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**Enbridge Gas Inc.**  
P.O. Box 2001  
50 Keil Drive N.  
Chatham, Ontario, N7M 5M1  
Canada

**VIA EMAIL and RESS**

December 19, 2023

Nancy Marconi  
Registrar  
Ontario Energy Board  
2300 Yonge Street, Suite 2700  
Toronto, ON M4P 1E4

Dear Nancy Marconi:

**Re: Enbridge Gas Inc. (Enbridge Gas)  
Ontario Energy Board (OEB) File: EB-2023-0261  
Neustadt Community Expansion Project  
Interrogatory Responses - Updated**

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Further to the submission of interrogatory responses filed by Enbridge Gas in the above noted proceeding, enclosed please find an update to Exhibit I.ED-32, to include the recent correspondence sent to the Ministry of Energy (ENERGY) regarding feedback on the future of natural gas expansion.

Exhibit	Update
I.ED-32 – part c) and Attachment 1.	Part c) was updated to confirm that a submission was made to ENERGY regarding feedback on the future of natural gas expansion on December 15, 2023, and the submission was added as Attachment 1.

If you have any questions, please contact the undersigned.

Sincerely,

*Evan Tomek*

Evan Tomek  
Advisor – Leave to Construct Applications

c.c. Guri Pannu (Enbridge Gas Counsel)  
EB-2023-0261 Intervenors

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Ontario Energy Board Staff (STAFF)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, page 1

Preamble:

The Neustadt project was approved to receive funding assistance from Phase 2 of the Government of Ontario's Natural Gas Expansion Program (NGEP). OEB staff notes that Enbridge Gas filed unredacted versions of its NGEP proposals in the following community expansion proceedings: Selwyn, EB-2022-0156; Mohawks of the Bay of Quinte, EB-2022-0248; Hidden Valley, EB-2022-0249.

Question(s):

Please file an unredacted version of Enbridge Gas's NGEP proposal for the Neustadt community expansion project.

Response:

Please see Attachment 1 to this response for the unredacted version of Enbridge Gas's NGEP proposal for the Neustadt Community Expansion Project.

**Schedule UU**  
**Enbridge Gas Community Expansion Project Proposal**  
**Neustadt**

**Enbridge Gas Inc.  
Potential Projects to Expand Access to Natural Gas Distribution**

<b>Part I – Name of Proponent</b>	
Name of Proponent: Enbridge Gas Inc.	File No: EB-2019-0255
Project Name: <a href="#">Neustadt Community Expansion Project</a>	
Address of Head Office: 50 Keil Drive North Chatham, ON N7M 5M1	Telephone Number: 519-436-4600
Name of Individual to Contact:  Patrick McMahon	Office Telephone Number: 519-436-5325
	Cell Phone Number: 519-437-0759
	Email Address: <a href="mailto:patrick.mcmahon@enbridge.com">patrick.mcmahon@enbridge.com</a>

<b>Part II – Description of Proponent’s Technical Expertise and Financial Capability</b>
<i>Natural gas distributors that are currently rate-regulated by the OEB are not required to complete this Part.</i>
<i>A proponent that is not currently rate-regulated as a natural gas distributor by the OEB and that has multiple proposed projects is only required to provide the information in this Part once, unless the proponent has different organizational or financial structure approaches for its projects. In that case, the information in this Part must be provided for each different organizational or financing structure.</i>

<b>Part II – Description of Proponent’s Technical Expertise and Financial Capability</b>	
2.1	<p><b>Describe the proponent’s technical expertise to develop, construct, operate and maintain a natural gas distribution system.</b></p> <p>N/A</p>
2.2	<p><b>Describe the proponent’s financial capability to develop, construct, operate and maintain a natural gas distribution system, and provide the following:</b></p> <ul style="list-style-type: none"> <li>• <b>Current credit rating of the proponent, its parent or associated companies.</b></li> <li>• <b>Financial statements for each of the past two fiscal years. This may include audited financial statements, annual reports, prospectuses or other such information. If the proponent does not have financial statements (because it is a new entrant), the proponent is instead to provide pro forma financial statements for two years along with notes or business plans explaining the assumptions used in preparing the pro forma statements, where the documents must be signed by at least one key individual.</b></li> <li>• <b>If the proponent needs to raise additional debt or equity to finance the proposed project, evidence of the proponent’s ability to access the debt and equity markets.</b></li> </ul> <p><b>New entrants that cannot provide the information identified in this section should explain why that is the case and provide the best information that they have available.</b></p> <p>N/A</p>

**Part III – Description of and Support for Project**

3.1

**Provide a general overview of the project, which is to include the following: communities to be connected, including whether the project would serve any on-reserve Indigenous communities; existing population of each community by residential, commercial/institutional and industrial sectors; routing; length of pipeline; and nominal pipe size.**

3.2

Enbridge Gas is proposing to serve the community of Neustadt in the Municipality of West Grey. The proposed facilities will provide access to natural gas to a forecasted 219 customers (188 residential, 29 commercial / institutional and 2 industrial).

The proposed tie-in point for the distribution pipeline system will connect to an existing 4” steel pipeline on 10<sup>th</sup> Avenue south of the Town of Hanover less than 500 m north of Knappville Road. The distribution pipeline will continue via 10<sup>th</sup> Avenue to the community of Neustadt through David Winkler Parkway, John Street, Barbara Street North, Queen Street, Mill Street, Jacob Street, Enoch Street South, Forler Street, Stephana Street, Adam Street and William Street. Approximately 780 m of 6” polyethylene reinforcement pipe is required to accommodate additional loads onto the system. It will be installed in the Town of Hanover along 1<sup>st</sup> Street, 14<sup>th</sup> Avenue and 2<sup>nd</sup> Street in road allowances.

