

WELCOME

To meet customer requests for access to western Canadian crude, Enbridge is proposing to reverse a section of the existing Line 9 pipeline between North Westover, Ontario and Montreal, Quebec.

Find out more about the proposed project, meet with team members and ask questions.

Our Commitment:

- Enbridge is committed to working with community members on the proposed Line 9B Reversal Project.
- We are committed to providing you with up-to-date information in an open, honest and respectful manner and will carefully consider your input.



WE WELCOME YOUR INPUT

For more information, please call toll-free at 1-888-767-3098 and leave your contact information or e-mail line9reversal@enbridge.com. In addition, Project information is available at www.enbridge.com/line9b.



To meet customer requests for access to western Canadian crude, Enbridge is proposing to reverse a section of the existing Line 9 pipeline between North Westover, Ontario and Montreal, Quebec.

Find out more about the proposed project, meet with team members and ask questions.

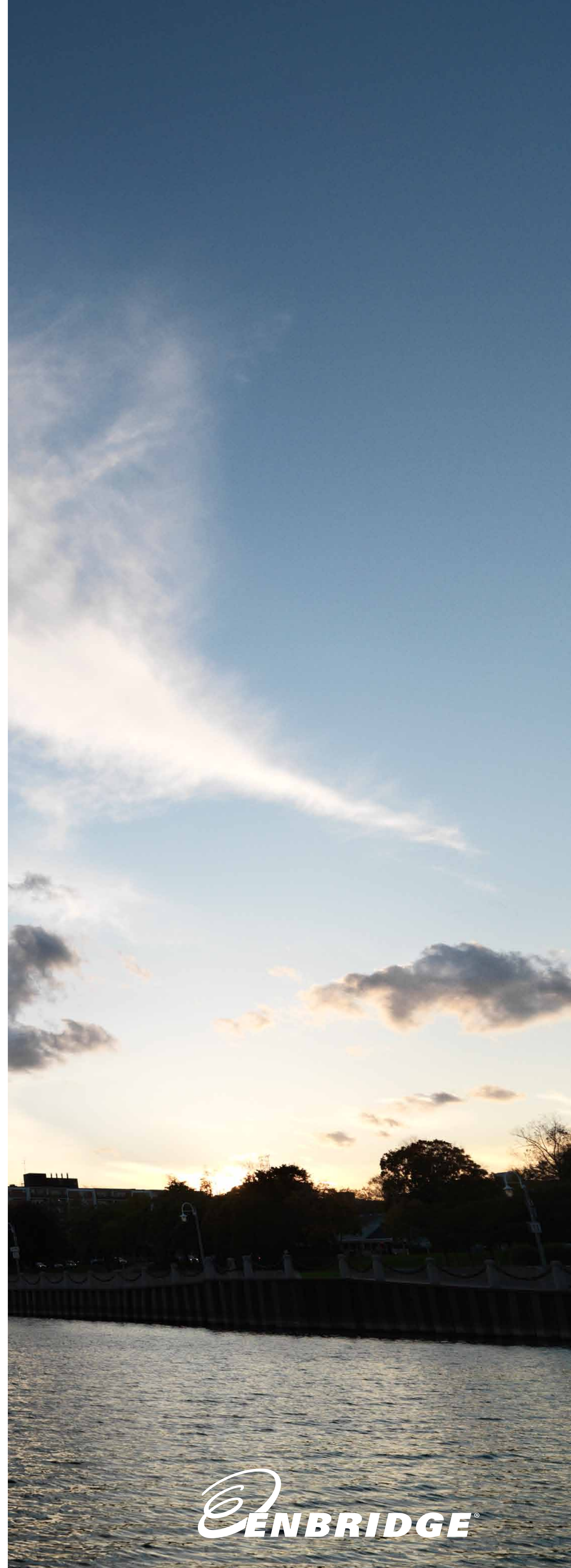
Our Commitment:

- Enbridge is committed to working with community members on the proposed Line 9B Reversal Project.
- We are committed to providing you with up-to-date information in an open, honest and respectful manner and will carefully consider your input.

