

Market Hub Partners Canada L.P.

Dispute Resolution Process

For issues unable to be resolved through the contact person or account representative in regards to the Storage and Transportation Access Rule, complaints shall be submitted in writing to the Compliance Officer.

Mr. Mark Isherwood
President, Market Hub Partners Management Inc.
P.O. Box 2001
50 Keil Drive North
Chatham, Ontario
N7M 5M1

Written complaints should include:

- i. Customer name and contact information,
- ii. Customer contract number(s) (if applicable),
- iii. A detailed description of the nature of the complaint, and
- iv. Any other information that would help Market Hub Partners Canada L.P. understand the complaint

Written complaints received by Market Hub Partners Canada L.P. will be handled fairly, effectively, courteously, confidentially (if applicable) and on a timely basis.

In the event that resolution is not achieved to the satisfaction of the complainant, the complainant may refer the matter to the Ontario Energy Board via:

Market Operations Hotline
416-440-7604 or 1-888-632-6273
market.operations@oeb.gov.on.ca