASSOCIATION WEBSITE: WWW.CEPA.COM

gas business and the impact of proposed targeted measures under Canada's climate change plan. We were also involved in similar discussions through the Canadian Energy Pipeline Association for our liquids pipelines business.

In 2003, the government agreed to remove fugitive methane emissions from the list of covered GHG emissions for large industrial emitters. Although we will continue to reduce fugitive emissions through our cast iron replacement program in Ontario, this decision will help to lessen our financial exposure to meet compliance under Canada's proposed climate change plan.

Natural gas vehicles fit climate change agenda

Increasing the use of natural gas vehicles (NGVs) has the potential to help Canada environmentally while benefiting our company's natural gas delivery business.

Statistics from Natural Resources Canada show that NGVs produce 22% less CO₂ than gasoline-powered vehicles and lower emissions of other air pollutants such as SO₂ and NO_x. Natural gas also offers a higher octane rating than gasoline or propane, translating into greater performance and higher fuel efficiencies in a factory-built vehicle.

In 2003, Gas Distribution participated in a lobbying effort led by the Canadian Natural Gas Vehicle Alliance to encourage the federal government to consider incentives to increase demand for lower-emitting vehicles such as NGVs.

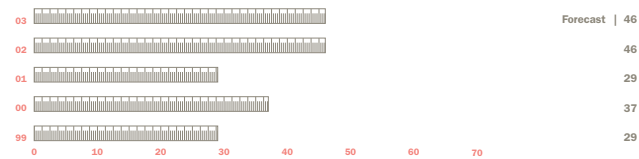
The effort was successful in persuading the government to recognize NGVs as a transportation solution to GHG emissions. In August, as part of Canada's national climate change plan to reduce emissions, the government pledged nearly CDN\$10 million to reduce the cost of NGVs in urban fleets, such as taxis and delivery trucks. Starting in 2004, the funds will be used to provide cash incentives to fleets that use NGVs, including factory-built NGVs and those converted from conventional vehicles.

Renewable and alternative energy

Society may eventually be able to move away from its reliance on fossil fuels and make greater user of other energy supplies. Creating this future, however, will take time and require further investments in emerging energy technologies.

At Enbridge, we believe it is important to do our part to contribute to this future by fostering the development of renewable and alternative energy

FIGURE 2.1D NATURAL GAS CONSUMPTION BY FLEET VEHICLES: GAS DISTRIBUTION % OF GASOLINE-EQUIVALENT FUEL



THROUGHOUT OUR GAS DISTRIBUTION FRANCHISE AREAS IN ONTARIO, WE ENCOURAGE OUR VEHICLE OPERATORS TO USE NATURAL GAS, WHEREVER POSSIBLE.

sources. Our strategy is to invest in energy technologies that complement our core operations, provide environmental benefits and open the door to long-term business opportunities.

In early 2004, we joined with Suncor Energy and EHN Wind Power Canada in announcing plans for a CDN\$48 million wind power project near Magrath in southern Alberta. When fully commissioned in late 2004, the 20-turbine, 30-megawatt facility will generate enough energy to meet the equivalent demands of about 13,000 homes. We will use our share of the output to power pump stations along our Liquids Pipelines System.

We also operate the SunBridge Wind Power Project at Gull Lake, Saskatchewan, in partnership with Suncor. In 2003, the 11 MW plant exceeded its predicted wind power output.

Together, Enbridge's two wind power projects are expected to provide nearly 15% of Canada's installed wind electricity capacity and offset about 115,000 tonnes of CO₂ emissions each year.

Besides wind power, we are focusing on opportunities to invest in emerging alternative energy technologies that use natural gas. One of the most important is the fuel cell, which promises high performance, near-zero emissions and increased energy efficiencies.

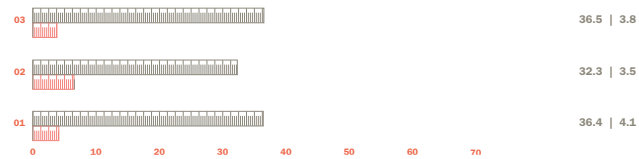
In 2003, Enbridge signed an agreement with U.S.-based FuelCell Energy, to be the distributor of FuelCell Energy's direct FuelCell® products in Canada. We are exploring several project opportunities for this technology with institutional and commercial customers. Through our agreement, we will also support continued development of solid oxide fuel cell technology, which has longer-term potential.

2.2 LOCAL AIR QUALITY

In large urban areas, such as the Greater Toronto Area, fuel use is a significant contributor to smog. As Canada's largest distributor of natural gas, Gas Distribution has taken a lead in promoting fuel efficiencies and greater use of natural gas as an environmentally preferred fuel for vehicle use and power generation.

During 2003, Gas Distribution, along with members of the Canadian Natural Gas Vehicle Alliance, participated in information sessions to the federal government, recommending policy changes to help increase demand for lower-emitting NGVs and encourage manufacturers to increase their production.

FIGURE 2.1E MILLION KILOMETRES TRAVELLED, MILLION LITRES OF GASOLINE CONSUMED VEHICLE TRANSPORTATION



IN THE COURSE OF OUR DAILY BUSINESS, OUR VEHICLES TRUCK NATURAL GAS LIQUIDS AND PETROCHEMICAL PRODUCTS IN THE UNITED STATES AND TRAVEL TO ENERGY DELIVERY FACILITIES AND CONSTRUCTION SITES THROUGHOUT NORTH AMERICA. IN 2003, THEY TRAVELED 36.5 MILLION KILOMETRES (22.6 MILLION MILES), CONSUMING ABOUT 3.8 MILLION LITRES (0.8 MILLION GALLONS) OF GASOLINE. THEIR OPERATION PRODUCED ABOUT 8,900 TONNES OF CO₂ EQUIVALENT.

■ KILOMETRES ■ LITRES

Enbridge Gas New Brunswick also partnered with Agriculture Canada in Fredericton, New Brunswick, to launch a NGV demonstration project for government fleet vehicles.

And when the Ontario government called for proposals in 2003 to install new generation sites to provide backup electricity to the provincial grid, Gas Distribution worked with industry to install 117 MW of gas-fired generation at three sites in the Greater Toronto Area. We played a key role throughout the process, working with local distribution companies and government officials to lobby for natural gas and supporting generation suppliers by identifying suitable sites and providing gas supply. The generators were later put to the test on August 15 when a power blackout occurred throughout most of the province. The generators operated continuously for about 150 hours while the province restored power. Without Gas Distribution's facilitation role, virtually all of the 117 MW would have been diesel-fired.

Employee participation

During the year, we encouraged our employees to participate in innovative air quality improvement initiatives in Canada and the United States.

Last year, Gas Distribution launched a voluntary employee program called 20/20 The Way to Clean Air in partnership with the City of Toronto Public Health Department, Pollution Probe and GreenSaver. Through lunch-and-learn sessions and an energy use planner, employees learned about energy-saving options and alternative ways to travel to and from work that can help save money and reduce summer smog levels.

Our Houston-based employees participated in the U.S. Environmental Protection Agency (EPA)'s Commuter Friendly Program. This national program promotes commuter choices such as car pooling and the use of public transit, which help to contribute to air quality objectives. For their efforts, the Houston office was recognized with the EPA's 2003 Best Workplaces for Commuters Award.

Criteria air contaminants

Criteria air contaminants are a group of common air pollutants reported to Canada's National Pollutant Release Inventory (NPRI) and released from sources across the country, including incineration, industrial production, fuel combustion and transportation vehicles.

2003 was Enbridge's first year for reporting criteria air contaminant emissions for our Canadian operations under the NPRI and new Ontario reporting regulations (Regulation 127).

During the year, we developed a baseline inventory of emissions in Gas Distribution and our Liquids Pipelines System to meet these reporting requirements. The air contaminants that were required to be reported to the NPRI for the 2002 reporting year were NO_x, SO₂, VOCs, carbon monoxide and particulate matter.

Results from our inventory show that SO₂ and NO_x emissions represented the largest share of criteria air contaminant emissions in Gas Distribution (about 1,300 tonnes or 69% of total criteria air contaminant emissions), while VOC emissions were the largest contributor in our Canadian Liquids Pipelines System (about 1,600 tonnes or 87% of the total). Using the inventory, we will evaluate the baseline data and develop strategies for improvement.

2.3 SPILLS AND RELEASES

Our goal is to prevent all spills and leaks from our energy transportation and distribution systems. With this in mind, we carry out spill prevention and detection preventative maintenance programs as part of comprehensive integrity management of our pipelines and facilities. Our communication programs also keep property owners and neighbours near our rights-of-way informed about our system and enlist their help in the prevention, detection and safe response to pipeline spills.

Despite our best efforts to prevent spills, incidents occur. In 2003, Enbridge recorded 62 reportable liquid spills, totalling 1,020 cubic metres (6,410 barrels), from our transmission pipeline systems in Canada and the United States. The company also recorded a reportable gas release from our local distribution system in Ontario and zero reportable gas releases from our pipeline transportation systems in the United States.

In each case, we carried out prompt emergency response procedures to immediately shut down the system, contain the spills and manage potential impacts to the environment and public safety. For liquid petroleum incidents, we also worked closely with landowners, regulatory agencies and other concerned parties to develop remediation and monitoring plans, promptly collecting most of the product and verifying that residual contaminants are appropriately managed.

Spill at Superior Terminal

Our most significant spill in 2003 occurred January 24, when about 715 cubic metres (4,500 barrels) of crude oil spilled from the Lakehead System at our oil terminal near Superior, Wisconsin. The leak was caused by a failure in a section of terminal pipe during oil delivery from the pipe to a storage tank.

Most of the crude oil was contained in the terminal's ditches and retention ponds. About 80 cubic metres (500 barrels), however, breached the terminal's containment system and flowed off site onto the nearby Nemađji River, a tributary of Lake Superior. The ground and river were frozen at the time, helping to prevent spread of the oil into soils or downstream.

After oil was cleaned off the surface of the ice, we removed blocks of ice to prevent the small amounts of oil that seeped into cracks from flowing downstream during the spring melt. Tests showed no long-term contamination of water in the river. Under the supervision of regulators, we developed and implemented a remediation plan for the site.

IN 2003, ENBRIDGE RECORDED 62 REPORTABLE LIQUID SPILLS. FOR MORE INFORMATION SEE INDEX: P 55, 60

THE COMPANY ALSO RECORDED A REPORTABLE GAS RELEASE FROM OUR LOCAL DISTRIBUTION SYSTEM IN ONTARIO. FOR MORE INFORMATION SEE INDEX: P 61

To prevent similar incidents recurring, we reviewed pipe construction and hydrostatic pressure testing records and hydrostatically tested piping at the terminal and at selected stations throughout the Lakehead System. We also improved spill containment ponds at the terminal and developed a risk-based model to assess our ability to contain spills throughout our Liquids Pipelines System. Using this model, we plan to upgrade spill containment facilities at key liquids pipeline stations and terminals in Canada and the United States.

2.4 SITE MONITORING AND REMEDIATION

As with any energy delivery system with many years of operations, historic leak sites exist along our energy transportation and distribution systems.

We carry out voluntary inspections and assessments on our systems to identify and measure environmental risk from past spills, leaks and other activities. We use a risk-based approach to identify and rank sites for environmental impacts, remediation and monitoring.

Since the early 1990s, Enbridge has reviewed about 110 historic leak sites on the Lakehead System. By reviewing files, interviewing company personnel, visiting sites and contacting regulatory agencies, we have ensured that past cleanup efforts meet today's standards and, in some cases, we have taken corrective measures. In 2003, we successfully completed this effort, with the exception of two sites at Elgin, Illinois, and Pinewood, Minnesota, where we are conducting further remediation to recover residual crude oil in soil and groundwater.

In our U.S. Natural Gas Business, we carry out a risk-ranking process to evaluate contamination from past operations and reduce the risk of environmental liabilities in our operations. In 2003, for example, we conducted soil sampling and contamination tests, focusing on recently acquired gas gathering pipeline systems in Texas.

Other highlights of Enbridge's site monitoring and remediation work:

1. We installed groundwater monitoring wells at four pump stations along our Lakehead System in upper Michigan. Wells were also installed at four pump stations along our Liquids Pipeline System in Alberta, Saskatchewan and Manitoba. These sites will be incorporated into our regular groundwater monitoring program;
2. We worked alongside regulators to develop a remediation plan for our pump

station at Metiskow, Alberta, where we discovered crude oil in groundwater after installing monitoring wells in 2002; and

3. We restored land after decommissioning an oil gathering line at Tecumseh Gas Storage Operations near Sarnia, Ontario. We removed 560 tonnes of oil- and brine-contaminated soil. The land will be returned to agricultural use in 2004.

2.5 LAND USE AND BIODIVERSITY

Our aim is to minimize our impacts to the land and sensitive environmental areas.

To choose pipeline routes and locations for new facilities, we conduct extensive assessments to determine the potential effects of our activities on plants, wildlife, heritage sites, water bodies and the environment. Once facilities are in place, we restore the land and monitor our operations for potential impacts.

Pipeline excavation

One of our common impacts on land occurs through our ongoing program of maintenance "digs," which involve excavating sections of pipeline to inspect and repair pipe to maintain high levels of system integrity. Before beginning work, we complete screening tests to identify environmental issues and measures needed to minimize our impacts to land. In 2003, we completed about 720 digs along our Liquids Pipelines System in Canada and the United States.

In environmentally sensitive terrain such as national forests, we consult with the U.S. Forest Service to plan maintenance digs along our rights-of-way. In 2003, during construction of pipeline through the Chippewa National Forest in Minnesota, we worked closely with the agency to pilot a new approach for planning digs. The new approach systematically addresses environmental issues while streamlining approvals. We plan to use a similar approach to planning future digs where our pipelines cross other national forest lands.

Gas Distribution was instrumental in developing a new approach to maintenance on buried natural gas mains. Instead of a large conventional excavation that disrupts traffic and businesses, a new keyhole technology was developed by Gas Distribution that can perform this maintenance and repair activity in selected applications through a small diameter hole cut in the pavement. The keyhole technology minimizes the impacts on roads, reduces traffic disruption and is lower in costs. This is positive for the environment, society and for the company's bottomline.

Tree planting in Colombia

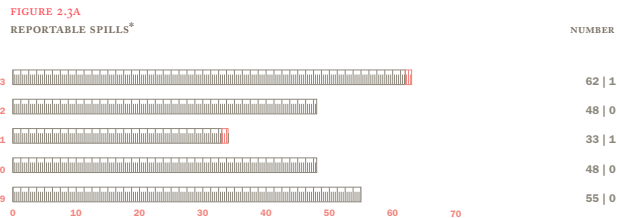
The 800-kilometre (500-mile) OCENSA crude oil pipeline traverses grasslands, forests and mountains in Colombia. As part of its environmental license, OCENSA plants trees along the pipeline right-of-way to restore forested areas disturbed during pipeline construction from 1995 to 1997.

To date, about 1,740 hectares (4,298 acres) of trees have been planted. As part of this program, 120 hectares (296 acres) of red mangrove, a rare and

IN 2003, ENBRIDGE REPORTED 63 LIQUIDS AND NATURAL GAS SPILLS. THE NUMBER OF SPILLS HAS INCREASED MARGINALLY OVER THE LAST FIVE YEARS DESPITE THE SIGNIFICANT INCREASES IN THROUGHPUT ON OUR ENERGY DELIVERY SYSTEMS.

* Note that in 2002 the threshold for reportable liquids pipeline incidents in the U.S. was lowered significantly

LIQUIDS NATURAL GAS



endangered species, have been planted, with the assistance of local community workers' associations.

Environmental outreach

In many areas of our operations, we support local environmental projects, helping to turn environmental commitment into action.

One example is our Environmental Initiative Program, which provides funding to grassroots community groups along our Liquids Pipelines System in Canada. Since its inception in 1991, the program has contributed more than CDN\$1 million to 338 community-based projects that protect the environment and boost environmental awareness.