ABOUT ENBRIDGE PIPELINES

Enbridge Pipelines Inc. (Enbridge) is Canada's largest transporter of crude oil, with approximately 24,613 kilometres (15,294 miles) of crude pipeline, delivering on average more than 2.2 million barrels per day of crude oil and liquids.

Over the past 60 years, Enbridge has become a leader in the safe and reliable delivery of energy in North America and is proud to be recognized as one of the Global 100 Most Sustainable Corporations in the World.



ABOUT ENBRIDGE

- **We transport energy**, operating the world's longest, most sophisticated crude oil and liquids transportation system. We have a significant and growing presence in the natural gas transmission and midstream businesses, and an increasing involvement in power transmission.
- **We generate energy**, expanding our interests in renewable and green energy technologies including wind and solar energy, geothermal and hybrid fuel cells.
- **We distribute energy**, owning and operating Canada's largest natural gas distribution company, and provide distribution services in Ontario, Quebec, New Brunswick and New York State.



LINE 9B REVERSAL PROJECT BACKGROUND

- Line 9 is an existing Enbridge 30-inch diameter, 831 km-long pipeline with a current capacity of approximately 240,000 barrels per day (bpd) extending from Sarnia to Montreal.
- Originally built in the 1970s to supply eastern Canadian markets with western Canadian crude oil.
- Reversed in the 1990s as oil imports became more affordable.
- Currently transports foreign-sourced crude oil in a westbound direction.
- Current market conditions support the re-reversal of Line 9.
- July 2012: the NEB approved Enbridge's standalone application for the reversal of the segment of Line 9 between Sarnia and North Westover (Line 9A) based on customer demand for delivery of western Canadian crude oil to Enbridge's Westover Terminal in Ontario (and the Nanticoke refinery).
- May 2012: Announced plans to move forward with a reversal of the remainder of the Line 9 from North Westover, Ontario to Montreal, Quebec (Line 9B).



LINE 9B REVERSAL PROJECT SCOPE

- Reversing the flow of the 639-km section of Line 9 from North Westover to Montreal (Line 9B) mainly by modifying existing facilities.



LINE 9B REVERSAL PROJECT SCOPE

- Expect to flow approximately 300,000 barrels per day of crude oil.
- The increase in capacity will be achieved largely through the use of Drag Reducing Agent (DRA). DRA is a tested and safe polymer compound, (found in wool, amber, nylon and silicone), that will be injected into the crude oil flowing through Line 9, allowing it to flow with less friction. This technology allows for increased capacity with minimal requirement for new infrastructure, ensuring we can use existing facilities as originally proposed to meet changing industry requirements and minimize impact to the environment and to stakeholders.
- Unchanged from our original project proposal, the Project will take place within existing Enbridge properties and rights-of-way with the exception of some temporary workspace required for the installation of a small new metering facility near Enbridge's North Westover Station.
- With the proposed capacity increase, Project work will now include the addition of new equipment, the modification of existing equipment, and the installation of piping within the facility boundaries. The new equipment will include small pumps that will inject DRA into the crude oil.

In Ontario:	In Quebec:
Sarnia Terminal	Terrebonne Station
Westover Terminal	Montreal Terminal
North Westover Station	
Hilton Station	
Cardinal Station	



LINE 9B REVERSAL PROJECT:

Project need:

Line 9 was originally built in the 1970s to supply eastern Canadian markets with western Canadian crude oil. This line was reversed to flow westbound in the 1990s as oil imports became more affordable. Refineries in Ontario and Quebec now rely on a significant proportion of imported crude oil from areas such as the North Sea, West Africa and the Middle East.

Enbridge, and Ontario and Quebec-based refiners, have identified changing conditions that support the re-reversal of Line 9. In July 2012, the NEB approved Enbridge's standalone application to reverse the segment of Line 9 between Sarnia and North Westover (Line 9A). We are now proposing to reverse the remainder of the pipeline (Line 9B) from North Westover to Montreal.