No new stations or any existing station modifications are required for the new distribution system.

The approximate length and size of the supply laterals required:

Pipe Type	Diameter (NPS)	Length (m)
Polyethylene	6	2,800
Polyethylene	4	3,750

The approximate length and size of the reinforcement required:

Pipe Type	Diameter (NPS)	Length (m)
Polyethylene	6	780

The approximate length and size of the distribution pipelines required:

Pipe Type	Diameter (NPS)	Length (m)
Polyethylene	2	5,600

Please refer to Schedule UU1, for Project Map.

**Provide the annual and cumulative forecast of the number of customer attachments over the ten-year rate stability period by residential, commercial/institutional and industrial sectors for each community. Indicate for each customer type whether the service to be provided would be firm or interruptible.**

Please refer to Schedule UU2, Table 3.2.

<p>3.3</p>	<p><b>Provide the annual and cumulative forecast of volumes (in m<sup>3</sup>) over the ten-year rate stability period by residential, commercial/institutional and industrial sectors for each community.</b></p> <p><b>For the residential segment, the default value for the average consumption level is 2,200 m<sup>3</sup> per year. A proponent that has more accurate information regarding the annual consumption for residential customers in a given community may use that value, in which case it must explain how it has determined that it is more accurate than the default.</b></p> <p>Please refer to Schedule UU2, Table 3.3.</p>
<p>3.4</p>	<p><b>Provide the estimated conversion costs to convert each of the existing heating systems (e.g., propane forced air, oil forced air, electric forced air and electric baseboard) and water-heating systems (e.g., electric, oil and propane) to natural gas. To the extent available, provide information on the current proportion of customers on each type of heating system.</b></p> <p><b>Provide the estimated annual costs of the existing alternative fuels relative to natural gas, including the annual savings with natural gas. The calculation of household energy costs for natural gas should include conversion costs, commodity costs, associated upstream transportation costs to Ontario, incremental CNG and LNG costs (where applicable), costs under the federal <i>Greenhouse Gas Pollution Pricing Act</i> and distribution costs. The assessment of household energy cost impacts should include greenhouse gas (GHG) emission estimates (whether positive or negative) related to converting existing heating and water heating systems to natural gas. The major assumptions (e.g., conversion factors) used in the calculations must also be provided.</b></p> <p>Please refer to Schedule UU3, Table 3.4.</p>
<p>3.5</p>	<p><b>Provide the proposed schedule for construction including the start date, all major milestones (with any phases) and the projected in-service date.</b></p> <p>Please refer to Schedule UU4 for Proposed Construction Schedule.</p>
<p>3.6</p>	<p><b>Provide letter(s) from the Band Council(s) and/or local government, as applicable, stating support for the project, including details of any commitment to financial support.</b></p> <p>Please refer to Schedule UU5.</p>

3.7	<p><b>Provide a copy of the Certificate of Public Convenience and Necessity (Certificate) for the area to be served, if held by the project proponent. If not, indicate whether another entity holds the Certificate for the area to be served, if known, and if so, identify the Certificate holder.</b></p> <p><b>Where the project proponent holds a Certificate for the areas to be served, specify the boundaries of the Certificate and indicate whether the boundaries encompass the entire area that would be supplied by the proposed project.</b></p> <p>Please refer to Schedule UU6 for Enbridge’s CPCNs for the Municipality of West Grey (EB-2007-0819) and the Town of Hanover (EBC 29) which cover the entire area of the proposed project.</p>
<p><b>Part IV – Cost of Project</b></p>	
4.1	<p><b>Confirm that the proposed project includes a ten-year rate stability period.</b></p> <p>The proposed project does include a ten-year rate stability period.</p>
4.2	<p><b>Provide the total forecast of capital costs (including any forecast of upstream reinforcement costs) of the project at the end of the rate stability period (i.e., year ten).</b></p> <p><b>Where applicable, the inflation rate to be used is the most recent quarter average GDP IPI FDD. For interest during construction, the proponent is to use the OEB-prescribed interest rate for construction work in progress (CWIP).</b></p> <p><b>For projects proposing to use CNG and/or LNG, the costs of required infrastructure and other associated costs must be included as part of the total project capital costs.</b></p> <p><b>Include any upstream reinforcement costs in the total cost of the project. To the extent that the reinforcement costs for an incumbent utility’s proposed project are materially different from the reinforcement costs that the utility has estimated for another proponent’s project in the same area, the incumbent utility must identify in its filing that two separate estimates exist and explain the reasons for the differences.</b></p> <p>Please refer to Schedule UU2, Table 4.2.</p>



4.3	<p><b>Provide the total annual forecast revenue requirement of the project over the ten-year rate stability period (using fully allocated OM&amp;A costs) and rate base amount at the end of year ten.</b></p> <p><b>Complete the tables below:</b></p> <p><b>Revenue Requirement</b></p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Description</th> <th>Year 1</th> <th>Year 2...</th> <th>Year 10</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Revenue Requirement</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Description</th> <th>Year 10</th> </tr> </thead> <tbody> <tr> <td>Closing Rate Base</td> <td></td> </tr> </tbody> </table> <p>Where applicable, the inflation rate to be used is the most recent quarter average GDP IPI FDD. For interest during construction, the proponent is to use the OEB-prescribed interest rate for construction work in progress (CWIP).</p> <p>Please refer to Schedule UU2, Table 4.3.</p>	Description	Year 1	Year 2...	Year 10	Total	Revenue Requirement					Description	Year 10	Closing Rate Base	
Description	Year 1	Year 2...	Year 10	Total											
Revenue Requirement															
Description	Year 10														
Closing Rate Base															

