# Our role in society

Energy heats homes. It cooks food. It keeps people moving and connected. It helps build and shape the world around us.

At Enbridge, we deliver the energy that fuels quality of life.

Enbridge is a leading North American energy infrastructure company. We safely connect energy supply to the continent's best markets through our three core businesses, and our growing renewable power generation business – providing the energy that's critical to everyday life and drives our economy.

We've evolved to meet growing global energy needs – delivering the energy mix of today and tomorrow, and helping to meet those needs in ways that are ethical, sustainable and socially responsible.

The work we do creates well-paying jobs in towns and cities. It generates tax revenue to build schools, hospitals and roads. It stimulates local economies. It provides grants and volunteer labor that strengthen communities.

Headquartered in Calgary, Canada, with major offices in Houston, Edmonton, Toronto, Duluth and Chatham, our 13,000-person team brings enthusiasm and ingenuity to work every day in support of this mission.

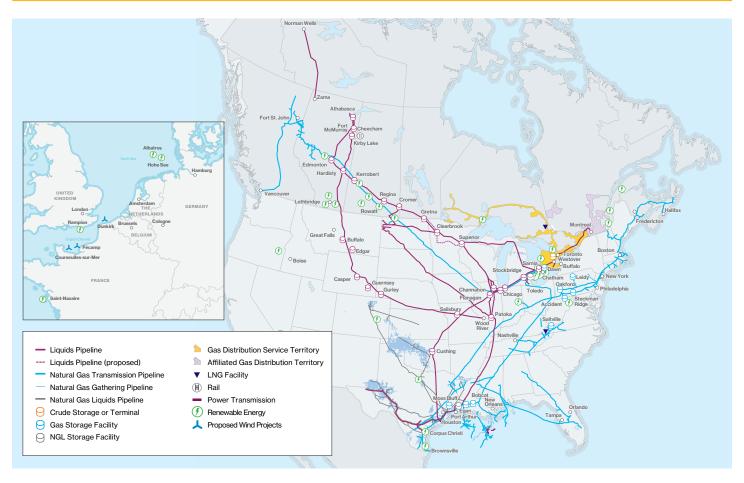
#### Our core businesses

We play a significant role in the continental energy value chain. We own, develop and operate transmission, distribution and storage infrastructure across North America, including:

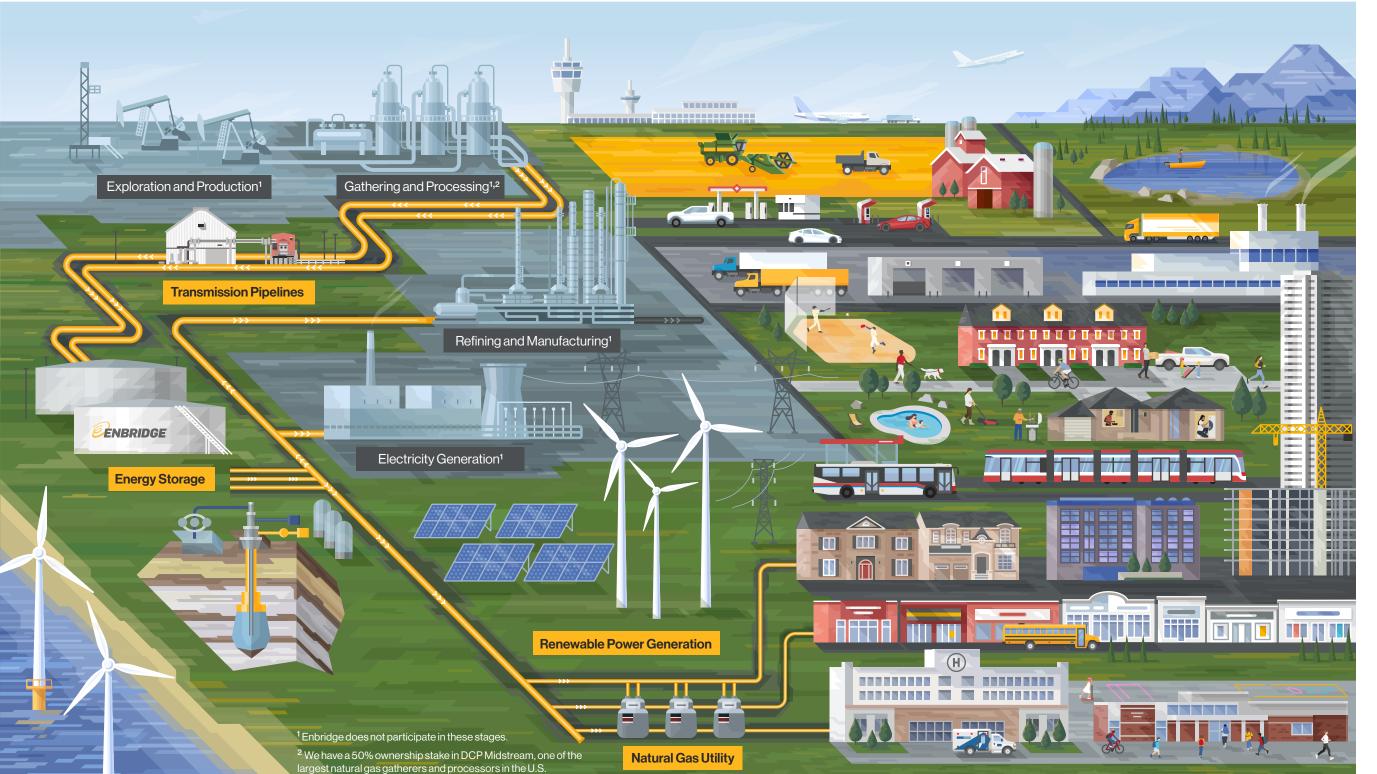
- Liquids Pipelines (LP), which serves 12 million barrels per day (bpd) of refining capacity and connects producers to the best markets in the U.S. Midwest, the U.S. Gulf Coast and Eastern Canada.
- Gas Transmission and Midstream (GTM), which connects
  natural gas supply with key residential, industrial and commercial
  markets totaling approximately 170 million people, as well as
  power generation facilities across the continent.
- Gas Distribution and Storage (GDS), which serves approximately 3.8 million retail customers in Ontario and Quebec and distributes about 2.3 billion cubic feet (Bcf) per day of natural gas.
- Renewable Power Generation, which has interests in more than 30 renewable power facilities and has a growing presence in offshore wind in Europe.