We believe that increasing the supply of lower-priced Canadian oil to Canadian refineries benefits the refining industry and the Canadian economy overall, including the economies of Ontario and Quebec.



LINE 9B REVERSAL PROJECT TIMELINE

May 2012	Public notification and consultation begins (continues throughout the project)
Spring to fall 2012	Community open houses
Late 2012	National Energy Board filing
Late 2013	Construction activities at existing terminals and installation of new metering facility (subject to regulatory approval)
Spring 2014	Expected operation of reversed Line 9B



PIPELINE SAFETY AND INTEGRITY

Enbridge operates the largest and most complex liquids pipeline system in the world. We're proud of what we do – helping to provide reliable energy to many millions of people across North America every single day. Over the last decade we've transported almost 12 billion barrels of crude oil with a safe delivery record better than 99.999 per cent. That's good, but for us, it's not good enough. We will never stop striving for 100 per cent.

Operating a complex pipeline system is by its nature a challenging business. This is not new. Enbridge employees have successfully met these challenges for 60 years – by placing safety at the heart of our operations. We constantly strive to do better. Particularly when it comes to the integrity and viability of our pipelines – which is, and must always be, our number one concern.

Our goal at Enbridge is – and will continue to be – the prevention of all spills. In 2011 alone we invested about \$400 million to ensure the safety and integrity of our system, and that amount is set to increase substantially – to more than \$800 million – in 2012. Over the past two years we have doubled the number of staff dedicated to leak detection and pipeline control systems, and substantially strengthened our focus on the tools, technologies and strategies to ensure the fitness of our pipelines. Some of the processes and technologies we use to prevent and detect leaks include:

- Sophisticated monitoring and control systems that operate around the clock, 365 days a year.
- Research and development of technologies designed to prevent corrosion and cracking.
- In-line inspection tests to confirm pipeline integrity. We use tools to measure the size, frequency and location of changes in the walls of our pipes.
- The use of increasingly sophisticated in-line inspection technologies to measure the size and location of changes in the integrity of our system.

Enbridge is a Canadian success story, with a hard-earned reputation as a responsible corporate citizen. In a rapidly changing world we will continue to build on that foundation by continuing to adhere to a strong set of core values that reflect what is truly important to us as a company – the safe transportation of energy that millions of people rely on in their daily lives.



PIPELINE INTEGRITY DIG PROGRAMS

Enbridge's regular monitoring and inspection program alerts us to locations that we must check for corrosion, cracks, dents or other features. If our inline inspections alert us to the potential presence of a feature in the pipeline, we conduct an investigation dig.

Each dig involves using state-of-the-art internal inspection tools that travel inside the pipelines to collect data and evaluate the condition of the pipeline. If we find a feature, we investigate and repair or replace the pipeline section where required, recoat and re-bury the pipe.

Enbridge will work with landowners ahead of time to communicate the schedule, discuss access and identify special considerations, and adjust or add remediation steps as appropriate. Landowners are compensated for inconvenience, crop loss, use of temporary work space, etc.

All integrity digs are conducted to the highest environmental standards and underground utilities are marked and protected before digging begins. We train workers, welders and inspectors, and ensure that our contractors who are working near the pipeline are qualified.

Over the past few months, we have been running in-line inspection tools through the Line 9 pipeline that has provided thorough, current data on the condition of the pipeline. We are analyzing that data now and should our analysis show that further inspection is required, we would carry that out through physical examinations/excavations and undertake all work required to ensure that the pipeline can continue to operate safely. Enbridge will also complete an Engineering Assessment for the Project as part of our application to the National Energy Board.



SUSTAINING OUR FUTURE – RENEWABLE ENERGY

Enbridge's commitment to sustainability goes beyond transporting and distributing petroleum and natural gas in a safe and environmentally responsible manner. By focusing our vision on clean, emissions-free electricity, we're helping deliver on our promise to help build sustainable communities. To date, we've invested in four solar energy projects, eight wind farms, a geothermal project, waste heat recovery facilities and the world's first commercial application of integrated energy recovery and fuel cell technology.

