

Management approach: Energy access, reliability and affordability

Why it's important

At Enbridge accessibility, reliability and affordability are foundational to delivering energy across the continent. Every day, we deliver millions of barrels of crude oil and liquids, along with billions of cubic feet of natural gas across North America to heat homes and help power the economy. Our Liquids Pipelines and Gas Transmission and Midstream business segments provide reliable energy to meet everyday needs at an affordable cost. Our natural gas utility operations provide the direct connection to customers, delivering dependable, affordable energy to homes and businesses, supported by programs that help manage costs. Complementing these systems, our renewable power portfolio provides increasingly low cost electricity, strengthening energy abundance and supporting long term affordability and reliability.

The global demand for energy is increasing, driven by various factors, including rapid electrification, data centers and artificial intelligence, a growing population and expanding industrial activities. While demand patterns are evolving, energy systems must balance growth, efficiency, and affordability considerations. Within this framework, it is important that we work to provide continued access to the energy people need today, while preparing to meet the demands of the future. We are strategically expanding our operations, establishing stable supply and transportation infrastructure and operating and constructing renewable energy projects to continue providing the energy North America needs.

Governance

Oversight

We understand that our energy utilities have a direct effect on the communities in which we operate, and we believe it is important to our business that we manage potential impacts and provide an improved quality of life.

The following list outlines how we maintain oversight of energy access, reliability and affordability from the Board level to individual employees.

- Board of Directors:** The Board is responsible for identifying and understanding Enbridge's principal business risks, including potential impacts, and fulfilling the vision to provide energy in a safe, reliable and sustainable way, everywhere people need it. The Board ensures accountability, promotes ethical standards and manages resources effectively as it relates to energy access, reliability and affordability.
- Sustainability Committee:** This committee of the Board has oversight of sustainability matters and supports the Board in executing the Company's sustainability goals by reviewing policies and practices, managing performance and reporting and responding to evolving public policy, including with respect to energy access, reliability and affordability. The Sustainability Committee is also responsible for overseeing the actions Enbridge can take to be, and be known as, a responsible corporate citizen in the communities in which it operates, while furthering its ultimate business objective to effectively deliver energy to customers.
- Safety and Reliability Committee:** This committee of the Board is responsible for developing policies directed at ensuring secure assets that enable energy access and reliability, including with respect to safety, pipeline integrity management, security and other operational matters.
- Management:** Management establishes and oversees adherence to corporate policies and programs and ensures regulatory and corporate compliance is being met in relation to the various areas associated with energy access, reliability and affordability.
- Employees:** All employees play a part in enabling the flow of energy across the continent as part of our business strategy. Each of our four business units fulfills this role in different ways for different customers – residential, industrial and power generators.

Policies

Enbridge's ability to deliver affordable, reliable energy is supported by a suite of enterprise and business unit policies that govern system integrity, customer protection and long-term infrastructure planning. Our [Safety and Reliability Policy](#), together with related management program sub-policies, articulates our overarching commitment to safe and reliable operations and supports the disciplined operation of our energy systems. The Safety and Reliability Policy ultimately helps to ensure continuity of service while guiding how we maintain, modernize and expand infrastructure to meet growing demand and strengthen system resilience.

Access and affordability are further supported through customer focused policies and regulatory frameworks across our regulated gas utilities, including customer service and billing policies and compliance with utility regulation, rate-setting and service-quality requirements. Related initiatives include equal monthly payment and budget billing programs and targeted assistance for vulnerable and low-income customers.

Our stakeholder and community engagement approach is supported by the [Sustainability Policy](#), which guides outreach with governments, Indigenous groups and communities to comply with legislation and raise awareness of energy access and affordability. Oversight through Enbridge's enterprise risk management framework and Sustainability Policy ensures these considerations are integrated into strategic decision-making and capital allocation.

Goals and metrics

As part of our management structure, business units measure performance and overall progress against targets differently, but all work towards the same goal of providing energy for customers at an affordable cost. In an effort to assess affordability, we monitor the reach and effectiveness of low income assistance programs



that help eligible customers manage energy costs. Our utilities' everyday practices, including municipal demand side management and energy efficiency programs, also enable us to quantify energy savings.

Memberships, partnerships and external commitments

We work with our peers and other parties to advance best practices and collaborate on both challenges and opportunities related to expanding infrastructure and supporting permitting reform to enable energy access. We are active members of numerous energy-related associations. To see a full list of our trade association memberships, please see our "Trade association memberships" in our [2025 Sustainability Report](#).

Our approach

Access

Access to energy means having reliable supply when and where it's needed. In North America, Enbridge's diversified footprint positions us to operate critical energy infrastructure that delivers secure energy to communities, industries and power producers. We connect production basins to customers by transporting liquids and natural gas that enable energy generation and distribution. We expand access by investing in energy infrastructure – through new infrastructure, pipeline expansions, municipal franchise agreements, integrated energy planning and investments in power projects and renewable generation.

Reliability

For customers, reliability means resilient infrastructure that performs in all conditions. Our customers rely on a predictable energy supply, including during outages and extreme weather. In our Liquids Pipelines business, reliability is delivered through a highly integrated network that safely transports crude oil and liquids across North America, supported by ongoing integrity management, monitoring and system investments to establish consistent service for customers. In our Gas Transmission and Midstream business, reliability is delivered through long-haul pipeline systems and storage infrastructure that enable the safe and consistent transport of natural gas to downstream markets, supporting system flexibility and supply continuity. Through our Gas Distribution and Storage business and our investments in asset maintenance, pipeline replacement, energy storage and planning, we support peak season demand and grid reliability. In our Renewable Power business, we are also advancing battery storage projects that will support renewable integration and enhance grid reliability.

Affordability

As the cost of living continues to rise in North America, energy affordability has emerged as a key concern. Affordability is supported by disciplined cost management and sustained investment in our assets and systems – an expectation shared by regulators and customers. Across all our businesses, we work to control costs and protect long-term investments. By expanding our systems and increasing access to crude oil and natural gas, we support energy affordability, economic competitiveness and overall prosperity.

For our Gas Distribution and Storage business, affordability includes supporting customers through payment assistance, energy efficiency programs, bill credits and service restoration. Our demand side management programs not only help our customers reduce their natural gas bills through lower energy use; these programs can also help reduce emissions.



Learn more

[2025 Sustainability Report](#) for additional activities and initiatives related to energy access, reliability and affordability

[2025 Datasheet](#) for utilities-related data

[Management approach: Asset integrity](#)

[Enbridge Gas](#)