<b>Part V – Section 36.2 Funding</b>	
5.1	<p><b>Provide the total amount of section 36.2 funding needed to support the project.</b></p> <p>\$5,128,997</p> <p>Please refer to Schedule UU2, Table 5.1.</p>
5.2	<p><b>Provide the section 36.2 funding amount per customer number served in year ten of the project.</b></p> <p>\$23,420</p> <p>Please refer to Schedule UU2, Table 5.2.</p>
5.3	<p><b>Provide the section 36.2 funding amount per volume (m<sup>3</sup>) in year ten of the project.</b></p> <p>\$7.22</p> <p>Please refer to Schedule UU2, Table 5.3.</p>

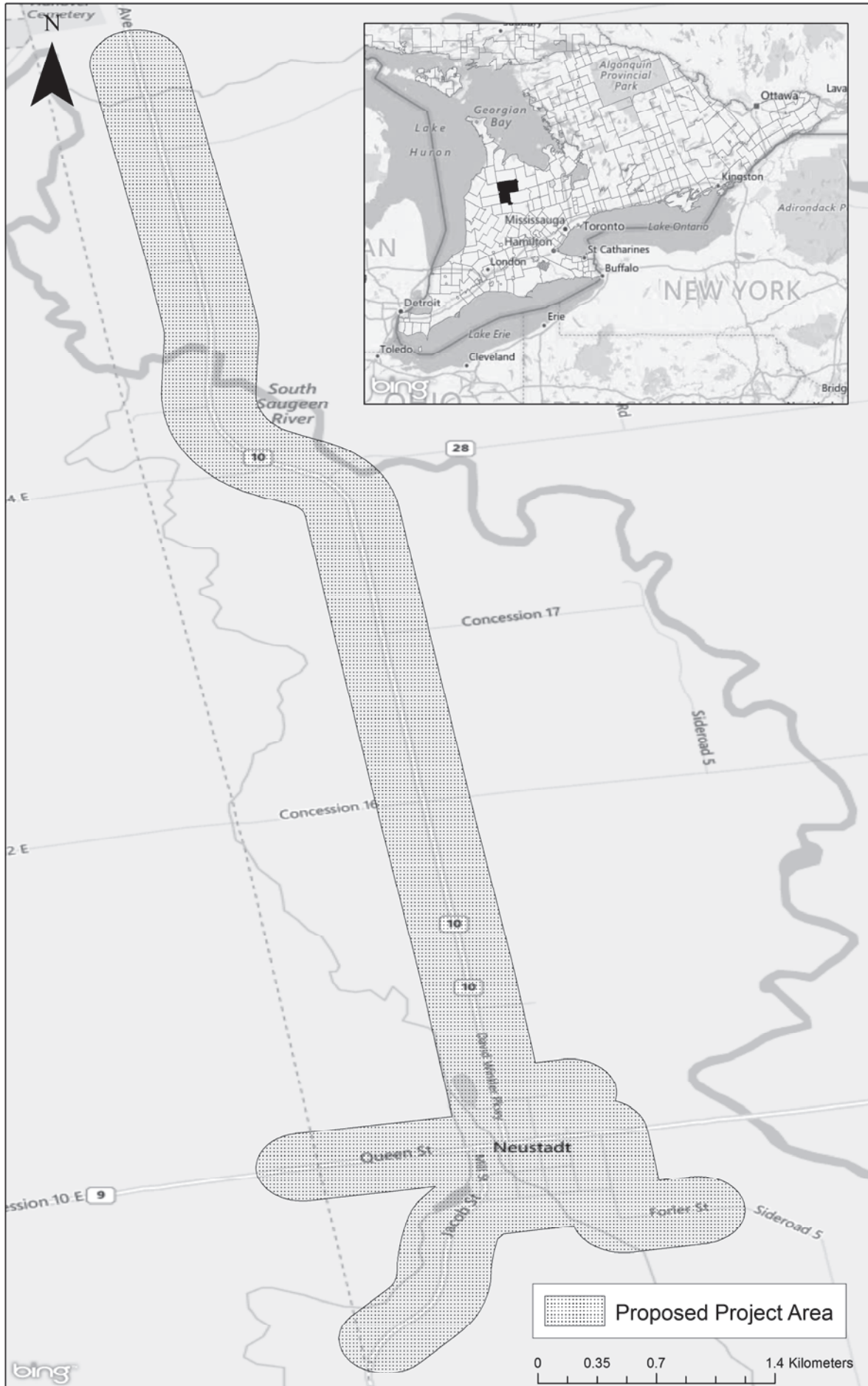
<b>Part VI – Distribution Charge</b>	
6.1	<p><b>Provide the estimated amount that the proponent proposes to recover from residential customers on an annual basis (inclusive of any system expansion surcharge) in the form of an estimated annual distribution charge inclusive of fixed and variable charges over the rate stability period.</b></p> <p><b>Provide a confirmation that there would be no material cross-subsidization between rate classes.</b></p> <p>Please refer to Schedule UU2, Table 6.1.</p> <p>Enbridge Gas confirms that there will be no material cross-subsidization between rate classes.</p>