Some of the initiatives funded in 2003 were:

1. native wildflower and grasses demonstration site at Gray's Creek Conservation Area in Cornwall, Ontario;
2. career development workshop on environmental management for members of the Deh Ga Gotie First Nation in Fort Providence, Northwest Territories; and
3. theatre production on the importance of environmental protection, developed by Calgary's Evergreen Theatre for local Alberta schools.

We also partner with local conservation groups to enhance natural areas. In Toronto and other communities across Ontario, employees celebrated Earth Day by planting trees at schools and local parks and joining in neighbourhood cleanups. In Illinois, Minnesota and Texas, we funded the U.S. Nature Conservancy's programs to help its goal of preserving open space and habitat in areas close to our pipeline facilities.

2.6 WATER MANAGEMENT

Water is needed for testing the integrity of new pipeline facilities before putting them into service, or testing existing pipeline as part of integrity management programs. Recognizing the importance of water as an irreplaceable resource, Enbridge applies high standards in managing water use.

Since existing pipeline sections have transported liquid petroleum or natural gas, we properly acquire, store and treat water before returning it to the environment. We also continually evaluate facilities and procedures to verify adequate controls are in place to protect local water quality. And we implement procedures to safely manage surface water runoff at major facilities and pipeline construction sites.

2.7 WASTE MANAGEMENT

Our operations produce mostly non-hazardous wastes, consisting of paper, scrap metals, package materials and construction-related materials, and typically generate limited amounts of hazardous wastes. We work to reduce these volumes through measurement and management programs at our various facilities.

Last year, Gas Distribution generated about 958 tonnes of non-hazardous waste. Of this total, 444 tonnes, or 46% of the total weight, were diverted from landfill. Contributing to this decrease were recycling programs for materials such as scrap polyethylene pipe, which is collected and converted off site into plastic construction board.

For many years Gas Distribution has had procedures in place to manage hazardous wastes in its operations. During the year, we integrated these practices for greater consistency across the company. We also registered 38 sites, including *gate stations* and fleet garages, under the provincial government's Hazardous Waste Information Network. In 2003, these sites reported 196,000 litres of liquid hazardous waste and 2,200 kilograms of solid hazardous waste.

As we continue to consolidate buildings in Gas Distribution, the types and volume of waste materials in this operation are expected to steadily decrease.

In 2003, Liquids Pipelines collected an estimated 46 tonnes of recycled material, of which the largest material was office paper. We also recycle oily rags and wood pallets, but do not track the recycling of these materials.

Since the late 1980s, Liquids Pipelines has carried out a program to remove PCB-containing materials from its operations. During the year, the company sent its final inventory of PCB-containing equipment to an approved disposal site and closed a PCB storage facility in Glenboro, Manitoba, to the satisfaction of the regulators.

We continue to focus on opportunities to further improve our waste management practices.

During the year, the National Energy Board conducted an audit of the Liquids Pipelines System, which identified opportunities for improvement in waste management training for employees. We are developing various strategies to address these deficiencies. In 2004, we will implement a training matrix and schedule to address this issue.

Our U.S. Natural Gas Business is also carrying out an inventory of its different waste streams, focusing on recently acquired gathering pipeline systems in Texas. These activities will be used in 2004 to develop a comprehensive waste management and minimization plan.

Dufour Petroleum opens CO₂ plant

We seek beneficial uses of waste products that complement our core businesses and create new sources of revenue.

In 2003, Dufour Petroleum, our U.S. trucking services business, launched its US\$3.5-million CO₂ plant in New Orleans. The facility manufactures food-grade CO₂ by taking CO₂ emissions from a nearby hydrogen production plant and purifying the raw emissions to create a new and marketable product. Using our trucking fleet, the finished product is transported to various customers along the Gulf Coast, for use in soft drinks and other carbonated products.

During its first year of operation, the plant recovered, purified and liquefied more than 47,000 tonnes of CO₂.

FOR MORE INFORMATION
SEE INDEX: P 61



FOR MORE INFORMATION
SEE INDEX: P 55-56



FOR MORE INFORMATION
SEE INDEX: P 55-56





“Enbridge Gas Distribution’s demand-side management programs promote using less gas through energy efficiency. Between 1995 and 2003, we helped our customers achieve estimated gas savings equal to serving 450,000 homes for one year or greenhouse gas reductions equal to taking 650,000 cars off the road for one year.”

Jim Schultz, President, Enbridge Gas Distribution

2.8 ENERGY USE

Our liquids pipeline transportation systems in Canada and the United States primarily use electrical pumps, while our natural gas gathering and transmission systems mainly use natural gas as fuel. Our Gas Distribution System in Ontario is powered by electricity and natural gas. Diesel fuel and natural gas are used to drive pumps in remote locations along the Enbridge NW System.

Since 2002, we have used “natural flow” rates on our Liquids Pipelines System to increase operating efficiency and reduce energy consumption. The rates are designed to optimize pipeline operating pressures to match equipment and the types of crude oil transported. In 2003, we expanded the use of these rates from peak hours to all periods of operation.

During the year, energy use on the liquids pipeline system was 2,546 gigawatt-hours, enough power to supply 225,000 homes. Energy use on the system was 5% higher than 2002 levels because of increased throughput on the system, including a monthly peak record of 244,790 cubic metres per day reported for December 2003.

In Ontario, Gas Distribution continued to look for opportunities to increase energy efficiencies throughout its buildings. Enhanced building controls, variable speed drives, energy efficient lighting and other upgrades were installed at our main administrative building in Toronto. Thanks to these efforts, we limited energy use at this building to 7.8 million kilowatt-hours in 2003, down 8% from 2002 levels and down 36% from 1990 levels.

2.9 DEMAND-SIDE MANAGEMENT

In Ontario, Gas Distribution has developed leading-edge approaches for the efficient use of energy resources. We encourage consumer savings in natural gas through more than 30 residential, commercial and industrial demand-side management (DSM) programs.

We do this in different ways:

1. we conduct energy audits of commercial and industrial customers’ operations to identify opportunities to improve energy efficiency;
2. we provide financial rebates and incentives to all types of customers, from homeowners to large industrial companies, to encourage them to adopt energy-saving equipment;
3. we work with industry and trade associations in various sectors – such as chemicals, construction, automobiles, food and beverage, and pulp and paper – to promote DSM programs and contribute to industry standards; and
4. we partner with governments, suppliers and equipment manufacturers to invest in new energy efficient technologies that benefit our ratepayers and enhance the competitiveness of our business. One of our most successful efforts has been a program to encourage the use of thermostatically controlled natural gas construction heaters by new home builders. Enbridge helped to develop the energy efficient heaters and partnered with equipment rental companies to promote them, beginning in 2000. As of 2003, more than 80% of

gas construction heaters in the Ontario market were thermostatically controlled.

All of our DSM costs are recovered through rates. Under a shared-savings mechanism, the Ontario Energy Board also provides an incentive to the company if it exceeds DSM targets. Last year, Gas Distribution received an award of CDN\$8 million for exceeding DSM targets in 2000 and 2001 and helping customers conserve gas and save on their energy bills.

Preliminary results from our 2003 DSM programs show gas savings of about 80 million cubic metres over one year, enough to supply about 26,000 homes. To further the efficient use of energy by our customers, we embarked on a major study last year of new ways of saving energy and promoting energy savings to customers. Based on this study, to be completed in late 2004, we will introduce new DSM programs in 2005 and 2006.

2.10 PIPELINE INTEGRITY

Over the years pipelines have proved to be the safest, most efficient way to transport petroleum products. Our ongoing monitoring and maintenance programs contribute to that safe operation and at Enbridge, we endeavor to be a leader in pipeline integrity by:

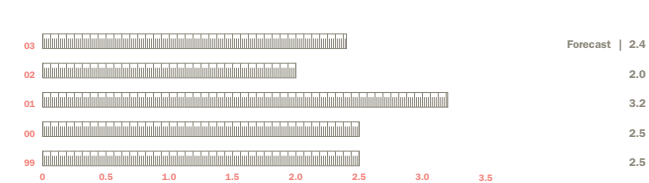
1. implementing rigorous preventive maintenance programs;
2. pursuing and supporting technological research;
3. participating in industry forums to share and exchange knowledge;
4. contributing to the development of national pipeline safety standards and industry-recommended practices; and
5. supporting state and provincial excavation one-call efforts to reduce the risk of third-party damage to pipelines.

By fulfilling these obligations, we maintain high standards of operating and EH&S performance and contribute to public confidence in our systems.

In 2003, we strengthened pipeline integrity in our systems:

1. We inspected about 4,500 kilometres (2,790 miles) of our Liquids Pipelines System, using technologies that detect corrosion, cracking and dents. We also worked with equipment suppliers to improve crack detection technologies for pipeline integrity. Based largely on this work, U.S. regulators accepted our return-to-service plan for a section of the Lakehead System, which experienced a significant crude oil leak in 2002 near Cohasset, Minnesota;
2. We implemented a comprehensive pipeline integrity management program

FIGURE 2.8A
ENERGY INTENSITY: GAS DISTRIBUTION



ENERGY INTENSITY IS A MEASURE OF ENVIRONMENTAL EFFICIENCY, DEFINED AS THE AMOUNT OF ENERGY USED PER UNIT OF THROUGHPUT ON ENERGY DELIVERY SYSTEMS.

in our Gas Distribution System in Ontario. We also completed an external corrosion direct assessment on 35 kilometres (22 miles) of pipeline in Toronto. The assessment project posed many challenges because the pipeline is in an urban area. In overcoming these challenges, Gas Distribution has become an industry leader in the application of preventive maintenance technology; and

3. Our U.S. Natural Gas Business has an integrity assessment and operational risk management plan to maintain pipeline safety and address federal and state regulations. The plan takes an integrated approach to risk assessment, integrity assessment, risk mitigation, performance measures, communication and quality control. In 2003, the company updated the plan to cover recently acquired natural gas pipeline assets. The plan complies with regulations issued previously in Texas and new federal regulations affecting natural gas transmission pipelines. To support the plan, the business also developed an employee training program.

Protecting underground utilities such as pipelines in urban areas requires that we collaborate with many organizations, such as utility owners, government agencies, emergency responders and excavation contractors. In 2003, Gas Distribution helped to found the Ontario Regional Common Ground Alliance, a non-profit organization dedicated to developing and sharing effective damage prevention practices for underground utilities in the province. During the year, we worked with other Alliance members to prepare industry best practices for damage prevention, for introduction in early 2004. Enbridge is a founding member of the U.S. Common Ground Alliance, established in 2001 to promote damage prevention initiatives in the United States.

2.1.1 EMERGENCY PREPAREDNESS

Although prevention is our first priority, we recognize the need to prepare for a leak from our pipelines or facilities. Enbridge maintains comprehensive emergency preparedness and response systems to ensure that in the event of an incident, all the appropriate actions are taken to protect the public, the environment and company personnel and assets.

All operating facilities maintain regular contact with communities and first responder organizations to keep them up to date and coordinated with Enbridge's contingency plans. In addition, employees throughout all our

business units participate in regular emergency response drills and simulations to test and improve procedures.

In 2003, we conducted about 122 emergency response exercises in Canada and the United States. These ranged from tabletop exercises, where employees discussed responses to various scenarios, to full-scale deployment exercises with local emergency agencies, using equipment to practise recovery and cleanup in various terrains.

There are many examples that illustrate our commitment to increasing our organization's emergency preparedness through training and education. Here are some highlights:

1. Our U.S. Natural Gas Business performed tabletop emergency response exercises at 18 plant and compressor sites. The drills tested our operators' response to different scenarios – the release of hydrogen sulphide, ruptured gas lines and the possibility of terrorist threats. These successfully demonstrated our operating teams' ability to promptly evaluate and respond to potential danger, contact other local emergency officials and identify opportunities for improvement;
2. Liquids Pipelines developed and implemented a training program to update field employees on strategies and tactics to manage tank fires. More than 100 employees took part in the two-day training seminar in 2003. The business also provided incident command system training to about 100 employees. This system is used by regulators, company employees and local emergency responders to instill a shared understanding of the different roles and responsibilities during an emergency; and
3. Gas Distribution provided training to emergency response organizations in Ontario to increase awareness of public evacuation routes in the event of an emergency in our gas delivery system.

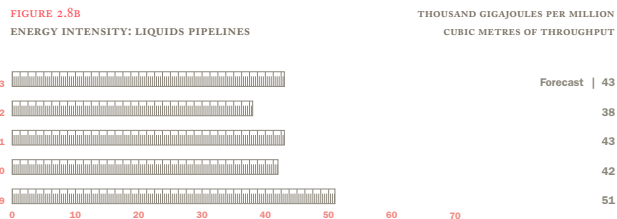
Lakehead exercise tests emergency response efforts

As part of ongoing drills, emergency response crews along our Lakehead System participated in an emergency deployment on September 24 near the Straits of Mackinac in northern Michigan. The exercise simulated a pipeline leak in a major waterway with possible terrorist involvement.

Jointly facilitated with the U.S. Coast Guard and monitored by the U.S. Office of Pipeline Safety, Enbridge crews worked closely with federal and state agencies and local emergency responders to put their plans and skills to the test as they ran through the rigorous training exercise. The exercise successfully strengthened relationships, revealed areas for improvement and highlighted the company's rapid and effective response efforts.

2.1.2 SECURITY

We view the security of our facilities as an integral part of emergency preparedness and response, and have developed security response plans to protect our facilities in our different operating regions. These plans identify



measures to deter security-related events and allow staff to respond in a safe and effective manner.

One of our priorities is to closely monitor security issues facing our energy delivery industry. We participate in various security-related initiatives through the American Petroleum Institute, American Gas Association, Interstate Natural Gas Association of America and Canadian Gas Association, and maintain close working relationships with government officials, local authorities and emergency responders.

In 2003, we opened our Liquids Pipelines and Gas Distribution systems to a “vulnerability assessment” by U.S. and Canadian government officials, as part of pilot security programs under the Canada-U.S. Smart Border Declaration. Through the assessment, we demonstrated that we have appropriate security plans and countermeasures at our various sites.

We also conducted reviews to maintain high levels of security throughout our operations.

Liquids Pipelines completed security reviews in four operating regions containing critical facilities and Gas Distribution conducted assessments of vital points in our natural gas distribution system. Our U.S. Natural Gas Business also carried out security reviews at 47 facilities and developed and implemented a regional security plan. Ongoing activities are under way in our U.S. Natural Gas Business to assess new acquisitions, train employees and integrate security measures into operational plans.

QUESTION

HOW DOES WIND POWER FIT ENBRIDGE'S STRATEGIES FOR GROWTH?

WIND POWER FITS IN WITH ENBRIDGE'S STRATEGY OF INVESTING IN EMERGING AND RENEWABLE ENERGY TECHNOLOGIES, SUCH AS FUEL CELL DEVELOPMENT. THE SUNBRIDGE WIND POWER PROJECT IN SASKATCHEWAN AND THE MAGRATH WIND POWER PROJECT IN ALBERTA SERVE AS THE FOUNDATION FOR OUR PARTICIPATION IN A RAPIDLY EXPANDING ENERGY INDUSTRY. WIND POWER ALSO FITS WITH OUR STRATEGY OF WORKING TO REDUCE GHG EMISSIONS AND ADDRESS THE ISSUE OF GLOBAL CLIMATE CHANGE. IT IS ESPECIALLY TIMELY GIVEN THE GROWTH OF ELECTRICITY DEMAND IN NORTH AMERICA, AND THE GROWING FOCUS ON REDUCING GHG EMISSIONS. ENBRIDGE IS ULTIMATELY INTERESTED IN USING ENERGY GENERATED FROM THESE PROJECTS TO OFFSET TRADITIONAL FORMS OF ELECTRICITY WE USE TO OPERATE OUR PIPELINE SYSTEMS IN THOSE AREAS.

3.0
ECONOMIC
PERFORMANCE

CONTENTS

PAGE

3.1	FINANCIAL HIGHLIGHTS	34
3.2	DIRECT IMPACTS	34



“Enbridge is committed to meeting all applicable rules in Canada and the U.S. relating to what services external auditors may or may not provide. Enbridge’s Audit, Risk and Finance Committee has adopted a policy that requires the committee’s approval for any services to be provided by the auditors, whether audit or non-audit services.”