Together these projects represent almost 1,000 megawatts (MW) of green power capacity – and enough power to supply almost 300,000 homes.

Wind Power

Enbridge currently has interests in wind farms in Alberta, Saskatchewan, Ontario, Quebec, and Colorado, which, once completed, will have a combined capacity of over 800 MW.

Solar Energy

Owned by Enbridge and operated by First Solar, the Sarnia Solar Project is one of the largest operating photovoltaic facilities in the world. Enbridge also owns the Tillbury and Amherstburg Solar Projects in Ontario and the Silver State North Solar Project in Nevada. Together, these projects have the capacity to produce 150 MW of clean electricity.



SUSTAINING OUR FUTURE – ALTERNATIVE AND EMERGING TECHNOLOGY

Run of River Hydro:

- With Coastal Hydropower Corporation, Enbridge has invested in the Wasdell Falls Run of River Hydro Project, on Ontario's Severn River, about an hour north of Toronto.
- The project generates hydro electricity using highly efficient low head turbines (VLH).
- This project has a low impact on its surroundings. Without substantial alterations to rivers and canals, it directs water through a slow-moving turbine that then returns the water to the river.

Hydrogenics:

- In 2012, Enbridge entered into a partnership with Hydrogenics Corp. to develop large-scale electricity storage. The two companies will jointly develop a 1-megawatt, power-to-gas energy storage project in Ontario to prove the technology at a utility scale.

Waste Heat Recovery:

- Enbridge's interests in waste heat generation are through the Enbridge Income Fund, which owns 50 per cent of NRGreen.
- NRGreen's waste heat units are located at four of Alliance Pipeline's natural gas compressor stations in Saskatchewan (a fifth station is being built). The stations recover the exhaust heat from natural gas turbines (which compress the gas to transport it through the pipeline) and convert it into electricity.



OUR COMMITMENT TO LANDOWNERS

Good working relationships between pipeline companies and the property owners and tenants along the right-of-way are essential to the safety and reliability of the pipeline system. For decades, we've been developing and maintaining constructive relationships with thousands of landowners like you. Recognizing your important contribution, Enbridge Pipelines is committed to dealing fairly and consistently with everyone who lives and works along the pipeline route.

Enbridge is committed to:

- Ensuring landowners are treated fairly and consistently.
- Identifying special considerations with landowners ahead of time.
- Minimizing landowner inconvenience.
- Maintaining landowner contact to address concerns and provide updates.
- Ensuring safety.
- Respecting the environment by complying with applicable regulatory requirements and Company Environmental Policies and Procedures.



OUR COMMITMENT TO ABORIGINAL RELATIONS

Enbridge recognizes the history, uniqueness and diversity of Aboriginal Peoples, including First Nations and Métis. Positive relationships with Aboriginal Peoples, based on mutual respect and trust, will help them and us to realize our aspirations, and will help Enbridge to reach our strategic business objectives. Enbridge commits to forging mutually beneficial relationships with Aboriginal Peoples in proximity to its projects and operations.

To achieve this Enbridge will:

- Recognize the legal and constitutional rights possess by Aboriginal Peoples in the respective jurisdictions in which they reside.
- Engage in forthright and sincere consultation with Aboriginal Peoples about Enbridge's projects and operations.
- Respect the traditional ways, Aboriginal heritage sites, and the relationship that Aboriginal Peoples have with the land and the environment.
- Commit to working with Aboriginal Peoples to achieve sustainable benefits for them resulting from Enbridge's projects and operations, including opportunities in training and education, employment, procurement, business development, and community investment.
- Foster understanding and respect for local Aboriginal Peoples among Enbridge's employees and contractors.
- Create opportunities that align with Aboriginal community aspirations.

This commitment is a shared responsibility involving Enbridge and its subsidiaries, employees and contractors.



ENBRIDGE PROJECTS: ENVIRONMENTAL PROTECTION

Protection of the environment is an integral element in the conduct of company business.