<b>Part VII – Profitability Index / Benefit to Cost Ratio</b>	
7.1	<p><b>Provide, in a summary table, the expected Profitability Index (PI) of the project, inclusive of the proposed section 36.2 funding. Provide any major assumptions used in the calculation, and specify all proposed section 36.2 funding, revenue from rates (including any proposed system expansion surcharges), capital contributions and municipal tax holidays or other municipal financial support.</b></p> <p><b>The project must have a PI of 1.0. The PI is to be calculated based on an individual project (i.e., not a “portfolio” of projects).</b></p> <p>Please refer to Schedule UU2, Table 7.1.</p>
7.2	<p><b>Provide, in a summary table that otherwise meets the requirements of section 7.1, the expected PI of the project without the proposed section 36.2 funding.</b></p> <p>Please refer to Schedule UU2, Table 7.2.</p>

<b>Part VIII – OEB Approvals</b>	
8.1	<p><b>Identify any OEB approvals that will be required for the project (Leave to Construct, Certificate of Public Convenience and Necessity, Municipal Franchise Agreement, Rate Order).</b></p> <ul style="list-style-type: none"> <li>• Leave to Construct</li> <li>• System Expansion Surcharge (SES) rate approval (subject to OEB determinations in the EB-2020-0094 harmonization proceeding)</li> </ul>
8.2	<p><b>For OEB approvals identified in section 8.1, provide a schedule for applying for them and the date by which each of these approvals is required to meet the proposed in-service date. For this purpose, proponents should reference the performance standards posted on the OEB’s <a href="#">website</a> and where applicable assume a written hearing process.</b></p> <p>Please refer to Schedule UU4.</p>

**Schedule UU1**  
**Enbridge Gas Community Expansion Project Proposal**

**Neustadt**



**Schedule UU2**  
**Enbridge Gas Community Expansion Project Proposal**

**Neustadt**

Community Expansion **Neustadt**  
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 Schedule UU2

**Table 3.2 - Customer Attachments Over The Rate Stability Period**

Customer Type	Firm / IT	Project Year	1	2	3	4	5	6	7	8	9	10	Total
Residential	Firm		50	44	18	12	10	12	10	11	11	10	188
Commercial	Firm		-	15	6	1	1	1	1	1	1	1	28
Institutional	Firm		-	-	-	-	-	-	-	-	-	-	-
Agricultural	Firm		-	1	-	-	-	-	-	-	-	-	1
Industrial	Firm		-	2	-	-	-	-	-	-	-	-	2
<b>Total Customers</b>			<b>50</b>	<b>62</b>	<b>24</b>	<b>13</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>219</b>
Cumulative Customers			50	112	136	149	160	173	184	196	208	219	

**Table 3.3 - Annual and Cumulative Volumes Over The Rate Stability Period (m3)**

Customer Type	Project Year	1	2	3	4	Annual Volumes - m3		7	8	9	10	Total
Residential		53,718	154,875	221,472	253,511	277,070	300,629	324,188	346,647	370,206	392,665	2,694,977
Commercial		-	28,500	70,300	84,700	86,900	89,100	91,300	93,500	95,700	97,900	737,900
Institutional		-	-	-	-	-	-	-	-	-	-	-
Agricultural		-	10,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	170,000
Industrial		-	100,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	1,700,000
<b>Total Volumes</b>		<b>53,718</b>	<b>293,375</b>	<b>511,772</b>	<b>558,211</b>	<b>583,970</b>	<b>609,729</b>	<b>635,488</b>	<b>660,147</b>	<b>685,906</b>	<b>710,565</b>	<b>5,302,877</b>

Customer Type	Project Year	1	2	3	4	Cumulative Volumes - m3		7	8	9	10
Residential		53,718	208,593	430,065	683,575	960,645	1,261,273	1,585,461	1,932,107	2,302,313	2,694,977
Commercial		-	28,500	98,800	183,500	270,400	359,500	450,800	544,300	640,000	737,900
Institutional		-	-	-	-	-	-	-	-	-	-
Agricultural		-	10,000	30,000	50,000	70,000	90,000	110,000	130,000	150,000	170,000
Industrial		-	100,000	300,000	500,000	700,000	900,000	1,100,000	1,300,000	1,500,000	1,700,000
<b>Total Volumes</b>		<b>53,718</b>	<b>347,093</b>	<b>858,865</b>	<b>1,417,075</b>	<b>2,001,045</b>	<b>2,610,773</b>	<b>3,246,261</b>	<b>3,906,407</b>	<b>4,592,313</b>	<b>5,302,877</b>

**Table 4.2 - Total Capital Costs At End Of The Rate Stability Period**

Total Capital Costs	<u>Year 10</u>	<u>\$ 7,769,155</u>
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**Table 4.3 - Revenue Requirement Over The Rate Stability Period**

Revenue Requirement	Project Year	1	2	3	4	5	6	7	8	9	10	Total
		\$ 80,974	138,398	179,236	192,687	200,324	207,640	216,129	223,110	230,401	237,276	\$ 1,906,175
Closing Rate Base (net of proposed Section 36.2 funding)	<u>Year 10</u>	<u>\$ 2,126,831</u>										

Community Expansion **Neustadt**  
 InService Date: Nov-01-2022

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 Schedule UU2

**Table 5.1 - Total Amount of Section 36.2 Funding**

Section 36.2 Funding Needed to Support the Project \$ 5,128,997

**Table 5.2 - Section 36.2 Funding Amount Per Customer Served**

Section 36.2 Funding Amount Per Customer Served \$ Year 10  
23,420

**Table 5.3 - Section 36.2 Funding Amount Per Volume (m3)**

Section 36.2 Funding Amount Per Year 10 Volume (m3) \$ Year 10  
7.22

**Table 6.1 - Distribution Charge**

	<u>Project Year</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>Total</u>
Distribution Revenue	\$	8,129	30,163	48,156	54,356	58,257	62,158	66,059	69,797	73,698	77,436	\$ 548,209
SES Revenue		12,355	67,476	117,708	128,388	134,313	140,238	146,162	151,834	157,758	163,430	1,219,662
Total Distribution Charge	\$	<u>20,484</u>	<u>97,639</u>	<u>165,863</u>	<u>182,745</u>	<u>192,570</u>	<u>202,396</u>	<u>212,221</u>	<u>221,631</u>	<u>231,456</u>	<u>240,866</u>	<u>\$ 1,767,871</u>

