



CUSTOMER NOTICE

Enbridge Gas Open Bill Program (Charges from Other Companies)

The Open Bill Program allows companies that offer energy-related products and services to include their charges on your Enbridge Gas bill. If you agree to rent or buy a product or service from a participating company, you may have the option to have the charges included on your natural gas bill. If you have selected this option for one or more of those products or services, the charges appear in the “Charges from Other Companies” section of your Enbridge Gas bill along with the participating company’s name and phone number.

Participating companies are not owned by or affiliated with Enbridge Gas and do not perform work on our behalf. Enbridge Gas does not recommend, endorse or guarantee the products or services they’re offering or the prices they charge.

Enbridge Gas Open Bill Program is ending

Enbridge Gas is ending the billing service for participating companies that appear as "Charges from Other Companies" on your Enbridge Gas bill. Enbridge Gas and Evolve Home Services are working on an orderly transition.

Evolve may choose to leave the program any time between now and Dec 31, 2023.

Evolve will contact you to advise of their new billing method, and the procedures for paying their charges going forward. Evolve may ask you to provide your payment information directly to them. You can confirm your current Evolve charges on the "Charges from Other Companies" page of your Enbridge Gas bill.

Until Evolve notifies you of your new payment options, continue to pay the charges on your Enbridge Gas bill.

In the meantime, if you have any questions regarding your Evolve Home Services charges, please contact them at 1-866-668-4822.