Barry Yuzwa, Director, Audit Services, Enbridge Inc.

Our economic success contributes to the steady, sustained growth of Enbridge’s business and enables us to continue to provide economic benefits to communities where we operate.

3.1 FINANCIAL HIGHLIGHTS

We remain focused on our main priority as a business – to deliver financial results to our investors. This requires that we deliver shareholder value and maintain profitability while performing in a socially and environmentally responsible way.

Here are Enbridge’s key financial highlights in 2003:

1. We achieved record earnings of CDN\$667.2 million, up almost 16 per cent from 2002. Our earnings per share were CDN\$4.03, compared with CDN\$3.60 in 2002;
2. This growth was accomplished while we lowered our debt to capitalization and ratio maintained stable “A” credit ratings from rating agencies;
3. Our total shareholder return was over 30% on the Toronto Stock Exchange (TSX) and over 60% on the New York Stock Exchange (NYSE); and
4. We reduced our debt and, as a result, have the strongest balance sheet in our history, and are well positioned for continued growth.

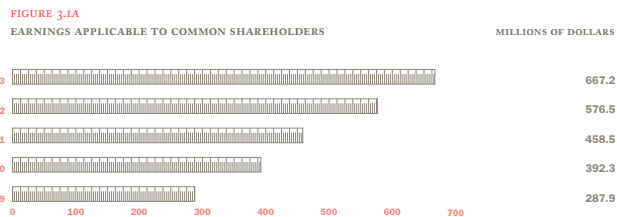
Investors and readers seeking more detailed information should refer to Enbridge’s 2003 Annual Report.

3.2 DIRECT IMPACTS

Our continued financial success helps our company to grow our business and contribute positively to society, by supporting the needs of our investors, our employees, our customers, governments, communities and our other stakeholders.

Benefits to investors

In 2003, Enbridge Inc. paid investors CDN\$283.9 million in common share dividends, up 13% from 2002.



Benefits to employees

Our business operations provide jobs and contracting opportunities in many communities in Canada and the United States, including our major headquarters in Calgary, Edmonton, Toronto and Houston.

We have more than 3,700 employees with an annual payroll of about CDN\$265 million. Last year, we paid about CDN\$25 million through our annual incentive program to reward employee performance.

Benefits to customers

Every day through our energy transportation and distribution systems in Canada and the United States, we provide millions of customers with hydrocarbon products that are essential to quality of life. These provide fuel for transportation, heat for our homes and the resources to manufacture plastics and a wide range of consumer products.

We also work with customers to increase the efficient use of valuable energy resources. Gas Distribution’s demand-side management programs help customers conserve gas, saving them money and enabling them to contribute to environmental goals. From 1995 to 2003, these programs saved our customers in Ontario more than CDN\$700 million on their energy bills.

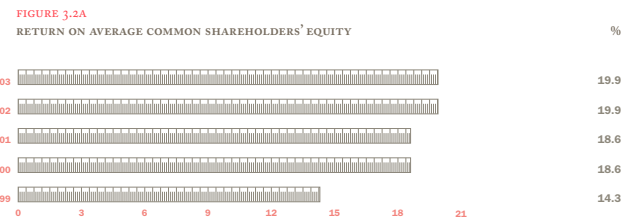
Benefits to governments

Our business activity brings other benefits to society. Some of the greatest beneficiaries are local, state, provincial and federal governments, which receive taxes from our activities.

In 2003, we paid property taxes totalling about CDN\$124.5 million to governments in Canada and the United States. These revenues were used to help to fund local public services and infrastructure.

Benefits to communities

At the local level, our operations affect economies through the creation of jobs, the purchase of goods and services, taxes paid to governments and the dollars we invest in community programs and charitable organizations.



A MORE INFORMATION IS AVAILABLE IN OUR ANNUAL REPORT WHICH IS AVAILABLE AT: WWW.ENBRIDGE.COM

We purchase services with local suppliers and contractors involved in the construction, operation and maintenance of our energy delivery systems. These investments have the economic spin-off effect of creating additional employment.

In 2003, we donated CDN\$3.5 million to charitable organizations in Canada and the United States.

Enbridge receives GLOBE Award

Our achievements in 2003 are measured by something else that Enbridge has earned – not dollars, but a growing reputation among our peers for economic and environmental performance.

For instance, our economic and environmental performance received special recognition when Enbridge was presented with the GLOBE Foundation Award for Environmental Excellence in the Corporate Competitiveness category by The Globe and Mail newspaper and the GLOBE Foundation, a non-profit Canadian organization. The award is bestowed each year to a Canadian corporation that materially contributes to economic competitiveness through a commitment to environmental excellence.



W FOR MORE INFORMATION:
WWW.GLOBE.CA



CONTENTS		PAGE
4.1	HEALTH AND SAFETY	38
4.2	EMPLOYEE RELATIONS	42
4.3	COLLECTIVE BARGAINING UNITS	44
4.4	COMMUNITY RELATIONS	45
4.5	STAKEHOLDER RELATIONS	49
4.6	HUMAN RIGHTS	51
4.7	POLICY DEVELOPMENT	51

Our commitment to social performance extends to everything we do at Enbridge, from investing in community initiatives, to conducting public dialogue with our stakeholders, to adhering to best practices for human rights, and creating a healthy and safe work environment for our employees.

4.1 HEALTH AND SAFETY

Safety of employees, contractors and the public is an absolute priority for us. Our long-term goal is zero work-related incidents. We are committed to being an industry leader in worker safety, with the aim of performing in the top 25% of similar companies.

Safety statistics

Our continued focus on safety across our operations has delivered an overall improvement over the last five years. In 1999, our performance on days away injuries (as measured by employee days away injuries per 200,000 hours worked) was 0.99 incidents. In 2003, it was 0.31, representing a 69% reduction.

And in 2003, several of our operations, including Gas Distribution, the Lakehead System and Dufour Petroleum, received awards for outstanding safety performance in 2002.

We are building on these earlier efforts to ensure a healthy and safe work environment as we work toward our goal of zero work-related incidents. Increasing awareness of our health and safety policies and practices among staff remains critical to our success. We are also increasing our efforts to influence the safety performance of our contractors.

Fatalities

We deeply regret that on March 3, 2003 a Gas Distribution employee was fatally injured while driving his vehicle. His vehicle was struck by another vehicle near Peterborough, Ontario, despite taking defensive manoeuvres to avoid the collision. Both Enbridge and the Ontario Provincial Police investigated the incident.

Although our ability to control traffic risks is limited, we are concerned about the potential for these types of incidents in our operations. In 2003, we

provided training and awareness to further improve vehicle safety throughout our operations in Canada and the United States.

On April 24, 2003, seven people died in an explosion and fire on Bloor Street West in Toronto. The incident was a tragedy, and Enbridge is deeply saddened by the deaths and injuries that occurred. Enbridge Gas Distribution and two other companies have had charges laid against them related to this incident. This matter remains before the courts. Enbridge Gas Distribution regularly reviews its systems and procedures and makes appropriate changes that further enhance public safety.

Health and safety training and awareness

Many activities are under way to increase employee and contractor education and awareness of safe work practices at our work sites and facilities.

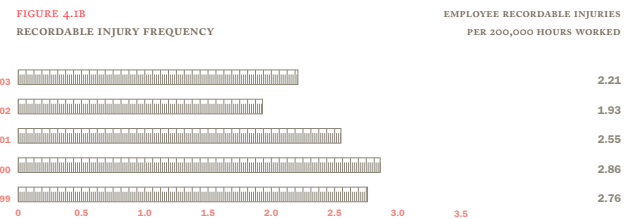
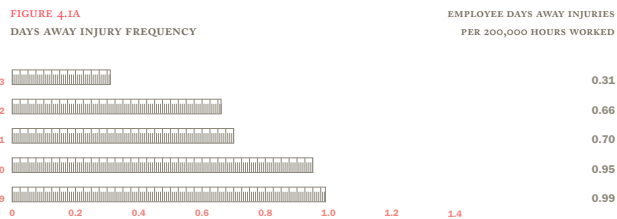
Workplace safety Our operating groups implement programs, designed for their specific business environments, to encourage and recognize safety performance by employees.

Our Liquids Pipelines group uses an activity-based safety process to promote safe behaviour. This process covers a range of activities including regulatory compliance, health and wellness, assessment of workplace hazards and contractor safety. Performance improvement comes from the reinforcement of safe behaviour, with positive feedback and coaching to correct at-risk behaviours.

In Gas Distribution, we have introduced a formal safety recognition program to drive continual improvement in worker safety. This program provides awards to individuals and teams for maintaining safe work environments and avoiding lost-time injuries. As a result of these and other efforts, Gas Distribution employees remained free of lost-time injuries for 141 days, a new record for the company.

Our U.S. Natural Gas Business uses a “safety-by-objectives” program to identify specific safety measures each year for improvement and to encourage employee participation. Individual contributions to these objectives are measured and rewarded through compensation awards and an employee recognition program.

Vehicle safety Driving is one of the most hazardous jobs our employees do. Through driver safety training and awareness, we encourage safe driving techniques on and off the job.



In 2003, Gas Distribution carried out a study of past vehicle incidents and, based on this analysis, published a series of employee articles to promote vehicle safety among its Ontario employees.

Liquids Pipelines also stressed the importance of defensive driving through a safe driving information campaign aimed at field employees in Canada and the United States. About 250 of our Liquids Pipelines employees received defensive driving training during the year. In 2004, based on a review of industry best practices, the company plans to implement a new driver safety awareness program for field employees.

Transportation of hazardous materials During the course of our daily business, we truck and ship petroleum samples, compressed gas and other hazardous and flammable materials. Safely managing the transportation risks associated with these activities is an important focus.

In 2003, Gas Distribution reviewed and updated its transportation practices to meet new government legislation.

Dufour Petroleum, our U.S. trucking services business, trained more than 110 drivers and operators on the handling of hazardous materials. The training included quarterly safety meetings, review of regulations and newsletters stressing handling precautions for these materials.

We also provided refresher training in safe transportation procedures to 250 operations employees in our Lakehead System and more than 420 drivers and facility employees in Gas Distribution.

Ergonomics Ergonomics involves the study of injuries resulting from excessive muscle force, repetitive work and physical stresses caused by the work environment. Effective ergonomic programs identify and prevent early symptoms of injuries, increasing worker health and safety while enhancing productivity.

There are ergonomic assessment and training programs in place in Gas Distribution and our U.S. Natural Gas Business. Liquids Pipelines also offers an online ergonomic assessment tool to Edmonton office employees.

Contractor safety management Our commitment to EH&S excellence extends beyond our own employees to contractors who work at our locations. All contractors must prove their commitment to safe work practices by meeting our safety performance requirements and government regulations.

Our U.S. Natural Gas Business conducts on-site EH&S audits and inspections to evaluate contractors' health and safety performance. We also require contractors working in the company's plant and pipeline operations to complete a formal EH&S questionnaire.

In 2003, Gas Distribution strengthened its contractor management process by integrating EH&S requirements into a new contractor approval process. The company's pipeline standards inspectors also assess contractor safety practices as part of routine inspections of distribution system projects.

We regularly involve contractors in safety training at our field locations. For example, Liquids Pipelines frequently invites contractor company inspectors to participate in a training session outlining our health and safety procedures and standards. We also provide training to contractor company inspectors and supervisors working on our major projects.

Recognition for outstanding performance

1. Gas Distribution received the American Gas Association's Distribution Achievement Award for 2002. The award is based on the company's outstanding work on joint utility construction and damage prevention.
2. Dufour Petroleum, our trucking services business in the United States, was the recipient of the National Safety Council's Significant Improvement Award for 2002. The business was successful in reducing annual preventable vehicle incidents by 50% over the previous year.
3. Liquids Pipelines received the Canadian Energy Pipeline Association Award for Lowest Total Recordable Injury Frequency Rate for companies in its category for 2002.
4. The Lakehead System received the Wisconsin Council of Safety's Wisconsin Corporate Safety Award in recognition of its low lost-time injury frequency rate for the period 2001 to 2003. The operation also received the Minnesota Governor's Meritorious Achievement Award for Occupational Safety from the Minnesota Safety Council for achieving better than average performance in incident rates in 2002. Gas Distribution received the American Gas Association's Leader Accident Prevention Award for 2002. The award is based on a company's total recordable injury and illness incident rate, as compared to the rates of similar AGA member companies.
5. For the fourth consecutive year, Inuvik Gas received an Employee Recognition Award from the Workers' Compensation Board of the Northwest Territories and Nunavut. The award recognized the company's efforts to promote occupational health and safety activities during the North American Occupational Safety and Health Week.

Employee health and wellness

Enbridge provides a variety of health and wellness opportunities for employees, including:

1. early-return-to-work programs that help employees who are recovering from an injury, illness or surgery to return to work in a safe and timely manner;
2. employee voluntary assistance programs that offer confidential counselling services to employees and their families on a broad range of issues;
3. prevention programs that offer blood pressure checks and on-site flu immunization; and
4. lifestyle education for employees through lunch-and-learn sessions, guest speakers, web-based programs and health awareness fairs.

Industry statistics show that workers in their late teens and early 20s are more vulnerable to risk of injury on the job. During the North American Occupational Health and Safety Week, Liquids Pipelines and Gas Distribution carried out communication campaigns, using posters, lunch-and-learn sessions and intranet articles, to raise awareness of injury prevention among our younger operations workers.

FOR MORE INFORMATION
ON 2003/04 RECOGNITION AND
ACHIEVEMENTS SEE: P 78-81.



“At Enbridge, we benchmark to compare benefits, costs, contributions, funding approaches and other strategies with those of employers in the same region and industry – our competition for labour. And we see it as our responsibility to help people in the workplace get the most value out of their employee benefits program.”

Brian Reid, Vice President, Human Resources, Enbridge Inc.

Providing more accessible information to employees was also a focus during the year. Gas Distribution carried out a health awareness “road show,” offering health tips and fitness checks to more than 250 operations employees throughout the Greater Toronto Area. In Wisconsin, Indiana, Michigan and Minnesota, a mobile health unit visited facilities along our Lakehead System, providing personal wellness appraisals to more than 150 field and office employees. And in Houston, our U.S. Natural Gas Business hosted several health awareness fairs for office employees.

Protecting employees during SARS outbreak

When an outbreak of SARS (Severe Acute Respiratory Syndrome) threatened the health and lives of Gas Distribution employees in the Greater Toronto Area in 2003, we took special measures to reduce their potential for exposure to the disease.

Working closely with the Toronto Emergency Planning Group, we established an internal team to guide our emergency response. This team established strategies and provided regular communications to employees on precautions to reduce the incidence and spread of illness. Field technicians were provided with protective equipment and procedures for entering locations where residents had been quarantined by public health officials.

A total of 23 Enbridge employees were quarantined during SARS outbreaks in March and May. These employees were monitored during their quarantine by our health staff and later returned to work without developing SARS-related symptoms.

4.2 EMPLOYEE RELATIONS

Our vision to be North America’s energy delivery leader depends on the dedication, commitment and ingenuity of a committed and highly skilled workforce. We have more than 3,700 regular employees, primarily in Canada and the United States. In addition, we hire temporary employees for projects and seasonal work.

Enbridge’s human resources programs must address a wide range of needs for our employees and their families. Covering compensation, employee development, performance and rewards, learning and leadership develop-

ment and our work environment, these programs help to provide a rich work experience and form the foundation of our relationships with employees.

Compensation

We design our base salary programs to be fair and competitive so as to attract and retain talented workers. Our benefits programs provide employees and their families with a range of options for medical coverage, life insurance and disability plans. Extending beyond health, Enbridge offers tuition assistance to our employees and post secondary scholarships to children of Enbridge employees. We review our programs regularly to ensure they continue to meet changing needs.

Performance and rewards

We are implementing a new performance management program that strengthens the relationship between employee performance and rewards, including our new incentive compensation plan implemented January 1, 2004 for employees below the Director level. This program will help employees to develop a stronger understanding of how individual and collective performance is linked to rewards.

Education and training

Our success as a responsible corporate citizen depends on a highly skilled, committed workforce and the training, development and lifelong learning of all our employees.