**Table 7.1 - Profitability Index (PI) Inclusive of Section 36.2 Funding**

	<u>Net Present Value</u>
<u>Cash Inflow</u>	
Revenue:	
Distribution Revenue	\$ 1,183,064
System Expansion Surcharge (SES) Revenue	2,383,005
Total Revenue (A)	<u>3,566,069</u>
Expenses:	
O&M Expense	(383,491)
Municipal Tax	(409,427)
Income Tax	(353,975)
Total Expenses (B)	<u>(1,146,893)</u>
Total Cash Inflow (C = A + B)	\$ 2,419,176
<u>Cash Outflow</u>	
Gross Capital	(7,547,113)
Proposed Section 36.2 Funding	5,128,997
Change in Working Capital	(1,060)
Total Cash Outflow (D)	<u>\$ (2,419,176)</u>
Profitability Index (PI) Inclusive of Section 36.2 Funding (C / D)	<u>1.00</u>



Community Expansion **Neustadt**  
 InService Date: Nov-01-2022

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 Schedule UU2

**Table 7.2 - Profitability Index (PI) Without Section 36.2 Funding**

	<u>Net Present Value</u>
<u>Cash Inflow</u>	
Revenue:	
Distribution Revenue	\$ 1,183,064
System Expansion Surcharge (SES) Revenue	<u>2,383,005</u>
Total Revenue (A)	3,566,069
Expenses:	
O&M Expense	(383,491)
Municipal Tax	(409,427)
Income Tax	<u>438,061</u>
Total Expenses (B)	(354,857)
Total Cash Inflow (C = A + B)	\$ 3,211,212
<u>Cash Outflow</u>	
Gross Capital	(7,547,113)
Change in Working Capital	<u>(1,060)</u>
Total Cash Outflow (D)	\$ (7,548,173)
Profitability Index (PI) Without Section 36.2 Funding (C / D)	<u>0.43</u>

**Schedule UU3**  
**Enbridge Gas Community Expansion Project Proposal**

**Neustadt**

Section 3.4 Neustadt

Total Forecasted Customers 219 Penetration Rate 78%

Existing Fuel / Heating Type	Number of Customers	Current proportion of customer <sup>1</sup>	Estimated Conversion Cost <sup>2</sup>	Estimated Annual Energy Costs (existing fuel)	Estimated Annual Energy Costs (natural gas)	Estimated Annual Savings per customer	Estimated Annual Savings	Estimated Annual GHG per customer - Existing Fuel (tCO2e)	Estimated Annual GHG Change (increased GHG is +ve/decreased GHG is -ve) per customer switching to natural gas (tCO2e)	Estimated Annual GHG - Total Community - Existing Fuel (tCO2e)	Estimated Annual GHG Change (increased GHG is +ve/decreased GHG is -ve) total community switching to natural gas (tCO2e)
Oil	72	33%	\$ 5,000	\$ 2,829	\$ 1,258	\$ 1,571	\$ 113,379	6.7	-2.5	480	(182)
Electricity F/A	5	2%	\$ 5,000	\$ 2,028	\$ 1,258	\$ 770	\$ 3,834	0.5	3.6	3	18
Electricity Baseboard	5	2%	\$ 12,000	\$ 1,626	\$ 1,258	\$ 368	\$ 1,831	0.5	3.6	3	18
Propane	112	51%	\$ 600	\$ 1,626	\$ 1,258	\$ 368	\$ 41,203	5.2	-1.1	580	(119)
Wood	20	9%	\$ 3,500	N/A	N/A	\$ -	N/A	N/A	N/A	N/A	N/A
Other	5	2%	\$ 5,000	N/A	N/A	\$ -	N/A	N/A	N/A	N/A	N/A
<b>Total</b>	<b>219</b>	<b>100%</b>	<b>\$ 31,100</b>	<b>\$ 8,109</b>	<b>\$ 5,031</b>	<b>\$ 3,077</b>	<b>\$ 160,247</b>	<b>12.9</b>	<b>3.6</b>	<b>1,066</b>	<b>(265)</b>

<sup>1</sup> Based on completed Market Research for this community. Fuel percentages may not add up to 100% due to rounding error.

<sup>2</sup> Based on Market Research gathered information. All of the costs are installed costs, so the cost of new equipment + the cost of having it installed.