- Enbridge will ensure adverse environmental effects are minimized through careful planning, implementation of effective protection measures, and monitoring of company activities.
- Enbridge rules and procedures for environmental protection will comply with government regulations and standards, and will be consistent with industry codes and guidelines.
- Enbridge will obtain all applicable environmental permits for our projects.
- Enbridge will provide appropriate training to ensure employees understand their responsibility to protect the environment.
- Employees and contractors must follow company environmental rules and procedures, and must carry out work in an environmentally responsible manner at all times.
- Enbridge will provide the public and government with relevant information regarding planned activities, and will actively respond to their concerns.
- Environmental research will be encouraged, supported and undertaken when necessary to improve company environmental protection and reclamation procedures.



ENVIRONMENTAL PLANNING FOR THE LINE 9B REVERSAL PROJECT

For this Project we would utilize existing facilities, allowing for minimal impact to the environment or to stakeholders.

Enbridge will conduct an Environmental and Socio-Economic Assessment for the proposed Line 9B Reversal Project that fulfills the National Energy Board's requirements. The comprehensive assessment will include:

- A description of the environmental and socio-economic setting of the project area.
- Proposed mitigation measures.
- An assessment of the environmental effects of the project.
- An assessment of the cumulative effects.
- Information on inspection, monitoring, and follow-up.



OUR COMMITMENT TO THE ENVIRONMENT, HEALTH AND SAFETY

Enbridge is committed to the protection of the health and safety of employees and the general public, and to sound environmental stewardship. We believe that prevention of accidents and injuries and protection of the environment benefits everyone, and delivers increased value to our shareholders, customers and employees. Our goal is to have no accidents and to minimize impacts to the environment.

To achieve this we will:

- Consult openly with our customers, neighbours, employees and partners, work with regulators, industry peers and other partners to promote responsible environmental, health and safety performance.
- Strive for continuous improvement; between 2012 and 2013, we plan to invest an incremental \$50 million to improve our equipment, training and overall response capabilities.



OUR COMMITMENT TO COMMUNITY INVESTMENT

Enbridge values collaborative, consultative and partnership approaches in the communities where we work and operate.

- Enbridge integrates community investment considerations into decision-making and business practices, to help build mutually beneficial relationships with communities.
- At Enbridge, we're committed to making communities better places to live. We see our six focus areas – Arts & Culture, Community Leadership, Lifelong Learning, Natural Legacy, Safe Community and School Plus – as well as our Neutral Footprint commitment, to be key contributors to sustainable communities.
- We believe these investments are essential to being a good neighbour and help us maintain our social license to operate.

Safe Community in the Line 9 Area

Our Safe Community Program provides funding towards special projects, training or equipment acquisitions for local First Responder groups, such as Fire Departments, Police and EMS in the communities in which Enbridge operates. This program has been developed to support the priority we place on health and safety in our right-of-way communities. The 2011 recipients in proximity to Line 9 include:

- Sarnia Fire Department
- Thames Centre Fire Services
- Strathroy OPP Detachment
- Ingersoll Fire Department
- Port Hope Fire Department
- Kingston Fire Services
- Cramahe Township Fire Department
- South Glengarry Fire Department
- South Stormont Fire Department
- Ontario Association of Fire Training Officers
- Services d'Incendie Ste Marthe
- Services d'Incendie Mirabel
- Centre de Pratique - pour Simulation en Mesures D'Urgence
- Service de Securite incendie de Saint-Eustache