Above all else, we aim to make a difference, economically and socially – as an industry leader, as a responsible corporate citizen, as an exceptional employer.

Because life takes energy, and we deliver it.



Enbridge Inc. 2019 Sustainability Report



## What it means to you

The energy we move helps to heat homes, feed families, fuel vehicles, power industry and benefit society in thousands of ways.

Examples include:

#### **Transportation**

Crude oil is refined into gas, jet fuel and diesel, fueling cars, trucks and airplanes; natural gas provides an alternative to traditional fuels for medium- and heavy-duty transportation.

#### Consumer goods

Natural gas is transformed into thousands of products, including plastics, fabrics, pharmaceuticals and chemicals. The petrochemical industry creates plastics, vinyl, textiles, detergents and dyes from crude oil.

## **Electricity**

Natural gas replaces coal as a cleaner fuel for electricity generation; renewables supply the power grid with green energy.

#### Heating

Natural gas heats homes, commercial businesses, and large institutions like hospitals and schools; crude oil is transformed into propane and other homeheating fuels.

### Industry

Oil and natural gas power a multitude of industries that build infrastructure and maintain our quality of life.

# What we do

To appreciate the impact that energy has on our quality of life, it's important to understand the journey taken by various energy sources as they make their way to consumers.

# **Transmission Pipelines**

Enbridge is North America's leading energy infrastructure company. We move **about 25% of the crude oil** produced in North America, and **about 20% of the natural gas** consumed in the U.S. through our vast transmission pipeline networks.

## **Energy Storage**

Enbridge has a significant North American presence in contract storage across North America—about **37.6** million barrels of crude oil storage capacity, and about **438 Bcf of net working storage for natural gas**.

Although we don't participate in every stage, Enbridge plays multiple key roles in the energy value chain, including transmission, storage, gas distribution and renewable power generation.

## **Natural Gas Utility**

Enbridge Gas Inc. (EGI) is North America's largest natural gas utility by volume, and third largest by customer count. With **3.8 million residential, commercial, institutional and industrial customers**, EGI has been delivering energy for 170 years.

## **Renewable Power Generation**

Our operating renewable energy assets have the capacity to generate 3,641 megawatts (MW) gross, or 1,750 MW net, of zero-emission energy—enough to meet the electricity needs of nearly 700,000 homes, based on net generation figures.