	Emission Factors				
	CO2	CH4	N2O	CO2e	Units
Natural Gas	1863 g/m3	0.037 g/m3	0.035 g/m3	0.001874355 tonnes/m3	
Heating Oil	2725 g/L	0.006 g/L	0.031 g/L	0.002734388 tonnes/L	
Propane	1510 g/L	0.024 g/L	0.108 g/L	0.001542784 tonnes/L	
Electricity	30 g/kWh	-	-	0.00003 tonnes/kWh	
Wood	-	-	-	-	-

Emission Factor Sources:

Natural gas, heating oil and propane CO2 factors: Guideline for Quantification, Reporting and Verification of GHG Emissions - Ontario Ministry of Environment, Conservation and Parks

Natural gas, heating oil and propane CH4 and N2O factors: Canada's Greenhouse Gas Quantification Requirements, December 2019 - Environment and Climate Change Canada

Electricity factors: 2020 National Inventory Report (Part 3) - Environment and Climate Change Canada (using 2018 consumption intensity for Ontario)

Estimated Annual GHG (tCO2e) = Emission Factors x Consumption Equivalent

Estimated Annual GHG Change (tCO2e) = Estimated Annual GHG For Natural Gas - Estimated Annual GHG For Existing Fuel (tCO2e)

Rate M1 (Community Expansion, Non-FN)					
Consumption Equivalent			Price per Unit		
Gas	m3	2200	Gas (incl. fixed)	\$/m3	0.572
Heating oil	L	2433	Heating oil	\$/L	1.163
Electricity	kWh	18046	Electricity	\$/kWh	0.112
Propane		3359	Propane	\$/L	0.484

Notes:

Gas prices correspond to EGI (Union Gas South) April 2020 rates, including 23 cents per m3 SES charge

Heating Oil Prices correspond to the latest available Toronto retail prices (February 2019)

Electricity prices correspond to Hydro One (Med Density - R1) distribution rates implemented January 1, 2020 and includes the new Ontario Electricity Rebate (OER)

The calculated annual savings vs electricity do not reflect the COVID-19 Emergency pricing which is effective for 45 days

South Propane prices correspond to the latest available monthly average EDPRO residential rates for Zone 1 (March 2020).

Carbon price is included for all energy types as reported. All costs exclude HST.

**Schedule UU4**  
**Enbridge Gas Community Expansion Project Proposal**

**Neustadt**



**Schedule UU5**  
**Enbridge Gas Community Expansion Project Proposal**

**Neustadt**



## The Corporation of the Municipality of West Grey

---

March 3, 2020

### EMAIL ONLY

Enbridge Gas Inc.  
603 Kumpf Drive  
Waterloo, ON., N2J 4A4  
**Attn: Murray Costello, P.Eng., Director, Southeast Operations**

Dear *REGIONAL DIRECTOR*,

### **Re: Expression of Support for Natural Gas Expansion to the Municipality of West Grey/Neustadt & Ayton Expansion Program**

In December 2019, the Government of Ontario announced plans to further increase access to natural gas by making financial support available for new service expansion projects. This Natural Gas Expansion Program will unlock financial support needed to expand natural gas service to new areas across Ontario that are not economically feasible without support. Our municipality is one such area, and we are eager to bring this affordable, reliable fuel source to our residents and businesses.

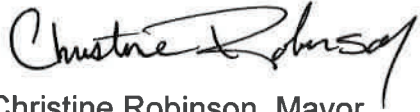
On behalf of the Municipality of West Grey, I would like to formally express our interest to have the Neustadt & Ayton Expansion Program included on Enbridge Gas' list of projects being proposed to the Ontario Energy Board (OEB) for consideration for financial support through the Natural Gas Expansion Program.

Based on the draft Guidelines issued by the OEB (EB-2019-0255), we are aware that Enbridge Gas Inc. may be required to include support for the proposed project from Band Council(s) and/or local government, as applicable, demonstrated through a written expression of support and/or a commitment to financial support in its project submissions. Accordingly, a copy of resolutions #53-20 and #54-20 passed by the Municipality of West Grey Council are attached for your information.



Natural gas is the most common, affordable heating fuel in Ontario. We fully support the efforts of Enbridge Gas Inc., the OEB and the Ministry of Energy, Northern Development and Mines. We look forward to working together to expand natural gas access in our community to attract new opportunities, help create jobs and lower monthly costs for our residents.

Sincerely,

A handwritten signature in black ink that reads "Christine Robinson". The signature is written in a cursive style with a large initial "C" and a long, sweeping underline.

Christine Robinson, Mayor  
Municipality of West Grey

Ph: 519-369-2200 x.232 (office); 519-369-1505 (cell);

Email: [mayor@westgrey.com](mailto:mayor@westgrey.com)





Corporation of the Municipality of West Grey  
Resolution

Moved by: Beth Hamilton No. 53-20

Seconded by: D. Hutchison Session: March 3, 2020

Be it resolved that, the Council of the Municipality of West Grey requests the Mayor to send a letter to Murray Costello, Director, Southeast Operations, Enbridge Gas Inc., formally expressing the Municipality of West Grey's interest to have the Ayton and Neustadt Expansion Project included on Enbridge Gas' list of projects being proposed to the Ontario Energy Board (OEB) for consideration for financial support through the Natural Gas Expansion Program, as recommended by the Committee of the Whole.

I HEREBY CERTIFY THAT THIS  
IS A TRUE COPY DATED AT  
WEST GREY  
THIS 3 DAY OF MARCH 2020

[Signature]  
JAMES MARK TURNER, CLERK  
CORPORATION OF THE MUNICIPALITY OF WEST GREY

Carried  Defeated  Mayor Christine Robison

	For	Against
Beth Hamilton	<input type="checkbox"/>	<input type="checkbox"/>
Rebecca Hergert	<input type="checkbox"/>	<input type="checkbox"/>
Doug Hutchinson	<input type="checkbox"/>	<input type="checkbox"/>
Tom Hutchinson	<input type="checkbox"/>	<input type="checkbox"/>
Christine Robison	<input type="checkbox"/>	<input type="checkbox"/>
Geoffrey Shea	<input type="checkbox"/>	<input type="checkbox"/>
Stephen Townsend	<input type="checkbox"/>	<input type="checkbox"/>

Declaration of pecuniary interest or the general nature thereof:

\_\_\_\_\_



Corporation of the Municipality of West Grey  
Resolution

Moved by: R. Hergert No. 5420

Seconded by: Steph P. Townsend Session: March 3, 2020

Resolved that, the Council of the Municipality of West Grey hereby support making a financial contribution towards the proposed Ayton and Neustadt Expansion Project by Enbridge Gas Inc., in an amount equivalent to the property tax that would be recovered on the new natural gas infrastructure for a period of 15 years, as recommended by the Committee of the Whole.