REGULATORY FRAMEWORK

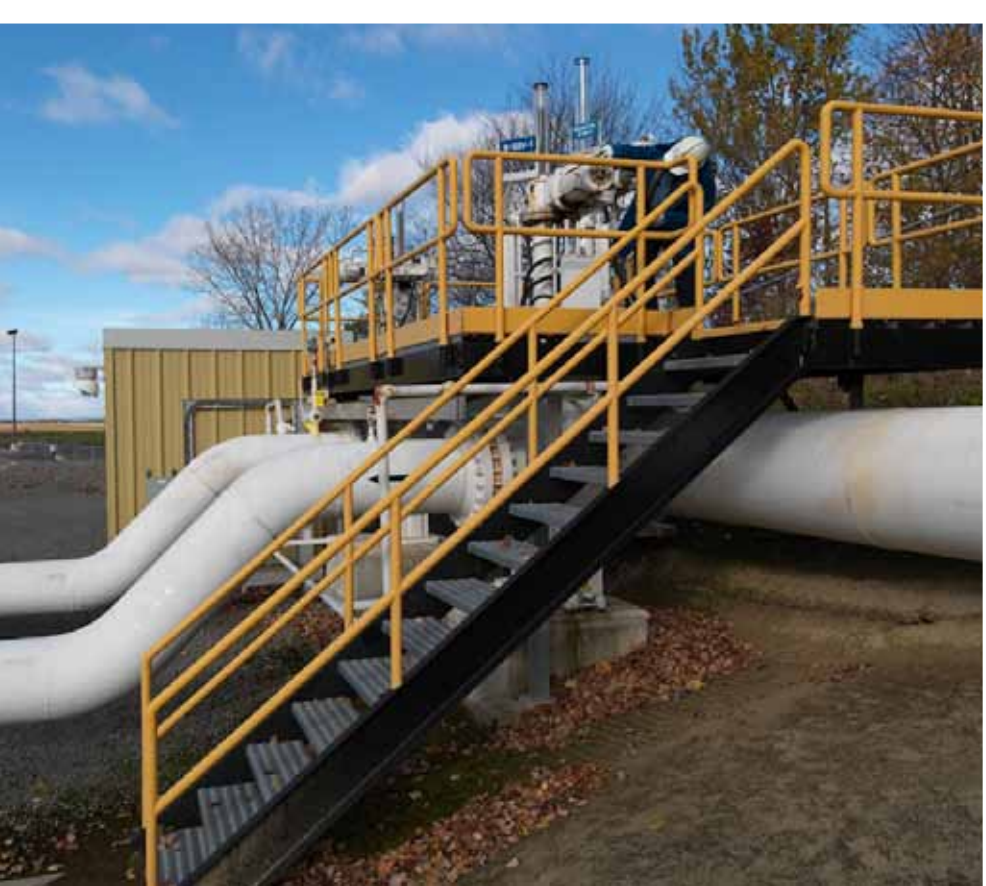
The Line 9B Reversal Project is regulated by the National Energy Board (NEB).

The NEB is an independent federal agency that acts in the Canadian public interest to promote safety and security, environmental protection, and economic efficiency in the regulation of pipelines, energy development and trade. The NEB works within a mandate set by Parliament.

Enbridge anticipates submitting an application for the Project to the NEB in late fall 2012.

You may contact the NEB through their website at www.neb-one.gc.ca or toll-free at 1-800-899-1265. Inquiries can also be emailed to info@neb-one.gc.ca.

In addition, Enbridge will comply with all applicable provincial and municipal regulatory requirements for the Line 9B Reversal Project.



OUR COMMITMENT TO PUBLIC CONSULTATION

We believe in open and transparent consultation with all landowners, communities and Aboriginal groups along the rights-of-way. Through our participant involvement program for the proposed Project we intend to build public awareness and understanding, gather and incorporate input and answer questions.

The Line 9B Reversal open houses are just one method Enbridge is taking towards public notification and consultation on the proposed Project. Your participation in the public consultation process is welcome.

There are several ways to connect with us:

- Visit our website www.enbridge.com/line9b for up to date project information.
- Call our toll-free line at 1-888-767-3098.
- Email us at line9reversal@enbridge.com.

We will respond to calls and emails promptly.



OUR COMMITMENT TO SOCIO-ECONOMIC BENEFITS

If approved, the proposed Line 9B Reversal Project will benefit the local, provincial and national economies.

There may be a need for temporary skilled tradespeople for the small amount of construction required to reverse Line 9B. Enbridge construction contractors will engage with area communities in an effort to provide local employment opportunities.