Through employee development and performance and succession management activities, we identify opportunities for formal training. At the field level, employees receive training largely focused on EH&S, regulatory training and technical skills and competency. We have a well established leadership program aimed at front line, mid-level and senior-level management to develop core leadership capabilities. We also provide experiential training through job transfers and project assignments.

Work environment

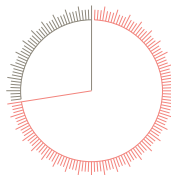
Enbridge has corporate policies aimed at promoting a healthy work environment. We also subscribe to the principles of a fair and equitable work environment. We have flexible working arrangements which include various forms of paid time off.

Each of our businesses recognizes the special achievements of our employees. These activities range from long-service awards to compensation arrangements to informal recognition for contributions on major projects and undertakings.

FIGURE 4.2A
ENBRIDGE ORGANIZATION BY GENDER

% OF 3,743 REGULAR EMPLOYEES,
AS OF MARCH 31, 2004

MALE (73%)
FEMALE (27%)



Employee communication

We actively engage our employees through different communications programs.

Each year Enbridge employees are invited to employee annual meetings across our organization to learn about the company's plans for strategic growth. The meetings give them the opportunity to speak directly to senior management and share ideas and concerns.

Other forms of employee communications at Enbridge include our intranet and various employee newsletters. In 2003, we initiated *Enbridge and You*, a series of newsletters updating employees on changes to compensation, benefits and pension programs.

We have also established local and regional EH&S committees and working groups, where employees and management meet regularly to discuss local issues. These dialogues often result in new opportunities for leadership and action.

Last year, for example, our Chicago Region EH&S committee helped to organize an initiative to track and dispose of hazardous wastes throughout our operations in Illinois, Indiana and Michigan. Employee working groups in our U.S. Natural Gas Business also provided input to EH&S programs and worked with EH&S professionals to conduct field audits and EH&S training at our plants. And members of our 10 Joint EH&S Committees in Gas Distribution coordinated educational events throughout Ontario to raise employee and public awareness of Earth Day and North American Occupational Safety and Health Week. These ranged from lunch-and-learn sessions to student tours to planting trees and cleanup campaigns in city parks.

4.3 COLLECTIVE BARGAINING UNITS

Enbridge has three unions and nine different bargaining units in Canada and the United States. About 1,145 employees, or 30% of our workforce, belong to unions and joint industrial councils (JICs). In 2003 and early 2004, we negotiated and ratified five agreements with these labour organizations.

We believe that healthy and productive labour relations contribute to our company's long-term success, and have designed our labour relations

FIGURE 4.3A
COLLECTIVE BARGAINING UNITS

Bargaining units	Jurisdictional area	Number of employees
Communications Energy and Paperworkers (CEP) Union of Canada Local 975	Ontario	760
Joint Industrial Councils (six)	Alberta, Saskatchewan, Ontario, Quebec, Northwest Territories	255
Paper, Allied-Industrial, Chemical and Energy Workers (PACE) Local 7-2003	North Dakota, Minnesota, Wisconsin, Michigan, Illinois, Indiana	100
International Brotherhood of Electrical Workers (IBEW) Local 97	New York State	30

strategies to maintain and foster a cooperative approach between the company and the various bargaining units.

All unions and JICs, for example, participate in success sharing and incentive compensation programs based on the achievement of the company's strategic goals.

We also provide ongoing labour relations training and education for managers and supervisors of unionized and represented employees to assist them in better understanding Enbridge's labour relations philosophy and changes in collective agreements. In 2003, about 150 managers and supervisors in Canada and United States received a full day of labour relations training.

4.4 COMMUNITY RELATIONS

Enbridge is committed to contributing to the quality of the life in communities where we operate. Throughout our operations, we put this commitment into action in different ways, through our focus on reliable and safe energy delivery, our community investments and the volunteer efforts of our employees.

Enbridge's social vision statement

We're Enbridge. In partnership with our communities, we deliver more than energy; we deliver on our commitment to enhance the quality of life in our communities by supporting programs in health, education, social services and the environment. Together with our employees we have the energy to make a difference.

Community investment

Our community investment program supports not-for-profit organizations through financial contributions and human resources. In 2003, this program donated about CDN\$3.5 million to 165 charitable and non-profit organizations across Canada and the United States.

Directed by our social vision statement, we invest company funds primarily to initiatives in health, education, social services, the environment, arts and culture and civic leadership.

Several donations in 2003 that reflect this focus include:

1. Toronto's Hospital for Sick Children's summer student program, which allows youth to give back to the community and develop their leadership skills;
2. Eva's Initiatives, a non-profit organization providing shelter and skills training for homeless youth in Toronto;
3. Enbridge Energy 911 Fund, which provides small grants for equipment purchase and training to first responder organizations in the United States in memory of the heroes and victims of the September 11, 2001 tragedy;
4. Enbridge Gas Distribution was a founding sponsor of the Toronto Smog Summit and has contributed to it for each of the last four years. The Smog Summit brings industry and different levels of government together to share information on

FOR MORE INFORMATION:
WWW.SICKKIDS.ON.CA

FOR MORE INFORMATION:
WWW.EVASINITIATIVES.COM

- smog and energy reduction commitments and accomplishments;
5. Alberta's Promise, a multi-stakeholder movement to encourage partnerships among communities, business and agencies to direct more financial resources to benefit children and youth;
 6. Green Learning Program, an environmental education website designed by the Pembina Institute for Appropriate Development for use in Alberta and Canadian schools;
 7. Keystone Center's Key Issues Program, a national teacher training institute near Silverthorne, Colorado, that provides middle level educators with processes and skills to investigate environmental issues with students. In 2003, we sponsored two teachers from schools in Longview, Texas, to attend the program;
 8. Environmental Initiative Program, which provides grants to community-based environmental projects along our Canadian Liquids Pipelines System;
 9. Inuvik Justice Program, a not-for-profit program in Inuvik, Northwest Territories, that fosters relationships between young offenders and elders and teaches youth the importance of traditional culture, survival skills and respecting the environment while out on the land;
 10. U.S. Forest Service wildland firefighting training program at the Itasca Community College in Grand Rapids, Minnesota, for members of the Leech Lake Band of Ojibwe;
 11. Alley Theatre in downtown Houston. We provided funding and worked with the theatre's organization to expand interest in supporting theatre among other companies in the city; and
 12. Student Vote 2003, a non-partisan, educational initiative aimed at inspiring electoral participation and awareness among high school students. In 2003, Gas Distribution was a major corporate partner for the organization's trial program in Ontario that successfully engaged students in more than 800 high schools across the province.

Our financial contributions are complemented by our efforts to develop partnerships that help non-profit organizations to achieve their social objectives while raising community awareness among employees. In Ottawa, for example, Gas Distribution provided office space to Christie Lake Kids, a local organization that helps at-risk children to develop skills for success. This partnership has reduced operating costs for the charity and engaged employees in the charity's fundraising events. At an Enbridge Canoe for Kids competition in Ottawa, our employees helped to raise CDN\$62,000 last year, enough to send 72 underprivileged children to the organization's summer camp.

United Way

For the fifth consecutive year, Enbridge collectively raised more than CDN\$1 million for United Way campaigns across Canada and the United States through employee and corporate-giving.

In our different locations, our employees invested time, energy and money into charitable and community causes. Focusing on raising not just

dollars, but also awareness about Corporate Social Responsibility at the community level, employees participated in barbecues, United Way fairs, golf tournaments, 50/50 draws and other events.

Awards for community support

Our good reputation is a valuable asset – and one that we sustain through community investment programs and socially responsible practices. This is reflected in some of the awards and recognition our company received in 2003.

For instance, Enbridge was named by Alberta Venture magazine as “Alberta's most respected corporation for community support for 2003.” The recognition cited the company's “thoughtful and integrated involvement with its community at large, through philanthropic activities, contribution of resources such as volunteers or expertise, and/or development of partnerships with community organizations.”

Canada's Corporate Knights magazine also placed Enbridge first among utility companies and seventh among Canada's top 50 corporate citizens for community investment. And our company placed 23rd in an annual survey of Canada's most respected companies. The survey, conducted by Ipsos-Reid, asked leading Canadian CEOs to indicate the corporations they most admire and respect in nine categories including Corporate Social Responsibility and corporate governance.

Motivating leaders in Canada's cities

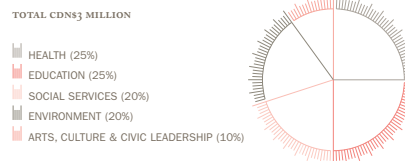
We continue to invest in building leadership strength in the community. Since 1999, we have been a founding sponsor of leadership development programs in Calgary, Edmonton, Regina, Ottawa, Fredericton and the Region of Peel, Ontario – all communities where Enbridge employees live and work.

Enbridge contributes start-up funds and volunteer assistance and sponsors employees to attend the programs, which are designed, using classroom sessions, team projects and retreats, to motivate aspiring leaders from business, government and not-for-profit sectors.

FOR MORE INFORMATION:
WWW.ALBERTAVENTURE.COM

FOR MORE INFORMATION:
WWW.CORPORATEKNIGHTS.CA

FIGURE 4.4A
COMMUNITY INVESTMENT BY FOCUS AREA (2003)





“In Colombia, through programs and initiatives OCENSA has developed with school-aged children, the company’s commitment to the universal principles of human rights is delivered into the homes of employees and contractors. This helps ensure understanding by future generations in a country where human rights are of vital importance.”

Mel Belich, Group Vice President, International & Corporate Law, Enbridge Inc.

OCENSA sponsors community education in Colombia

OCENSA, in partnership with the Colombian government and local communities, supports educational processes that promote individual participation in the planning and management of local development.

One example is the company’s sponsorship of a social and environmental management education program for municipal administrators and community leaders in Colombia. The program focuses on developing citizenship and promoting participation in local communities to find solutions to social and environmental issues. Since 1998, 16 leadership schools have been established in 25 municipalities in the country and more than 2,400 public officials and community leaders have graduated from the training program.

Employee volunteerism

Our employees devote tens of thousands of hours to volunteer work. Many of our employees help to feed the homeless, coach little league teams, teach “English as a second language” classes, volunteer at schools, churches and charities and provide leadership to our communities.

During 2003, they continued to show their sense of caring and community support in various ways.

For example, employees in Houston participated in home repairs for the elderly and needy in support of the city’s United Way Day of Caring program. In Toronto, employees volunteered their time and energy to Junior Achievement, a program that teaches young people about the education and skills needed to achieve success in a changing world. In Edmonton, employees and their families participated in street cleanups and fundraising for charitable causes. In Calgary, our employees repaired furniture and organized social events to benefit needy families through Families in Transition, a program developed by the Aspen Family and Community Network Society.

We are proud of these efforts and take time throughout the year to celebrate their contributions. In Toronto, Gas Distribution honoured 22 outstanding volunteers at its annual employee volunteer dinner. Elsewhere, we profiled our employee volunteers in newsletters and through activities during National Volunteer Week in April.

Nurturing volunteer spirit among young people

Enbridge promotes volunteerism among young people, with the aim of contributing to the growth of a new generation of community leaders.

For example, Gas Distribution helps to fund Youth Assisting Youth (YAY), a Toronto-area organization providing peer mentoring for at-risk youths between the ages of six to 15. With our support, YAY recently opened the Enbridge Volunteers in Partnership Resource Centre to support youth volunteerism in York Region which will provide training, workshops and orientation sessions for volunteers, helping YAY in meeting the growing demand for its services.

In 2003, Gas Distribution also established the Enbridge Youth Volunteers Awards to recognize outstanding youth volunteers in Richmond Hill and Mississauga, Ontario.

4.5 STAKEHOLDER RELATIONS

Our company’s stakeholders are diverse and cover everyone who has an interest or stake in Enbridge’s activities: regulators, local communities, First Nations, environmental organizations, educational institutions and governments. We believe that openly and transparently consulting with our stakeholders on our project plans and activities is not only the right thing to do – it also benefits our business.

Stakeholder consultation

Our stakeholder consultation programs are designed to be proactive and comprehensive, involving as many organizations and individuals as possible. Inside our company, we take a similar approach, regularly sharing information from our consultation programs with our project leaders and managers to enhance their understanding of stakeholder issues and concerns. In each case, we create stakeholder programs that fit the project and the stakeholders involved.

Significant stakeholder consultation activities in 2003 included:

1. meeting with leaders in more than 120 First Nations and Metis communities across northern Alberta and British Columbia to discuss the proposed Gateway Project, which would run more than 1,000 kilometres (600 miles) of liquids pipeline from Alberta’s oil sands to the B.C. north coast. Our dialogue resulted in changes to the project’s preliminary design to deal with environmental issues and potential impacts to wildlife and traditional lands;
2. consulting with the Aamjiwnaang First Nation during replacement of a 14-kilometre (nine mile) lateral pipeline that crosses the community’s lands near Sarnia, Ontario. Together we identified job opportunities and collaborated on an environmental impact assessment for the project;
3. consulting with state and government officials on our plans for the Southern Access Pipeline, a 1,050-kilometre (650-mile) pipeline from our terminal at Superior, Wisconsin, south to Illinois. Our discussions led to an improved understanding of other industrial development issues along the proposed right-of-way; and
4. meeting with local and state government officials in Texas to discuss our plans for adding a 160-kilometre (100-mile) transmission pipeline to our East Texas natural gas gathering system.

Public awareness programs

One of our best opportunities to create rapport with people along our pipelines and near our facilities is through public awareness programs conducted along our pipeline systems. By providing safety education and awareness, we increase

P FOR MORE INFORMATION:
WWW.ASPENFAMILY.ORG

P FOR MORE INFORMATION:
WWW.YAY.ORG



“Enbridge has worked co-operatively with Aboriginal stakeholders in connection with many operations and projects. For example, we have engaged more than 120 Aboriginal communities in Alberta and B.C. during the last two years as the company explores the viability of the Gateway Pipeline proposal between Edmonton and the West Coast.”

Lyle Neils, Manager, Aboriginal Relations, Enbridge Pipelines Inc.

safety awareness of pipeline neighbours and plant the seed for good stakeholder relations.

In our Liquids Pipelines operation, our staff regularly communicate important information on pipeline safety to landowners, tenants and emergency response agencies along our pipeline rights-of-way. In 2003, Liquids Pipelines contacted more than 12,000 stakeholders along the Lakehead System in the United States and our mainline right-of-way in Canada.

In our U.S. Natural Gas Business, operations personnel spend hundreds of hours reaching out to emergency response agencies along our pipelines and plants to coordinate our emergency plans and raise responders' awareness and emergency preparedness. During 2003, the business contacted at least one million residents by mail along our pipeline systems to promote their awareness of the pipeline facilities, inform them how they can avoid damaging the pipelines and to communicate to them what to do in case of an emergency. On the Northeast Texas System, where Enbridge handles sour gas, we expanded our program to include door-to-door visits. During 2003, Enbridge representatives visited 10,000 homes and met many citizens while educating them about the potential dangers of hydrogen sulphide.

For some pipeline segments, we have surveyed landowners on the effectiveness of our pipeline safety information materials. Results of our most recent survey, published in 2003, showed that 99% of 1,200 respondents along our Canadian mainline said they were aware of what to do in a pipeline incident and 98.5% said they were aware of our 24-hour emergency information number. Enbridge has also provided leadership to an effort in the United States to develop comprehensive surveys of public awareness programs throughout the industry, starting in late 2004.

Relations with indigenous peoples

In many areas of our operations, indigenous peoples are key stakeholders in our activities, and positive relationships based on shared respect and positive relationships are of mutual benefit.

Enbridge employs an aboriginal relations manager and has instituted a company-wide indigenous peoples policy. The policy lays out key principles for relations with indigenous peoples, such as respect for traditional ways and land, heritage sites, the environment and traditional knowledge. The policy is also designed to ensure a consistent and thorough approach to consultation and engagement with aboriginal communities.