I HEREBY CERTIFY THAT THIS  
IS A TRUE COPY DATED AT  
WEST GREY  
THIS 3 DAY OF March, 2020

  
JAMES MARK TURNER, CLERK  
CORPORATION OF THE MUNICIPALITY OF WEST GREY

Carried ✓ Defeated \_\_\_\_\_

Mayor Steph P. Townsend

	For	Against
Beth Hamilton	<input type="checkbox"/>	<input type="checkbox"/>
Rebecca Hergert	<input type="checkbox"/>	<input type="checkbox"/>
Doug Hutchinson	<input type="checkbox"/>	<input type="checkbox"/>
Tom Hutchinson	<input type="checkbox"/>	<input type="checkbox"/>
Christine Robinson	<input type="checkbox"/>	<input type="checkbox"/>
Geoffrey Shea	<input type="checkbox"/>	<input type="checkbox"/>
Stephen Townsend	<input type="checkbox"/>	<input type="checkbox"/>

Declaration of pecuniary interest or the general nature thereof:

\_\_\_\_\_

**Schedule UU6**  
**Enbridge Gas Community Expansion Project Proposal**

**Neustadt**

**EB-2007-0819**

## **Certificate of Public Convenience and Necessity**

The Ontario Energy Board hereby grants

### **Union Gas Limited**

approval under section 8 of the *Municipal Franchises Act*, R.S.O. 1990, c. M.55, as amended, to construct works to supply gas to the

### **Municipality of West Grey**

This certificate replaces the certificates and portions of certificates associated with the former entities that are now within the Municipality of West Grey.

**DATED** at Toronto, January 17, 2008

ONTARIO ENERGY BOARD

*Original signed by*

Neil McKay

Manager, Facilities Applications

ONTARIO ENERGY BOARD

EB-2019-0255  
Schedule UU6(b)

IN THE MATTER OF The Municipal Franchises  
Act, R.S.O. 1960, Chapter 255;

AND IN THE MATTER OF an Application by  
Union Gas Company of Canada, Limited to  
the Ontario Energy Board for approval of  
the Board to construct works to supply  
and to supply gas in the Respondent  
Municipalities.

*Palmerston*

B E F O R E:

A. R. Crozier, Chairman ) Wednesday, the 17th day  
and )  
J. J. Wingfelder, Commissioner ) of April, 1963.

B E T W E E N:

UNION GAS COMPANY OF CANADA, LIMITED,  
Applicant,  
- and -

Duplicate originals in franchise  
original files for Bruce and Perth.

- |                       |                         |
|-----------------------|-------------------------|
| County of Bruce       | Township of Bentinck    |
| County of Perth       | Township of Brant       |
| Town of Durham        | Township of Egremont    |
| Town of Hanover       | Township of Elma        |
| Town of Harriston     | Township of Holland     |
| Town of Listowel      | Township of Luther West |
| Town of Mount Forest  | Township of Maryborough |
| Town of Palmerston    | Township of Minto       |
| Town of Walkerton     | Township of Normanby    |
| Village of Arthur     | Township of Peel        |
| Village of Chatsworth | Township of Sullivan    |
| Village of Drayton    | Township of Wallace     |
| Township of Arthur    |                         |

Respondents.

CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY

UPON the Application of Union Gas Company of Canada, Limited for approval of the Ontario Energy Board to construct works to supply and to supply gas in the Respondent Municipalities pursuant to Section 8 of The Municipal Franchises Act, R.S.O. 1960, Chapter 255; upon the hearing of such Application by the Board on the 17th day of April, 1963, after due Notice of such Hearing had been given as directed by the Board; in the presence of Counsel for the Applicant, and no one else appearing; the Board having later issued its Decision dated the 22nd day of April, 1963, providing for the issuance of this Certificate;

THIS BOARD DOTH CERTIFY, pursuant to Section 8 of The Municipal Franchises Act, R.S.O. 1960, Chapter 255, that Public Convenience and Necessity appear to require that approval of the Ontario Energy Board shall be and the same is hereby given to Union Gas Company of Canada, Limited to construct works to supply and to supply gas in the Respondent Municipalities.

- 2 -

AND THIS BOARD DOTH further Order and Direct that the costs of this Application fixed at the sum of \$75.00 shall be paid forthwith by the Applicant to the Board.

DATED at Toronto, Ontario, this 1st day of May, 1963.

ONTARIO ENERGY BOARD

(Seal)

Sgd. "J. J. Wingfelder"  
Secretary

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Ontario Energy Board Staff (STAFF)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, pages 1-7

Preamble:

Enbridge Gas conducted surveys of potential residential customers to gauge interest in natural gas distribution service and conversion within the Project area. Enbridge Gas retained Forum Research, a third-party research supplier, to conduct surveys by telephone, online and in-person of potential residential customers in the Project area between August 23 and September 18, 2022. A total of 128 surveys were completed from a list of 264 homeowners, yielding a +/- 6.2% margin of error at the 95% confidence level. The level of completes represents a 48% response rate.