Canadian Oil for Canadian Refineries

Overall, the refineries in Ontario and Quebec would be able to source crude oil from western Canada that is a more secure supply, and is priced at a discount to the more expensive, and potentially less-reliable, foreign-sourced offshore supply they are currently purchasing.

This price advantage would deliver significant benefits for these refineries and to Quebec and Ontario economies by helping to level the playing field for Canadian refineries, helping them be more competitive through increased access to lower-priced Canadian oil, protecting their long-term viability, and safeguarding more than a thousand permanent, full-time jobs at Quebec refineries, and thousands more part-time, contractor and sub-contractor jobs as well as indirect employment.

This, in turn, would support the economic strength of the communities along our pipeline through increased provincial revenues and jobs.



WHAT PRODUCTS WILL THE REVERSED LINE 9B CARRY?

- The pipeline will carry mainly light crude oil.
- However, shippers will be permitted to ship any crude oil blend or type that meets the quality specifications in the tariffs.
 - Our customers utilize our pipelines, including Line 9, to ship crude oil that comes from a variety of sources. Crude oil shipments received by Enbridge at our Edmonton or Hardisty, Alberta, terminals, and then transported via our mainline system to refineries in the east, come from both conventional and unconventional oil production, including oil sands production.
 - Customers may also choose to ship oil from shale formations such as the Bakken, which crosses through parts of Montana, North Dakota, and Saskatchewan.



EASTERN CANADIAN REFINERY ACCESS INITIATIVE

Although Canada is one of the largest suppliers of crude oil in the world, most refineries in Ontario and Quebec currently rely on a predominately imported crude feedstock, which puts them at a competitive disadvantage.

Enbridge's Canadian refinery access initiative is a solution to level the playing field for Canadian refineries, protecting their long-term viability and safeguarding jobs.

The reversal of Line 9B is critical to the security of energy supply in Canada, and increasing the supply of lower-priced Canadian oil to Canadian refineries benefits the refining industry and the national economy.

Benefits of the Initiative

- Enhances security of supply in Canada through a more reliable and increased supply of western Canadian crude and Bakken light crude oil to Ontario and Quebec refineries.
- If pricing differentials between western Canadian and North Sea crude were to remain at the levels seen on average this year, (following adjustment for transportation costs to a Quebec refiner's gate) a potential savings of up to \$4.0 million per day, or \$1.5 billion per year, could be realized if the pipeline runs at capacity.
- Benefits the economies of Ontario and Quebec through increased provincial revenues and jobs.



SAFELY TRANSPORTING LIQUID PETROLEUM

Underground pipelines run alongside roads, power line corridors and across farmland to safely and quietly deliver millions of barrels of liquid petroleum every day to refinery markets in Canada – including Ontario and Quebec.

Our pipeline system is a safe and reliable way to transport this vital energy resource. We continue to work toward a goal of zero pipeline spills.

Pipelines are the safest way to transport petroleum from oil reserves to refineries.

Sophisticated Monitoring and Controls

Our maintenance and monitoring system is aimed at avoiding incidents for our entire pipeline system, whether it's transporting natural gas liquids or crude oil (including heavy crudes, dilbit, and light grades of oil). To ensure reliable delivery, our pipeline system is closely monitored 24-hours a day, seven days a week.

Enbridge makes safety a high company priority by investing heavily each year in maintaining sophisticated pipeline control systems, conducting internal pipeline inspections, performing regular aerial inspections, and utilizing other measures to check for compromises and ensure our pipelines are running safely.



SAFELY TRANSPORTING LIQUID PETROLEUM

Emergency Response

If a release is detected or reported, we can promptly shut down, isolate the pipeline section and rapidly dispatch a trained response team, including environmental crews who have an understanding of the products we transport. Under the oversight of federal agencies, Enbridge's commitment to clean and restore the area avoids long-term impact to landowners and the environment.

We Understand the Products We Transport

All of the crude oil we transport must meet certain quality specifications as filed with the National Energy Board. We can only carry products that meet these specifications. Enbridge lab technicians test the petroleum products to ensure they meet these quality standards.