In early 2003, Enbridge signed a long-term agreement with the Athabasca Tribal Council (ATC). The agreement aims to foster dialogue and collaboration among First Nations, industry and government in and around the Athabasca region of northern Alberta. Through the agreement, ATC members hope to increase the number of agreements that are successfully negotiated between First Nations communities and industry. They are also intended to see Aboriginal communities gain wide access to training, education and jobs.

In the United States, sections of our Terrace III pipeline expansion

project cross the Leech Lake Band of Ojibwe Reservation in north central Minnesota. Last year we continued to work closely with the band to complete restoration of the pipeline right-of-way and to manage our impacts to the land and their community.

4.6 HUMAN RIGHTS

Our Statement on Business Conduct outlines the expected standards of behaviour and ethics for all Enbridge employees and directors. Adherence to the Statement is a condition of employment at the company.

We also endorse the internationally recognized Voluntary Principles on Security and Human Rights. These principles deal with responsible corporate action in “zones of conflict” and are especially relevant to our business involvement in Colombia, where we operate the OCENSA pipeline.

OCENSA has developed and implemented a new human rights policy, using the Voluntary Principles on Security and Human Rights as a guideline. The policy commits OCENSA and its employees and contractors to respect human rights, reject violence and avoid associating with illegal armed groups in Colombia.

Along with its policy, OCENSA has implemented an extensive education and outreach program on human rights and social issues for employees and contractors. In 2003, OCENSA conducted human rights training for its 155 employees and 230 major contractors.

The company also began a human rights awareness training program for the Colombian military, which patrols the length of the pipeline, its stations and terminal. Close to 1,000 military personnel participated in the two-day program, which focuses on increasing understanding of rights and obligations under international humanitarian law and the constitution of Colombia.

4.7 POLICY DEVELOPMENT

We engage in public policy discussions that advance industry leadership on environmental, economic and social issues. Whether consulting with government policy-makers or reviewing our projects with regulators and local communities, we look for opportunities to offer up ideas and solutions that reflect the interests of our customers, shareholders and other stakeholders.

During 2003, we focused our efforts on several issues:

1. *climate change* In Canada, the energy industry consulted with the federal government on actions to meet our country's targets under the Kyoto Protocol. Enbridge worked through industry associations such as the Canadian Energy Pipeline Association (CEPA) and the Canadian Gas Association (CGA) to provide constructive input. In these discussions and our own meetings with government officials, we stressed the importance of a coordinated response by industry and provincial and federal governments in tackling this issue;
2. *responsible energy use by consumers* Gas Distribution contributed to policy development on energy conservation issues, actively participating in the

W A COPY OF THIS POLICY IS AVAILABLE AT: WWW.ENBRIDGE.COM

W FOR MORE INFORMATION SEE ATHABASCA TRIBAL COUNCIL WEBSITE: WWW.ATC97.ORG

Ontario Energy Board's review of demand-side management programs in the electricity and natural gas sectors; and

3. *Canada-U.S. relationships* Enbridge emphasized the need for international public dialogue to strengthen business relationships between Canada and the United States. In 2003, for example, Enbridge President & CEO Pat Daniel met with U.S. Ambassador Paul Cellucci to discuss security of crude oil supply and opportunities to move northern gas to market. In early 2004, Enbridge also sponsored the Woodrow Wilson Forum on Cross-Border Business at the University of Calgary.

QUESTION

WHY IS ENBRIDGE
IN COLOMBIA?

ENBRIDGE VIEWS INTERNATIONAL INVESTMENT AS A COMPLEMENT TO CONTINUED GROWTH AND EXPANSION OF OUR CORE NORTH AMERICAN BUSINESSES. IT IS AN OPPORTUNITY FOR US TO APPLY OUR PIPELINE AND TERMINALING EXPERTISE IN OTHER COUNTRIES THAT WE CONSIDER TO BE GOOD LONG-TERM INVESTMENTS WITH GROWTH POTENTIAL AND MANAGEABLE RISK LEVELS. WE BELIEVE OUR INVESTMENT AND PRESENCE IN COLOMBIA HELPS THAT COUNTRY AND ITS PEOPLE, NOT ONLY THROUGH JOBS, TRAINING, COMMUNITY INVESTMENT AND A BETTER STANDARD OF LIVING THAT COMES FROM ECONOMIC DEVELOPMENT, BUT ALSO BY BEING COMMITTED TO PROMOTE AND PROTECT HUMAN RIGHTS WITHIN OUR SPHERE OF INFLUENCE.



The following pages include summaries of information on Enbridge operating systems. Enbridge Energy Partners' Lakehead and North Dakota systems are located in the Liquids Pipelines Segment; the U.S. Natural Gas Business Segment includes our Gulf Region natural gas transmission and gathering systems; and the Gas Pipelines Segment includes results for the Vector Pipeline System operated by Enbridge. This report also contains EH&S data for energy delivery systems owned or operated by Enbridge. We do not report data from our joint venture activities through Enbridge International. Any changes from the previous year in measurement methods applied to key EH&S information have been footnoted.

The photographs used in this section are from a series of profiles placed in newspapers and magazines by Enbridge in 2003 and 2004 to recognize different community partners. The profiles emphasize the invaluable relationships our company strives to create with different stakeholders. The overarching concept behind the information campaign is "Where Energy Meets People." Developing and advancing the energy of leadership is a key value for both the people of Enbridge and the different communities where we operate.

Dianne Young

President and CEO,
Stollery Children's Hospital Foundation, Edmonton

The Stollery Children's Hospital, under the direction of president and CEO Dianne Young, has filled an important need for the City of Edmonton and the northern communities. At Enbridge, we are pleased to support this state-of-the-art facility, which specializes in the acute and critical care needs of children.

**FIGURE 6.1****LIQUIDS PIPELINES**

	1999	2000	2001	2002	2003
OPERATIONS ¹					
Deliveries (<i>thousands of barrels per day</i>) ^{2,3}	1,942	2,072	2,109	2,088	2,189
Barrel miles (<i>billions</i>) ^{3,4}	687	735	695	705	710
Length of right-of-way (<i>kilometres</i>) ⁵	10,248	10,243	10,254	10,314	10,243
Employees	1,201	1,176	1,111	1,078	1,097
EH&S MANAGEMENT					
Major incidents ⁶	8	3	5	9	7
Regulatory notifications ⁷	2	0	0	1	7
EH&S fines and penalties (<i>thousand dollars</i>) ⁸	162	0	0	0	0
EH&S professionals (<i>full-time</i>)	22	22	23	22	25
ENVIRONMENTAL PERFORMANCE					
<i>Greenhouse gas emissions</i> ⁹					
Direct emissions (<i>thousand tonnes of CO₂E</i>)	40	23	17	17	13 ¹⁰
Indirect emissions (<i>thousand tonnes of CO₂E</i>)	955	906	863	835	1,099 ¹⁰
Net emission intensity (<i>tonnes of CO₂E, per petajoule of energy delivered</i>) ¹¹	207	184	172	153	173 ¹⁰
<i>Energy</i> ¹²					
Energy use (<i>thousand gigajoules</i>)	5,886	5,139	5,215	5,114	6,606 ¹⁰
Energy intensity (<i>thousand gigajoules per million cubic metres of throughput</i>)	51	42	43	38	43 ¹⁰
<i>Reportable spills</i> ¹³					
Spills (<i>number</i>)	54	43	27	46	58
Spill volume (<i>barrels</i>)	28,760	7,480	25,670	14,680	6,377
Spill volume rate (<i>barrels per billion barrel miles of throughput</i>)	41.22	9.99	36.22	20.22	8.68
<i>Waste</i> ¹⁴					
Recycled material (<i>tonnes</i>)	95	105	88	46	46 ¹⁰

Continued on p. 56

FIGURE 6.1
LIQUIDS PIPELINES (continued)

	1999	2000	2001	2002	2003
SOCIAL PERFORMANCE					
<i>Health and safety</i>					
Employee days away injury frequency (days away injuries per 200,000 hours worked) ¹⁵	0.00	0.09	0.34	0.18	0.09
Employee days away severity (days away per 200,000 hours worked)	0.00	0.09	1.37	4.25	0.09
Employee recordable injury frequency (recordable injuries per 200,000 hours worked) ¹⁶	1.10	1.04	1.20	1.11	1.31
Contractor days away injury frequency (days away injuries per 200,000 hours worked) ¹⁷	3.32	5.92	1.59	1.07	0.82
Contractor recordable injury frequency (recordable injuries per 200,000 hours worked) ^{16, 17}	12.32	20.71	7.12	4.60	4.52
Absentecism (days absent per employee)	3.44	3.26	3.13	2.72	3.15
Motor vehicle incident frequency (incidents per million kilometres driven) ¹⁸	2.60	2.65	2.52	2.17	3.22

1 Unless otherwise noted, data covers Enbridge Pipelines Inc., Enbridge Energy Partners, L.P. (Lakehead and North Dakota systems), Enbridge Pipelines (NW) Inc., Enbridge Pipelines (Saskatchewan) Inc., Enbridge Pipelines (Athabasca) Inc., and Enbridge Pipelines (Toledo) Inc. Results for the Mid-Continent system acquired from Shell on March 1, 2004, are not included in this report.

2 One barrel = 0.159 cubic metres or 42 U.S. gallons.

3 Includes Enbridge Pipelines Inc., Enbridge Energy Partners, L.P. (Lakehead System), Enbridge Pipelines (NW) Inc., Enbridge Pipelines (Saskatchewan) Inc. and Enbridge Pipelines (Toledo) Inc.

4 Barrel miles are barrels delivered multiplied by the distance traveled in miles.

5 Includes mainline and gathering line rights-of-way.

6 Major incidents are EH&S events that result in a critical employee or contractor injury or fatality, significant regulatory enforcement action, a liquid spill in excess of 100 barrels or significant adverse impact to the environment.

7 Regulatory notifications are formal written notification by regulators that Enbridge may not be adhering to the law, regulation or permit requirements. Examples of notifications include formal warnings, enforcement actions, summons and charges, notices of violation and stop and control orders. Notifications do not include field inspection reports or other informal communications. Notifications may result in fines or penalties.

8 EH&S fines and penalties are levied against the company as a result of regulatory notifications. Fines and penalties in a particular year often relate to activities in prior years. Reported in Canadian dollars.

9 Includes Enbridge Pipelines Inc., Enbridge Pipelines (NW) Inc., Enbridge Pipelines (Saskatchewan) Inc. and Enbridge Pipelines (Athabasca) Inc.

10 2003 data is projected based on data from the Enbridge 2002 VCR Update.

11 Net emissions include reductions related to any offset project.

12 Energy use includes electricity and fuel consumption in the operations of Enbridge Pipelines Inc., Enbridge Pipelines (NW) Inc., Enbridge Pipelines (Saskatchewan) Inc. and Enbridge Pipelines (Athabasca) Inc.

13 Reportable spills are any spill reportable to a regulatory jurisdiction.

14 Includes office paper, aluminum, glass, metal and newspaper. Materials such as wax, waste oil, rags and batteries are recycled but not tracked.

15 Measure of any work-related injury or illness that prevents a worker from reporting to work on the next calendar day.

16 Includes days away and medical aid injuries.

17 Contractor days away and recordable injury frequency rates include engineering project contractors. The rates do not include operations contractors, because the number of hours worked is not tracked for these contractors.

18 Motor vehicle incident frequency rates do not include incidents that occurred at office locations in Edmonton, Alberta, and Duluth, Minnesota, and Superior, Wisconsin, because mileage is not tracked for these locations.

Colin Penman

Program Manager, Families in Transition, Calgary

Colin Penman and his community support program, Families in Transition, help homeless families in Calgary get back on their feet. That starts with helping put a roof over their head and then assisting with everything from parenting to substance abuse to basic living skills. Enbridge employees actively get involved, repairing furniture and organizing social events to benefit needy families through the program.



FIGURE 6.2

GAS PIPELINES

	2001	2002	2003
OPERATIONS ¹			
Deliveries (<i>billion cubic feet</i>) ²	259	281	376
Length of right-of-way (<i>kilometres</i>)	465	465	465
Employees	6	5	6
EH&S MANAGEMENT			
Major incidents ³	0	0	0
Regulatory notifications ⁴	0	0	0
EH&S fines and penalties (<i>thousand dollars</i>) ⁵	0	0	0
ENVIRONMENTAL PERFORMANCE			
Reportable spills (<i>number</i>) ⁶	0	0	0
SOCIAL PERFORMANCE			
<i>Health and safety</i>			
Employee days away injury frequency (<i>days away injuries per 200,000 hours worked</i>) ⁷	0.00	0.00	0.00
Employee days away severity (<i>days away per 200,000 hours worked</i>)	0.00	0.00	0.00
Employee recordable injury frequency (<i>recordable injuries per 200,000 hours worked</i>) ⁸	0.00	0.00	0.00
Contractor days away injury frequency (<i>days away injuries per 200,000 hours worked</i>) ⁹	4.83	0.00	0.00
Contractor recordable injury frequency (<i>recordable injuries per 200,000 hours worked</i>) ^{8,9}	15.70	0.00	0.00
Motor vehicle incident frequency (<i>incidents per million kilometres driven</i>)	n/a	0.00	4.38

1 Data covers the Enbridge-operated portion of the Vector Pipeline.

2 One thousand cubic feet = one dekatherm.

3 Major incidents are EH&S events that result in a critical employee or contractor injury or fatality, significant regulatory enforcement action, a liquid spill in excess of 100 barrels or significant adverse impact to the environment.

4 Regulatory notifications are formal written notification by regulators that Enbridge may not be adhering to the law, regulation or permit requirements. Examples of notifications include formal warnings, enforcement actions, summons and charges, notices of violation and stop and control orders. Notifications do not include field inspection reports or other informal communications. Notifications may result in fines or penalties.

5 EH&S fines and penalties are levied against the company as a result of regulatory notifications. Fines and penalties in a particular year often relate to activities in prior years. Reported in U.S. dollars.

6 Reportable spills are any spill reportable to a regulatory jurisdiction.

7 Measure of any work-related injury or illness that prevents a worker from reporting to work on the next calendar day.

8 Includes days away and medical aid injuries.

9 Contractor days away and recordable injury frequency rates include engineering project contractors. The rates do not include operations contractors, because the number of hours worked is not tracked for these contractors.

Rob Macintosh

Founder, Pembina Institute for Appropriate
Development, Drayton Valley, Alberta

Enbridge collaborates with environmental leaders such as Rob Macintosh at the Pembina Institute on new ways to educate young Canadians on environmental issues and the benefits of energy conservation. In 2003, we funded the Green Learning Program, an environmental education website designed by the Pembina Institute for use in Alberta and Canadian schools.

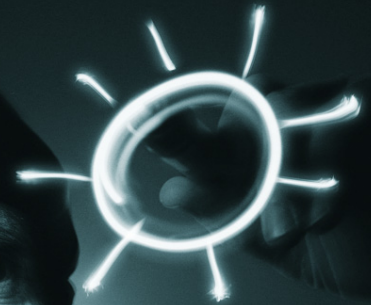


FIGURE 6.3

U.S. NATURAL GAS BUSINESS

	2001	2002	2003	2003
			Pipeline	Trucking
OPERATIONS ¹				
Gas transmission volume ² (billion cubic feet per day)	4	5.2	5.2	
Deliveries (barrels per day) ³	4,500	5,500	5,500	60,000
Barrel miles ⁴	180,000	407,000	293,000	114,000
Length of right-of-way (miles)	2,400	6,400	6,430 ⁵	45
Length of pipeline (miles)	4,100	7,500	7,500	45
Employees	337	616	515	162
EH&S MANAGEMENT				
Major incidents ⁶	3	1	0	2
Regulatory notifications ⁷	4	3	10	1
EH&S fines and penalties ⁸ (thousand dollars)	46	16.9	53.5	0.5
EH&S training				
Total hours	700	4,600	7,800	1,850
Hours per employee ⁹			29.4	11.4
EH&S professionals (full-time)	1	6	9	1
ENVIRONMENTAL PERFORMANCE ¹⁰				
Reportable spills ¹¹				
Spills (number) ¹²	5	1	2	2
Spill volume (barrels)	517	2	11	21
HEALTH AND SAFETY ¹³				
Employee days way injury frequency (days away injuries per 200,000 hours worked)	2.40	0.19	0.19	1.23
Employee days away severity (days away per 200,000 hours worked)	29.19	7.86	0.19	111.56
Employee recordable injury frequency (recordable injuries per 200,000 hours worked) ¹⁴	5.63	1.07	1.55	2.47
Preventable motor vehicle incident frequency (incidents per million miles driven)	3.81	1.21	2.59	1.61

1 Unless otherwise noted, data covers natural gas transmission, gathering, processing and trucking operations of Enbridge Energy Partners, L.P.

