



Enbridge Pipelines Business Development Re-Organization

To our valued customers:

Strong customer relationships have always been a top priority for Enbridge and a key ingredient in the long-term success of the company. Today, our commitment to you, our customers, is even more significant and that is why we will continue to strengthen our relationships by being responsive to your changing needs especially during these uncertain economic times.

In an effort to be more customer-focused, we have re-organized our Business Development Department within Enbridge Pipelines. The new structure will better align our resources to meet your current and future needs. As a part of our new structure, we are formalizing our customer focused relationship model which places customer responsibilities with specific members of the Business Development team.

There are noticeable changes to the structure of Business Development, but we will do our utmost to continue with business as usual. The most noticeable change is the movement of the Houston Business Development office function into the Calgary office. With this change, the market access, capacity development and mainline business development areas will now report to Don Thompson.

The Upstream Business Development areas will continue to report to Perry Schuldhaus whose additional responsibilities includes the Northern Gateway Pipeline commercial development, the Saskatchewan and North Dakota Gathering Systems, Refined Products and our Diluent pipeline initiatives.

Brad Shamlala and his team will now be responsible for Contract Terminal Development and Asset Management. Enbridge will continue to grow the Asset Management function and focus our attention on the effective management of these assets.

As part of the new structure, Wilf Schrage will move into a newly created role which focuses on competitive position to ensure that Enbridge is well positioned to compete in current and expanded markets. Wilf will also continue to move forward any outstanding issues that Enbridge currently has with CAPP and our customers.

Terry Pocza will continue as Enbridge's key customer contact for Business Development, so please contact Terry at 403-266-7896 or by email at terry.pocza@enbridge.com if you have any questions or concerns about the new structure of Business Development at Enbridge. Should you wish, you may also contact myself or any of the senior team mentioned above.

I believe the new structure will utilize the strengths of our team members while ensuring the necessary development and growth for you, our valued customers.

Sincerely,

A handwritten signature in black ink, appearing to read 'Guy Jarvis', is positioned above the typed name.

Guy Jarvis
Senior Vice President, Business Development