2 Reflects aggregate throughput capacity of Enbridge Energy Partners, L.P., natural gas transmission, gathering and processing lines.

3 1 barrel = 0.159 cubic metres or 42 U.S. gallons.

4 Barrel miles are the number of barrels delivered multiplied by the distance traveled in miles.

5 Includes 4,000 right-of-way miles for transmission, processing and gathering and 46 miles for Dufour Petroleum.

6 Major incidents are EH&S events that result in a critical employee or contractor injury or fatality, significant regulatory enforcement action, a liquid spill in excess of 100 barrels or significant adverse impact to the environment.

7 Regulatory notifications are formal written notification by regulators that Enbridge may not be adhering to the law, regulation or permit requirements. Examples of notifications include formal warnings, enforcement actions, summons and charges, notices of violation and stop and

control orders. Notifications do not include field inspection reports or other informal communications. Notifications may result in fines or penalties.

8 EH&S fines and penalties are levied against the company as a result of regulatory notifications. Fines and penalties in a particular year often relate to activities in prior years. Reported in U.S. dollars.

9 Measures hours of EH&S training per operations employee. Does not include additional training provided to office employees.

10 Because of different regulatory requirements and business needs, our U.S. Natural Gas Business does not track some corporate performance indicators. A key priority of this business operation is full compliance with existing regulatory requirements. The company's management system provides accountability for achieving this performance.

11 Reportable spills are any spill reportable to a regulatory jurisdiction.

12 Includes liquid spills from gas transmission and the limited number of liquids pipelines that are included in the U.S. Natural Gas Business segment.

13 Health and safety statistics refer only to Enbridge employees.

14 Includes days away and medical aid injuries.

FIGURE 6.4

GAS DISTRIBUTION

	1999	2000	2001	2002	2003
OPERATIONS ¹					
Gas distribution volumes (billion cubic feet)	402	421	427	410	458
Length of pipeline (thousand kilometres) ²	25.6	27.0	28.0	29.0	30.5
Employees	4,000	1,681	1,780	2,008	1,682
EH&S MANAGEMENT					
Major incidents ³	0	0	0	1	3
Regulatory notifications ⁴	1	7	4	3	3
EH&S fines and penalties ⁵ (thousands of dollars)	0	0	0	0	0
EH&S training					
Total hours ⁶	n/a	n/a	n/a	4,939	4,166
Hours per employee ⁷	n/a	n/a	n/a	2.46	4.03
EH&S professionals (full-time) ⁸	14	11	12	11	10
ENVIRONMENTAL PERFORMANCE					
Greenhouse gas emissions ⁹					
Total direct emissions (thousand tonnes of CO ₂ E)	297	299	311	293	297 ¹⁰
Total indirect emissions (thousand tonnes of CO ₂ E)	7	5	6	6	8 ¹⁰
Total net missions intensity (thousand tonnes of CO ₂ E per billion cubic feet of throughput) Energy	739	697	682	698	671 ¹⁰
Energy use (thousand gigajoules)	1,016	1,1059	1,334	863	1,024
Energy intensity (thousand gigajoules per billion cubic feet of throughput)	2.5	2.5	3.2	2.0	2.4
Reportable spills ¹¹					
Gas ¹²	0	0	1	0	1
Liquid	1	5	1	1	0
Spill volume (litres of liquid)	1,600	6,000	5	180	0
Spill volume rate (barrels per billion cubic feet of throughput)	3.9	14.2	0.01	0.45	n/a
Waste					
Waste to offsite disposal					
Total non-hazardous waste (tonnes)	1,705	978	469	565	958
Total liquid Ontario Ministry of Environment registrable waste (thousand litres)	41	39	46	132 ¹³	196
Total solid Ontario Ministry of Environment registrable waste (kilograms)	403,455	150,000	38,000	7,789 ¹³	2,202
Recycled material (tonnes)	600	500	40	431	444

FIGURE 6.4
GAS DISTRIBUTION (continued)

	1999	2000	2001	2002	2003
HEALTH AND SAFETY					
Employee days away injury frequency (days away injuries per 200,000 hours worked) ¹⁴	1.17	0.95	0.62	1.21	0.48
Employee days away severity (days away per 200,000 hours worked)	9.05	8.61	6.98	11.27	7.45
Employee recordable injury frequency (recordable injuries per 200,000 hours worked) ¹⁵	2.94	3.07	3.29	3.42	3.00
Absenteeism (days absent per employee)	7.53	5.14	4.86	4.44	4.51
Motor vehicle incident frequency (incidents per million kilometres driven)	n/a	4.44	2.98	2.75	3.32

- Includes overall distribution system of Enbridge Gas Distribution, Gazifire, St. Lawrence Gas Company and Enbridge Gas New Brunswick.
- Does not include gas services (pipe required from the main to serve residential, commercial or industrial buildings).
- Major incidents are EH&S events that result in a critical employee or contractor injury or fatality, significant regulatory enforcement action or significant adverse impact to the environment.
- Regulatory notifications are formal written notification by regulators that Enbridge may not be adhering to the law, regulation or permit requirements. Examples of notifications include formal warnings, enforcement actions, summons and charges, notices of violation and stop and control orders. Notifications do not include field inspection reports or other informal communications. Notifications may result in fines or penalties.
- EH&S fines and penalties are levied against the company as a result of regulatory notifications. Fines and penalties in a particular year often relate to activities in prior years. Reported in Canadian dollars.
- Includes EH&S training for employees such as driver safety, pipeline excavation safety and WHMIS.
- Measures hours of EH&S training per operations employee. Does not include additional training provided to office employees. 2002 data was reported for all employees.
- Includes vehicle safety trainers and nursing staff in the company's Wellness Centre.
- Does not include customer emissions.
- 2003 data is projected based on data from the Enbridge 2002 VCR Update.
- Reportable spills are spills reportable to a regulatory jurisdiction.
- Does not include fugitive emissions, planned releases or third-party incidents.
- Includes wastes registered under the Ontario Hazardous Waste Information Network.
- Measure of any work-related injury or illness that prevents a worker from reporting to work on the next calendar day.
- Includes days away and medical aid injuries.

FIGURE 6.5
INDUSTRY LEADERSHIP

Enbridge is a member of many industry associations and non-governmental organizations that advance Corporate Social Responsibility in such areas as

- Alberta Clean Air Strategic Alliance
- American Gas Association
- American Petroleum Institute
- Association of Oil Pipelines
- Canadian Energy Partnership for Environmental Innovation

security, climate change policy, corporate ethics, environmental protection and technological research. These include:

- Canadian Energy Pipeline Association
- Canadian Gas Association
- Canadian Wind Energy Association
- Conference Board of Canada
- Pipeline Research Council International
- United Nations Global Compact

Jean Grand-Maitre
Artistic Director, Alberta Ballet, Calgary

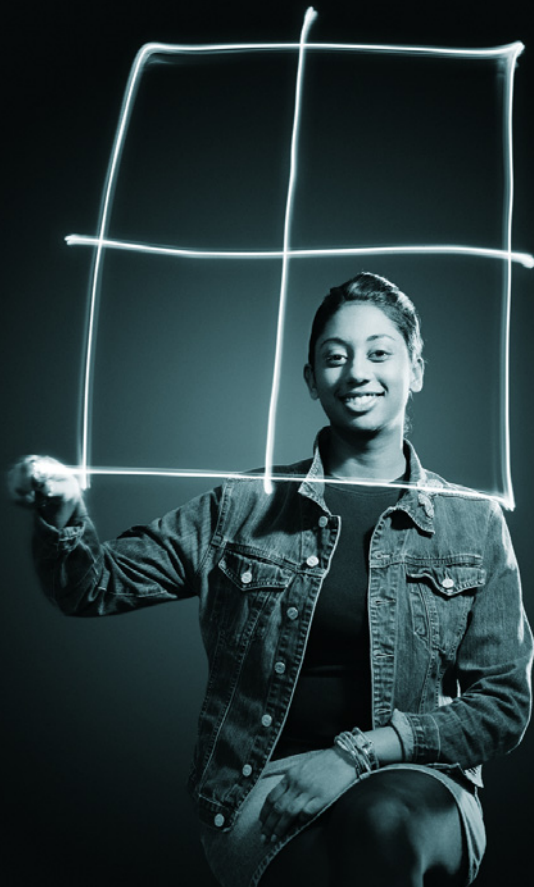
As Artistic Director of Alberta Ballet, Jean Grand-Maitre's energy is expressed in the athleticism, grace and passion of the dancers he inspires. Our corporate dollars support the efforts of this innovative arts group, and others like it, in exploring the boundaries of their art forms.



Michelle Quintal

Youth Advocate, Eva's Initiatives, Toronto

Youth advocates such as Michelle Quintal at Eva's Initiatives are dedicated to giving homeless youth in Toronto a second chance. Enbridge is a major corporate sponsor of this program, which combines shelter with job training, helping street youth lead productive, self-sufficient and healthy lives.



CHECKLIST OF 2004 CORPORATE SOCIAL RESPONSIBILITY REPORT AGAINST GRI CONTENTS/PERFORMANCE INDICATORS

Enbridge created this report using the 2002 Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI). As part of those guidelines, we have included this GRI content index, which allows readers to quickly assess the degree to which Enbridge has included information and indicators contained in the GRI Guideline.

Our sustainability reporting has evolved over the years and will continue to do so to meet all GRI Guideline requirements. Enbridge is committed to a strategy of continual improvement to reflect existing and emerging standards of Corporate Social Responsibility practices and reporting.

GRI*	CONTENT ITEM/INDICATORS	MET ITEM OR INDICATOR EXPECTATIONS	COMMENTS
	VISION AND STRATEGY		
1.1	Description of vision and strategy	●	P. 1
1.2	CEO statement	●	P. 2-3
	PROFILE		
	<i>Organisational profile</i>		
2.1	Name of reporting organization	●	P. 6
2.2	Major services	●	P. 6
2.3	Operational structure	●	P. 6
2.4	Major divisions, subsidiaries, joint ventures	●	P. 6
2.5	Countries of operation	●	P. 6
2.6	Nature of ownership	●	Inside front cover
2.7	Nature of markets served	●	P. 6
2.8	Scale of operation	●	Inside front cover
2.9	List of key stakeholders	●	P. 5, 49-50
	<i>Report scope</i>		
2.10	Contact person	●	Inside back cover
2.11	Reporting period	●	P. 4
2.12	Date of most previous report	●	P. 3
2.13	Boundaries of report	●	P. 45
2.14	Significant changes to business	●	Redundant with annual report ¹
2.15	Basis for reporting on joint ventures and subsidiaries	●	P. 4-5, 53
2.16	Explanations for restated information from previous reports	●	P. 4-5, 53
	<i>Report profile</i>		
2.17	Decisions to apply or not apply GRI principles	●	P. 5
2.18	Criteria/definitions used in accounting for economic, environmental and social costs/benefits	●	Currently not tracked
2.19	Significant changes in measurement methods	●	P. 4-5, 53
2.20	Policies and internal practices to provide assurance about accuracy, completeness and reliability of information	●	Planned for future reports
2.21	Policy and current practice for independent assurance for full report	●	Planned for future reports
2.22	Means by which report users can obtain additional information	●	Inside back cover and throughout
	STRUCTURE AND GOVERNANCE		
3.1	Governance structure	●	P. 10
3.2	Percentage of the Board of Directors that are independent, non-executive directors	●	Redundant with management information circular ²

* Global Reporting Initiative reference number

3.3	Processes for determining required expertise of Board members		<i>Redundant with management information circular 2</i>
3.4	Board-level processes for managing environmental, economic and social risks	●	P. 10
3.5	Linkage between executive compensation and achievement of organizational goals		<i>Redundant with management information circular 2</i>
3.6	Organizational structure and key individuals responsible for oversight, implementation and audit of environmental, economic and social policies	●	P. 10
3.7	Mission and value statements, codes of conduct, policies relevant to economic, environmental and social performance	●	P. 10-12
3.8	Mechanisms for shareholders to provide direction to Board		<i>Redundant with management information circular 2</i>
	<i>Stakeholder engagement</i>		
3.9	Identification and selection of major stakeholders	●	P. 3, 5, 42-49
3.10	Approaches to stakeholder consultation	●	P. 3, 5, 42-49
3.11	Type of information generated by stakeholder consultation	●	P. 3, 5, 42-49
3.12	Use of information resulting from stakeholder engagements	●	P. 3, 5, 42-49
	POLICIES AND MANAGEMENT SYSTEMS		
3.13	Use of precautionary principle	●	P. 10-12

GRI*	CONTENT ITEM/INDICATORS	MET ITEM OR INDICATOR EXPECTATIONS	COMMENTS
	<i>Suppliers</i>		
EC3	Cost of goods, materials and services purchased		<i>Not discussed in report; however, tracked internally</i>
EC4	Percentage of contracts paid in accordance with agreed terms		<i>Not discussed in report; however, tracked internally</i>
EC11	Suppliers by organization and country		<i>Not discussed in report; however, tracked internally</i>
	<i>Employees</i>		
EC5	Total payroll and benefits	●	P. 35
	<i>Providers of capital</i>		
EC6	Distributions to providers of capital	●	P. 34
EC7	Increase/decrease in earnings	●	P. 34
	<i>Public sector</i>		
EC8	Taxes paid to governments	●	P. 35
EC9	Subsidies received		<i>Not relevant</i>
EC10	Donations to community	●	P. 35-36
EC12	Total spent on non-core business infrastructure		<i>Not relevant</i>
EC13	Indirect economic impacts		<i>Planned for future reports</i>
	ENVIRONMENTAL PERFORMANCE INDICATORS		
	<i>Materials</i>		
EN1	Total materials used other than water		<i>Currently not tracked</i>
EN2	Percentage of materials used that are wastes from external sources		<i>Currently not tracked</i>
	<i>Energy</i>		
EN3	Direct energy use	●	P. 17-32, 55-62
EN4	Indirect energy use	●	P. 17-32, 55-62
EN17	Use of renewable energy; energy efficiency initiatives	●	P. 17-32, 55-62
EN18	Energy consumption footprint of major products		<i>Currently not tracked</i>
EN19	Other indirect energy use/implications		<i>Currently not tracked</i>
	<i>Water</i>		
EN5	Total water use	●	P. 17-32, 55-62
EN20	Water sources/ecosystems affected by use		<i>Not a major water user</i>
EN21	Annual withdrawals of ground and surface water		<i>Not a major water user</i>
EN22	Recycling/reuse		<i>Currently not tracked</i>
	<i>Biodiversity</i>		
EN6	Land owned, leased, managed in biodiversity-rich habitats	●	P. 17-32, 55-62
EN7	Major impacts on biodiversity	●	P. 17-32, 55-62
EN23	Total amount of land owned, leased or managed for production activities/exact time use		<i>Not relevant</i>

* Global Reporting Initiative reference number

CHECKLIST OF 2004 CORPORATE SOCIAL RESPONSIBILITY REPORT
AGAINST GRI CONTENTS/PERFORMANCE INDICATORS

GRI*	CONTENT ITEM/INDICATORS	MET ITEM OR INDICATOR EXPECTATIONS	COMMENTS
EN24	Amount of impermeable surface as percentage of land purchased/leased		<i>Not relevant</i>
EN25	Impacts of activities/operations on protected/sensitive areas	●	<i>P. 17-32</i>
EN26	Changes to natural habitats from activities; percentage of habitat protected/restored		<i>Not relevant</i>
EN27	Programs/targets for protecting/restoring native ecosystems		<i>Not discussed in this report; however, programs in place, where appropriate</i>
EN28	Number of IUCN Red List species with habitats in areas affected by operations		<i>Not relevant</i>
EN29	Business units operating or planning operations in or near protected/sensitive areas	●	<i>P. 17-32</i>
	<i>Emissions, effluents and waste</i>		
EN8	GHG emissions	●	<i>P. 17-21, 55-62</i>
EN9	Ozone-depleting substances		<i>Not relevant</i>
EN10	NOx, SOx and other air emissions	●	<i>P. 17-21, 55-62</i>
EN11	Waste	●	<i>P. 26-27, 55-62</i>
EN12	Key discharges to water	●	<i>Impact to water ecosystems discussed under spills</i>
EN13	Significant spills	●	<i>P. 23-24, 55-62</i>
EN30	Other indirect GHG emissions		<i>Not discussed in this report; however, tracked and reported through update reports to VGR</i>
EN31	Hazardous wastes	●	<i>P. 26-27, 55-62</i>
EN32	Water sources/ecosystems affected by discharges of water and runoff.	●	<i>P. 26</i>
	<i>Suppliers</i>		
EN33	Performance of suppliers		<i>Currently not tracked</i>
EN14	Significant impacts of principal products and services		<i>Currently not tracked</i>
EN15	Percentage of weight of products sold reclaimable		<i>Currently not tracked</i>
	<i>Compliance</i>		
EN16	Incidents/fines for non-compliance	●	<i>P. 14, 55-62</i>
	<i>Transport</i>		
EN34	Environmental impacts of transportation used	●	<i>P. 55-62</i>
	<i>Overall</i>		
EN35	Environmental expenditures		<i>Currently not tracked on aggregate basis</i>
	SOCIAL PERFORMANCE INDICATORS		
	<i>Labour practices and decent work</i>		
	<i>Employment</i>		
LA1	Breakdown of workforce	●	<i>P. 42</i>
LA2	Net employment creation, average turnover		<i>Currently not tracked on aggregate basis</i>
LA12	Employee benefits	●	<i>P. 43</i>

* Global Reporting Initiative reference number

GRI*	CONTENT ITEM/INDICATORS	MET ITEM OR INDICATOR EXPECTATIONS	COMMENTS
	<i>Labour/management relations</i>		
LA3	Percentage of employees represented by unions	●	<i>P. 44</i>
LA4	Policies/procedures	●	<i>P. 44</i>
LA13	Formal worker representation in decision-making or management	●	<i>P. 44</i>
	<i>Health and safety</i>		
LA5	Practices on recording and notification of occupational incidents		<i>Not discussed in report; however, policies and practices in place</i>
LA6	Formal joint health and safety committees	●	<i>P. 38-42</i>
LA7	Safety statistics	●	<i>P. 55-62</i>
LA8	Policies or programs on HIV/AIDS		<i>Not relevant</i>
LA14	Compliance with ILO Guidelines for Occupational Health Management Systems		<i>Enbridge is compliant with other International Standards (BSI 18001) P. 11</i>
	<i>Training and education</i>		
LA9	Average hours of training		<i>Currently not tracked on an aggregate basis</i>
LA16	Programs to support continued employability	●	<i>P. 43</i>
LA17	Programs for skills management and lifelong learning	●	<i>P. 43</i>
	<i>Diversity and opportunity</i>		
LA10	Equal opportunity policies/programs		<i>Not discussed in report; however, policies and programs in place</i>
LA11	Composition of senior management and corporate governance bodies		<i>Not discussed in report; however, policies and programs in place</i>
	<i>Human rights</i>		
HR1	Policies, guidelines and procedures	●	<i>P. 8-9, 51</i>
HR2	Consideration of human rights impacts as part of investment and procurement decisions	●	<i>P. 8-9, 11</i>
HR3	Policies and procedures to evaluate human rights performance of suppliers and contractors	●	<i>P. 11, 51</i>
HR8	Employee training on human rights policies and practices	●	<i>P. 51</i>
HR4	Policies and procedures to prevent all forms of discrimination		<i>Not discussed in report; however, policies and practices in place</i>
HR5	Policies for freedom of association and collective bargaining		<i>Not discussed in report; however, policies and practices in place</i>
HR6	Policies to address child labour		<i>Not discussed in report; however, practices meet and exceed legislation</i>
HR7	Policies to prevent forced and compulsory labour		<i>Not discussed in report; however, practices meet and exceed legislation</i>
HR9	Appeal practices related to human rights		<i>Not discussed in report; however, practices meet and exceed legislation</i>
HR10	Employee grievance systems		<i>Not discussed in report; however, practices in place</i>
HR11	Human rights training for security personnel	●	<i>P. 51</i>
HR12	Policies and procedures to address the needs of indigenous peoples	●	<i>P. 50</i>

* Global Reporting Initiative reference number

CHECKLIST OF 2004 CORPORATE SOCIAL RESPONSIBILITY REPORT
AGAINST GRI CONTENTS/PERFORMANCE INDICATORS

GRI*	CONTENT ITEM/INDICATORS	MET ITEM OR INDICATOR EXPECTATIONS	COMMENTS
HR13	Jointly managed community grievance mechanisms		<i>Not relevant</i>
HR14	Share of operating revenues redistributed to local communities		<i>Not relevant</i>
	<i>Society</i>		
SO1	Policies, procedures and programs to manage impacts on communities	●	<i>P. 45-52</i>
SO4	Awards for social, ethical and environmental performance	●	<i>P. 41, 47, 78-81</i>
SO2	Policies and procedures for bribery and corruption		<i>Not discussed in report; however, covered under Statement on Business Conduct¹</i>
SO3	Policies and procedures for managing political lobbying and contributions		<i>Not discussed in report; however, covered under Statement on Business Conduct¹</i>
SO5	Amount of money paid to political parties and institutions		<i>Not discussed in report; however, covered under Statement on Business Conduct¹</i>
SO6	Court decisions relating to anti-trust regulations		<i>Not discussed in report; however, covered under Statement on Business Conduct¹</i>
SO7	Policies and procedures for managing anti-competitive behavior		<i>Not discussed in report; however, covered under Statement on Business Conduct¹</i>
	<i>Products and services</i>		
PR1	Polices for customer health and safety during use of products and services		<i>Not relevant</i>
PR2	Policies and procedures for product information and labeling		<i>Not relevant</i>
PR3	Policies and procedures for consumer privacy		<i>Not relevant</i>
PR4	Non-compliance with regulations for customer health and safety		<i>Not relevant</i>
PR5	Number of complaints related to health and safety of products		<i>Not relevant</i>
PR6	Voluntary code compliance		<i>Not relevant</i>
PR7	Non-compliance with regulations for production information and labeling		<i>Not relevant</i>
PR8	Policies and procedures related to customer satisfaction		<i>Not relevant</i>
PR9	Policies and procedures for adherence to advertising standards and codes		<i>Not relevant</i>
PR10	Breaches with advertising and marketing regulations		<i>Not relevant</i>
PR11	Complaints concerning breaches of consumer privacy		<i>Not relevant</i>

¹ For more information: www.enbridge.com

² See investor relations: www.enbridge.com

* Global Reporting Initiative reference number

Ken Ogilvie

Executive Director, Pollution Probe, Toronto



Ken Ogilvie and others at Pollution Probe make a difference by defining environmental problems, promoting understanding through education and pressing for practical solutions. In partnership with Pollution Probe, Enbridge sponsors an annual Clean Air Campaign to improve local air quality in the Toronto area through public education, advocacy and special events.

Carbon dioxide equivalent (CO₂E)

Measure used to compare the emissions of various greenhouse gases based on their global warming potential. Expressed in carbon dioxide (CO₂), a primary greenhouse gas.

Criteria air contaminants

Group of common air pollutants reported to Canada's National Pollutant Release Inventory and released from sources across the country, including incineration, industrial production, fuel combustion and transportation vehicles.

Days away

Measure of any work-related injury or illness that prevents a worker from reporting to work on the next calendar day.

Fuel cell

Electrochemical device that combines hydrogen and oxygen to create electricity, heat and hot water for different residential, commercial and industrial applications.

Gate station

Point of entry for natural gas leaving the transmission system into the local distribution system.

Greenhouse gas emission intensity

Amount of greenhouse gas emissions per unit of energy delivered on energy transportation and distribution systems. Measures an operation's environmental efficiencies.

Indirect greenhouse gas emissions

Emissions released during electricity production for Enbridge's use.

Net emissions

Measure of the company's greenhouse gas impact on the global atmosphere after accounting for climate change actions.

Nitrogen oxides (NO_x)

Nitrogen-based and oxygen-based compounds produced by combustion processes. NO_x emissions contribute to acid rain and ground-level ozone (smog).

Polychlorinated biphenyls (PCBs)

Synthetic chemicals formerly used as insulating fluids in transformers and other electrical equipment. In various parts of our operation, such as our Liquids Pipelines System, we have removed PCB-containing electrical equipment to meet government regulations.

Regulatory notification

Formal written notification by regulators that Enbridge may not be adhering to the law, regulation or permit requirements. Examples of notifications include formal warnings, enforcement actions, summons and charges, notices of violation and stop and control orders. Notifications do not include field inspection reports or other informal communications. Notifications may result in fines or penalties, or may be rescinded.

Sulphur dioxide (SO₂)

Gas formed by the burning of fossil fuels, including fuel oil and diesel fuel, that contain small amounts of sulphur. SO₂ emissions can result in acidification of soils and lakes.

Total recordable injury frequency

Measure of work-related injuries per 200,000 hours worked. Includes days away and medical aid injuries.

Volatile organic compounds (VOCs)

Gases and vapors in hydrocarbon fuels. VOCs react with nitrogen oxides in sunlight to produce ground-level ozone (smog).

Frances Lankin

President and CEO, United Way of Greater Toronto

Under the leadership of Frances Lankin, the United Way of Greater Toronto supports 200 social and health service agencies. Funds are raised through events like the Enbridge CN Tower stair climb, a pledge-driven trek up the world's tallest staircase.



This is a list of organizations which the Enbridge group of companies has partnered with in 2003 to 2004 for community investment. While it is not exhaustive, it does represent the broad scope of organizations, and geographic regions where Enbridge is able to contribute to worthwhile programs and initiatives.

A

- Adult Learning Centre (Regina, SK)
- Alberta Ballet (Calgary, AB)
- Alberta Children's Hospital Foundation (Calgary, AB)
- Alberta College of Art & Design (Calgary, AB)
- Alberta Heart Institute (Edmonton, AB)
- Alberta Mentor Foundation for Youth (Calgary, AB)
- Alberta Shock Trauma Air Rescue Service Foundation (Calgary & Edmonton, AB)
- Alberta Theatre Projects (Calgary, AB)
- Alley Theatre (Houston, TX)
- Art Gallery of Mississauga (Mississauga, ON)
- Ashland FD* (Ashland, WI)
- Ashland PD* (Ashland, WI)
- Association of Fundraising Professionals – Calgary Chapter (Calgary, AB)
- Association of Fundraising Professionals – Edmonton Chapter (Edmonton, AB)
- Association of Fundraising Professionals – Fort McMurray Chapter (Fort McMurray, AB)

B

- Baker Buffalo Festival (Baker, LA)
- Barrie Literacy Program (Barrie, ON)
- Beavertail Jamboree Committee (Fort Simpson, NWT)
- Bemidji State University (Bemidji, MN)
- Bessemer VFD* (Bessemer, MI)
- Big Sisters And Big Brothers Society of Calgary and Area (Calgary, AB)
- Black & White Opera Ball – National Arts Centre Foundation (Ottawa, ON)
- Bowmont Seniors Assistance Association (Calgary, AB)
- Boy Scouts of America (Irving, TX)
- Brampton Battalion – Adopt A School Program (Brampton, ON)

- Brazilian Ball – Supporting Sunnybrook & Women's Hospital Foundation (Toronto, ON)

C

- Caesar Kleberg Wildlife Research Institute (Kingsville, TX)
- Canadian Breast Cancer Foundation (Calgary, AB)
- Canadian National Institute for the Blind Alberta – NWT Nunavut (Calgary, AB)
- Canadian Unity Council (Calgary & Edmonton, AB)
- Canadian Wildlife Service Environment Canada – Piping Plover Research & Conservation Project (Edmonton, AB)
- Calgary Board of Education (Calgary, AB)
- Calgary Centre for Non-Profit Management (Calgary, AB)
- Calgary Drop-In & Rehab Centre (Calgary, AB)
- Calgary Health Trust (Calgary, AB)
- Calgary Humane Society (Calgary, AB)
- Calgary Immigrant Women's Association (Calgary, AB)
- Calgary/Montreal Joint Brain Tumour Initiative (Calgary, AB) (Montreal, QC)
- Calgary Opera Association (Calgary, AB)
- Calgary Philharmonic Society (Calgary, AB)
- Calgary Police and Firefighters Memorial Tribute (Calgary, AB)
- Calgary Professional Arts Alliance (Calgary, AB)
- Calgary Reads Society (Calgary, AB)
- Calgary Science Centre (Calgary, AB)
- Calgary Women's Emergency Shelter Association (Calgary, AB)
- Cancer Counseling (Houston, TX)
- Canton VFD (Canton, TX)
- CAREERS: The Next Generation (Edmonton, AB)
- Catholic Social Services Sign of Hope Campaign (Edmonton, AB)
- Cavalier Community Technology Center (Cavalier, ND)
- Centre for Addiction & Mental Health (Toronto, ON)
- Charter Community of Delin  (Delin , NWT)
- Cheboygan Equalization Dept (Cheboygan, MN)

- Christie Lake – Canoe for Kids (Ottawa, ON)
- Chrysalis Foundation (Edmonton & Calgary, AB)
- City of Bovey (Bovey, MN)
- Clean Air Partnership – Smog Summit (Toronto, ON)
- Clearwater Health Services (Clearwater, MN)
- Cold Lake Air Show (Cold Lake, AB)
- College of St. Scholastica (Duluth, MN)
- Crims Chapel VFD (Crims Chapel, TX)
- CRO First Responders (Loreburn, SK)
- Crookston FD (Crookston, MN)
- Cushing Regional Hospital (Cushing, OK)

D

- Delta County PD (Delta County, MI)
- Discovery House Calgary Centre/ Society for Prevention of Family Violence (Calgary, AB)
- Don Mills Residents (Toronto, ON)
- Ducks Unlimited Canada (Edmonton & Calgary, AB) (Glenboro, MB)
- Duluth Superior Symphony (Duluth, MN & Superior, WI)
- Duluth-Superior Area Community Foundation (Duluth, MN)

E

- Edgewood VFD (Edgewood, TX)
- Edmonton Mayor's Lunch for Business and the Arts (Edmonton, AB)
- Edmonton Symphony Orchestra (Edmonton, AB)
- Energy Council (Ottawa, ON)
- Ensign Township VFD (Ensign, MI)
- Eva's Initiatives (Toronto, ON)
- Exeland Fire Protection District (Exeland, WI)

F

- Famous Five Foundation (Calgary, AB)
- Fire Marshal's Public Fire Safety Council – Fire Prevention Week (Toronto, ON)
- First Robotics Competition Canadian Regional (Toronto, ON)
- Fisher First Responders (Fisher, MN)
- Fond du Lac Tribal Community College (Cloquet, MN)
- Fort Calgary Historic Park (Calgary, AB)

- Fort la Bosse School Division Foundation (Virden, MB)
- Fort Simpson Curling Club (Fort Simpson, NWT)
- Fort Simpson Parks & Playground Society (Fort Simpson, NWT)
- Friends of the Prairie Wetlands Center (Fergus Falls, MN)
- Friends of the St. Joe River (Athens, MI)

G

- Garden VFD (Garden, WI)
- Girl Scouts-Northern Pine Council (Duluth, MN)
- Glenboro South Cypress Fire Department (Glenboro, MB)
- Glenbow Museum (Calgary, AB)
- Globe Theatre Society (Regina, SK)
- Gogebic County SD* (Gogebic County, MI)
- Good Samaritan Foundation (East Texas) (Houston, TX)
- Government House Heritage Property Saskatchewan Centennial Project (Regina, SK)
- Grand Lake VFD (Grand Lake, MN)
- Grant MacEwan Community College Foundation (Edmonton, AB)

H

- Hamlet of Tulita (Tulita, NWT)
- Hartley Nature Center (Duluth, MN)
- HeartGift (Austin, Texas)
- Horizon's for Youth (Toronto, ON)
- Hospital for Sick Kids Summer Student Program (Toronto, ON)
- Houston Livestock Show & Rodeo (Houston, TX)
- Houston Press Club (Houston, TX)
- Houston Society for the Prevention of Cruelty to Animals (annual telethon sponsor) (Houston, TX)
- Hubbard County SD (Hubbard County, MN)
- Huron House Boy's Home (Edmonton, AB)

I

- Indian Springs VFD (India Springs, TX)
- International Beaches Jazz Festival (Toronto, ON)

- Joint Secretariat – Inuvaiut Renewable Resource Committee (Inuvik, NWT)
- Junior Achievement (Toronto & Whitby, ON)
- Junior Achievement of Northern & Southern Alberta (Calgary & Edmonton, AB)
- Junior Achievement of Southeast Texas (Houston, TX)
- Junior Achievement Stock Market Challenge (Toronto, ON)

K

- Keep Texas Beautiful (Austin, TX)
- Keyano College (Fort McMurray, AB)
- Keystone Center Training Institute (Keystone, CO)
- KUHF-Radio (Houston, TX)

L

- Lake Superior College Foundation (Duluth, MN)
- Lawrence Mill VFD (Lawrence Mill, AL)
- Leadership Peel (Brampton, ON)
- Leech Lake Tribal College (Cass Lake, MN)
- Lieutenant Governor of Alberta Arts Awards (Edmonton, AB)
- Lloydtown Rebellion – Hollands Landing (Lloydtown, ON)
- Lupton FD (Lupton, CO)

M

- Mackinac County SD (Mackinac, MI)
- Mackinaw City PD (Mackinaw, MI)
- Marine Corps Coordinating Council (Houston, TX)
- Markham YMCA (Markham, ON)
- Mayor Hazel McCallion's Gala (Mississauga, ON)
- McIntosh Fire and Rescue Dept. (McIntosh, MN)
- Meals on Wheels (Toronto & Ottawa, ON)
- Michigan State Police (Lansing, MI)
- Midway First Responders (Proctor, MN)
- Minnesota Public Radio (Saint Paul, MN)
- Mississauga Board of Trade (Mississauga, ON)

- Mississauga Mayor's Youth Advisory Committee (Mississauga, ON)
- Mississauga Volunteer Award (Mississauga, ON)
- Mount Royal College Foundation (Calgary, AB)
- Mueller Township FD (Mueller, MI)
- Multiple Sclerosis Society of Canada (Calgary, AB)

N

- National Aboriginal Achievement Foundation (Calgary, AB)
- National Arts Centre (Ottawa, ON)
- Nature Conservancy of Illinois (Chicago, IL)
- Nature Conservancy of Minnesota (Minneapolis, MN)
- Nature Conservancy of Texas (Houston, TX)
- NDOGA (Bismarck, ND)
- Niagara College (Thorold, ON)
- North York General Hospital (Toronto, ON)
- Northern Alberta Institute of Technology (Edmonton, AB)
- Northern Lights Regional Health Foundation (Fort McMurray, AB)
- Northland College (Ashland, WI)
- NWT Chamber of Commerce (Yellowknife, NWT)

O

- Otsego County EMS Rescue (Otsego, MI)
- Otsego County FD (Otsego, MI)
- Otsego County Office of Emergency Management (Otsego, MI)
- Ottawa Mayor's Christmas Celebration (Ottawa, ON)
- Ottawa Regional Cancer Foundation (Ottawa, ON)
- Ottawa River Institute (Ottawa, ON)
- Ottawa Winterlude (Ottawa, ON)

P

- Parkinson's Disease Society of Southern Alberta (Calgary, AB)
- Pehdzeh Ki First Nation (Wrigley, NWT)
- Pembina Institute for Appropriate Development (Edmonton, AB)
- Peterborough Festival of Trees (Peterborough, ON)

COMMUNITY INVESTMENT

- Polk County Emergency Management (Polk, MN)
- Pollution Probe (Toronto, ON)
- Port Wing VFD (Port Wing, WI)

R

- Regina East School Division No. 77 (Regina, SK)
- Regina Symphony Orchestra (Regina, SK)
- Richmond Hill Volunteer Award (Richmond Hill, ON)
- Rockyview General Hospital (Calgary, AB)
- Rouge Valley Holiday Fare (Pickering, ON)
- Ryerson University (Toronto, ON)

S

- Sahtu Divisional Education Council (Norman Wells, NWT)
- Salvation Army (Duluth, MN)
- Santa's Anonymous (Regina, SK)
- Saskatchewan Institute of Applied Science and Technology – Kelsey/Palliser Institute (Saskatoon & Moose Jaw, SK)
- Science Alberta Foundation (Calgary, AB)
- Second Harvest Northern Lakes Food Bank (Duluth, MN)
- Shaw Festival – Niagara-on-the-Lake (Niagara, ON)
- Sierra Club (Toronto, ON)
- Sigurd Olson Environmental Institute (Northland College) (Ashland, WI)
- Solway Rural VFD (Solway, MN)
- Spruce Meadows (Calgary, AB)
- St. Ignace PD (St. Ignace, MI)
- St. Louis County SD (St. Louis County, MN)
- Stanton Regional Hospital Foundation (Yellowknife, NWT)
- Stephen VFD (Stephen, MN)
- Stollery Children's Hospital Foundation of Northern Alberta (Edmonton, AB)
- Stratford Festival (Stratford, ON)
- Strathcona Christmas Bureau (Edmonton, AB)
- Strathcona Sexual Assault Centre (Edmonton, AB)
- Strome Fire Department (Strome, AB)
- Symphony of Lights – Mississauga Symphony Orchestra (Mississauga, ON)

T

- Teague PD (Teague, TX)
- Teague VFD (Teague, TX)
- Teddy Bear Affair – Supports Children's Aid Foundation (Toronto, ON)
- Texas Public Relations Association (TPRA) Annual Conference sponsorship (Austin, TX)
- Theatre Calgary (Calgary, AB)
- Theatre Junction (Calgary, AB)
- Thief River Falls FD (Thief River Falls, MN)
- Thief River Falls PD (Thief River Falls, MN)
- Thomas Simpson High School (Fort Simpson, NWT)
- Tom Baker Cancer Centre (Calgary, AB)

- Toronto General & Western Hospital Foundation (Toronto, ON)
- Toronto Mendelssohn Choir (Toronto, ON)
- Toronto Star Education Project (Toronto, ON)
- Toronto Summit Alliance (Toronto, ON)
- Toronto Symphony Orchestra (Toronto, ON)
- Toronto Winter City Festival (Toronto, ON)
- Town of Norman Wells (Norman Wells, NWT)

U

- UNICEF Alberta (Calgary & Edmonton, AB)
- United Way of Bellville/Trenton (Quinte, ON)
- United Way of Calgary & Area (Calgary, AB)
- United Way of Cambridge and North Dumfries (Cambridge, ON)
- United Way of Greater Duluth (Duluth, MN)
- United Way of Griffith (Griffith, IN)
- United Way of Montreal (Montreal, QC)
- United Way of Regina (Regina, SK)
- United Way of Sarnia – Lambton (Sarnia, ON)
- United Way of Superior – Douglas County (Superior, WI)
- United Way of Texas Gulf Coast (Houston, TX)
- United Way of The Alberta Capital Region (Edmonton, AB)
- United Ways of Ontario (Toronto, ON)

- University of Calgary (Calgary, AB)
- University of Manitoba (Winnipeg, MB)
- University of Minnesota – Duluth (Duluth, MN)
- University of North Dakota (Grand Forks)
- University of Regina (Regina, SK)
- University of Saskatchewan (Saskatoon, SK)
- University of Toronto – Engineering Program (Toronto, ON)
- University of Wisconsin-Superior Foundation (Superior, WI)
- University of Wisconsin – Whitewater Foundation (Whitewater, WI)

V

- Vesper VFD (Vesper, WI)
- Volunteer Calgary (Calgary, AB)

W

- Wallace District FD (Wallace, CA)
- Warba FD (Warba, MN)
- Wascott VFD (Wascott, WI)
- WDSE-TV Channel 8 (Duluth, MN)
- Winkler Fire Rescue (Winkler, MB)
- WITC-Superior (Superior, WI)
- Wolf Ridge Environmental Learning Center (Finland, MN)
- Women's Executive Network (Calgary, AB)
- Word On The Street Canada (Calgary, AB) (Toronto, ON)
- Works International Visual Arts Society (Edmonton, AB)

Y

- York Central Hospital Foundation (Richmond Hill, ON)
- York Region Abuse Program (Richmond Hill, ON)
- York Region, Habitat for Humanity (Newmarket, ON)
- York University Foundation (Toronto, ON)
- Youth Assisting Youth (Toronto, ON)
- YWCA Regina (Regina, SK)

* PD Police Department
 FD Fire Department
 VFD Volunteer Fire Department
 SD Sheriff's Department

Dr. David Colman

Neurobiologist, McGill University, Montreal

Our community investment program sponsors the efforts of talented Canadian doctors, such as Dr. David Colman, a neurobiologist at McGill University in Montreal and a world renowned scientist, in finding solutions to community health issues.



RECOGNITION & ACHIEVEMENTS

Along with awards mentioned in earlier chapters of this book, the following information represents other awards and recognition recently given to Enbridge and its affiliates. While the list is extensive, it may not mention every acknowledgement the Enbridge group of companies has received in 2003 and 2004.

	RECIPIENT OF AWARD	SPONSORING ORGANIZATION	NAME OF AWARD	SPECIAL COMMENTS
2004	Enbridge Energy Partners	Mastio & Company	Mastio's 7th Edition Natural Gas Marketer Satisfaction Study Marketing affiliate	<i>Enbridge's gas marketing affiliate ranked 12th out of 38 Canadian and U.S. companies based on its customer satisfaction attributes.</i>
	Enbridge Energy Partners	Fortune Magazine	Fortune 500	<i>This 50-year-old list recognizes the best run, most successful companies in America. Enbridge Energy Partners ranked 506th.</i>
	Enbridge Gas Distribution	Natural Resources Canada and the Canadian Energy Efficiency Alliance	"Energy Star" Utility Of The Year Award	<i>Enbridge Gas Distribution was recognized for its leadership in overcoming market barriers, changing consumer behaviour, increasing product availability and ensuring sustainable market demand for high efficiency ENERGY STAR qualified residential gas furnaces and boilers.</i>
	Enbridge Energy Partners*	Houston Chronicle	Houston 100	<i>Publicly traded companies in the Houston area are ranked using performance criteria such as total revenues, annual growth in earnings per share, annual revenue growth and one-year total return. Last year Enbridge Energy Partners was ranked 3rd in the "top energy-related company" category of this list. This year they ranked 24th.</i>
	Enbridge Inc.*	Corporate Knights magazine	50 Best Corporate Citizens	<i>Corporate Knights magazine, a Canadian publication distributed in the Globe and Mail newspaper, has named its choices for the top 50 Canadian companies who display excellence in Corporate Social Responsibility. In both 2003 and 2004 Enbridge was named to this list. We placed 11th overall both years and were cited for particular excellence in corporate governance, community investment and human rights practices.</i>
	Enbridge Inc. IR	IR Magazine	Best IR team in its category	<i>The IR Magazine Awards are internationally recognized as the most accurate and valid measure of excellence in IR. The awards are based on findings from significant independent research and more than 3,500 one-on-one interviews conducted around the world each year to nominate companies that have excelled in investor relations.</i>
	Enbridge Inc.	GovernanceMetrics International	Global Corporate Governance	<i>GovernanceMetrics International, the world's first global corporate governance ratings agency, surveyed more than 2,100 companies worldwide. Enbridge achieved a rating of 9.5 out of 10, placing it in the top 7% of companies reviewed.</i>
	Enbridge Inc.	United Way	"Thanks a Million" Award	<i>For the fifth year in a row, Enbridge and its employees have been recognized as recipients of the United Way of Canada's "Thanks a Million" award for contributing \$1 million or more to the United Way.</i>
	Enbridge Inc.	KPMG	Canada's Most Respected Corporations	<i>Enbridge placed 23rd in the ninth annual survey of Canada's most respected corporations. The survey, conducted by Ipsos-Reid and sponsored by KPMG, provides a scientifically based measure of how Canada's leading executives view their peers and the organizations they lead.</i>
Pat Daniel	Alberta Venture magazine	Alberta's Most Respected Corporate Leader	<i>The magazine selected the recipients based on evaluations by corporate leaders throughout the province who were asked to name CEOs who "earned respect of their peers by demonstrating the simple but all too rare traits of honesty, foresight, leadership, focus and accountability."</i>	

* received in both 2003 and 2004

2003

RECIPIENT OF AWARD	SPONSORING ORGANIZATION	NAME OF AWARD	SPECIAL COMMENTS
Enbridge Energy Partners	U.S. Environmental Protection Agency	Houston's Best Workplaces for Commuters	<i>The program recognizes innovative solutions to commuting challenges and advocates employee commuter benefits.</i>
Enbridge Energy Partners	National Safety Council	National Safety Council's Significant Improvement Award	<i>Dufour Petroleum, our trucking services business in the U.S., was the recipient of The National Safety Council's Significant Improvement Award.</i>
Enbridge Energy Partners	Wisconsin Council of Safety	Wisconsin Corporate Safety Award	<i>The 10th annual awards program honours businesses for exemplary safety records and excellence in health and safety management.</i>
Enbridge Gas Distribution	American Gas Association	Leader, Accident Prevention Award	<i>Enbridge Gas Distribution received this award by achieving a total Occupational Safety and Health Administration (OSHA) rate of injury and illness below the industry average for their company size.</i>
Enbridge Inc.	Globe and Mail newspaper and Alberta Venture magazine	GLOBE Foundation Award	<i>The Corporate Competitiveness Award is bestowed upon an organization that, through expansion, acquisition, or a change in strategic focus, has sought ways to meet global environmental challenges while maintaining and enhancing shareholder value.</i>
Enbridge Inc.	Alberta Venture magazine	Alberta's Most Respected Corporation for Community Support	<i>This recognition is given to the company that "demonstrates thoughtful and integrated involvement with its community at large, through philanthropic activities, contribution of resources such as volunteers or expertise, and/or development of partnerships with community organizations."</i>
Bonnie DuPont	Women's Executive Network and the Richard Ivey School of Business	Canada's Most Powerful Women	<i>The award is part of a new national program created to honour women who are CEOs, senior executives, corporate directors and public sector leaders, and who are proven achievers in a variety of fields.</i>
Enbridge Gas Distribution	Pollution Probe	Clean Air Commute SMART Movement Award	<i>Pollution Probe is a Canadian environmental organization dedicated to achieving positive and tangible environmental change. Its SMART (Save Money and the Air by Reducing Trips) Movement Program is a workplace trip reduction program designed to guide individual workplaces in reducing employee drive-alone car trips.</i>
Enbridge Inc.	Alberta Venture magazine	Alberta's Largest Company by Revenue	<i>11th out of 100</i>
Enbridge Inc.	Voluntary Challenge and Registry (VCR Inc.)	Gold Level Reporter	<i>VCR Inc.'s purpose is to encourage organizations from all sectors of the economy to accept greater accountability for GHG emissions by providing programs and mechanisms for companies to voluntarily report their emissions.</i>

Juan Carlos Garcia

Legal Counsel on Human Rights for OCENSA,
Enbridge's international crude oil pipeline in Colombia

Juan Carlos Garcia is committed to promoting and upholding human rights in South America. With his help, the OCENSA pipeline is promoting the enforcement of a comprehensive series of human rights initiatives in Colombia. These include a new human rights policy which commits OCENSA and its employees and contractors to respect human rights, reject violence and avoid associating with illegal arms groups fuelling Colombia's civil war.



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ABOUT THE PAPER

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