Question(s):

- a) Please compare the response rate for the Neustadt Project to response rates in recent market surveys for other Enbridge Gas Phase II community expansion projects.
- b) Since the completion of the market research survey in September 2022, has Enbridge Gas obtained any additional information on the interest for switching to natural gas service as part of this community expansion project? Please provide any additional information.

Response:

- a) As described in the Company's pre-filed evidence at Exhibit B, Tab 1, Schedule 1, Attachment 3, the response rate was 48% based on a list of 264 properties identified for surveying. Surveys have not been completed for every community selected for funding in the second phase of the NGEP. Among 17 Phase 2 communities surveyed by Forum Research (primarily in 2022 and 2023), the response rate ranged from 13% to 60%, with an average response rate of 40%. This is consistent with the average response rate from the previous group of surveys completed by Forum Research in 2020. The average response rate for the 2020 surveys was 39%, with a range of 17% - 64%. Accordingly, the response rate for the Neustadt

Project is higher than the average response rate for Phase 2 communities surveyed to-date.

- b) No, Enbridge Gas has not obtained any additional information on the interest for switching to natural gas since completing the market research.

Enbridge Gas's Customer Attachment team will begin customer outreach in 2024 and continue throughout the project lifecycle. Outreach activities will include customer information sessions (Kiosks), digital/social marketing campaigns, and individual one-on-one conversations at residents' homes upon request or by means of door-to-door engagement activities. This provides customers the opportunity to ask personalized questions unique to their individual circumstances. Customers can share their energy consumption from previous years to obtain cost comparisons and potential savings by assuming equivalent consumption had they been on natural gas. Enbridge Gas expects to conduct additional customer attachment events/sessions throughout Project construction and execution in coordination with the Municipality and the community.



ENBRIDGE GAS INC.

Answer to Interrogatory from  
 Ontario Energy Board Staff (STAFF)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, Pages 6-7, including Table 2  
 Exhibit B, Tab 1, Schedule 1, Attachment 3, Page 2

Preamble:

In June 2021, the proposed Neustadt Community Expansion Project was approved to receive funding assistance as part of Phase 2 of the Government of Ontario's Natural Gas Expansion Program (NGEP). Among other things, the NGEP proposal assumed a market penetration rate of 78%.<sup>1</sup>

In September 2022, Enbridge Gas retained Forum Research to conduct surveys of potential customers by telephone, online and in-person. Forum Research's results indicate that 88% of respondents would likely convert to natural gas if it were made available. Of those likely to convert, approximately 82% indicated that they would convert within 1 year of natural gas service becoming available and 12% indicated they would convert within 1-2 years of natural gas service becoming available.

The Neustadt Project is proposed to go into service in stages between December 2024 and January 2025. The table below shows annual forecasted attachments over ten years, beginning in 2025. Enbridge Gas forecasted 230 customer attachments by the tenth year of the project.

Table 2: Forecasted Customer Attachments for the Project

Neustadt Customer Additions	Total Potential Customers	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Total Forecasted
Residential Units (Singles)	194	60	34	26	17	9	5	5	5	5	5	171
Residential Multi-Units (Semis, Towns, Apartments)	34	11	8	6	4	1						30
Commercial /Industrial Units	39	1	13	7	4	1	1	1	1			29
<b>Total</b>	<b>267</b>	<b>72</b>	<b>55</b>	<b>39</b>	<b>25</b>	<b>11</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>230</b>

Question(s):

- a) Please discuss the method and data Enbridge Gas used to forecast 230 residential attachments in the community of Neustadt over ten years.
- b) What is the assumed capture rate of the forecast attachments by the end of the tenth year?
- c) Please discuss any anticipated potential delays that may affect the construction schedule for the Project or achieving the forecast number of customer attachments in the first and second year.
- d) Please describe in detail Enbridge Gas's outreach activities, plans and/or programs to ensure that the customer attachments will be realized as forecasted.
- e) Please comment on differences in forecasted number of customer attachments Enbridge Gas provided in the project proposal approved for funding in Phase 2 of the NGEF process and the project subject to this
  1. application.
- f) Please provide a comparison of the actual customer attachments relative to the LTC forecasted customer attachments to date for all of Enbridge Gas's Phase 2 NGEF supported community expansion projects that are already in service.

Response:

- a) Municipal Property Assessment Corporation (MPAC) data was used to establish the basis for the original attachment forecast and to designate property types as residential, commercial or industrial. Field visits were subsequently conducted to confirm addresses within the proposed Project scope and verify the validity of desktop category assumptions, where applicable. Further, Enbridge Gas retained Forum Research to conduct surveys of potential customers in 2022, results of which yield an 88% attachment rate for existing residential properties and small commercial properties. This percentage was applied to the total number of existing residential properties within the scope of the Project.
- b) At the end of the ten-year period, the overall assumed capture rate for the Project is approximately 86%.
- c) Potential delays that may affect the construction schedule for the Project include:
  - Timing of when the OEB grants leave to construct the Project; and
  - Timing of when all other applicable permits and approvals are received.

At this time, the Company does not anticipate any delays to the construction schedule and does not have any reason to expect that the actual number of customer attachments will be below forecast in the first and second year.

- d) Enbridge Gas's Customer Attachment team will begin customer outreach in 2024 and continue throughout the project lifecycle. Outreach activities will include customer information sessions (Kiosks), digital/social marketing campaigns, and individual one-on-one conversations at residents' homes upon request or by means of door-to-door engagement activities. This provides customers the opportunity to ask personalized questions unique to their individual circumstances. Customers can share their energy consumption from previous years to obtain cost comparisons and potential savings by assuming equivalent consumption had they been on natural gas. Enbridge Gas expects to conduct additional customer attachment events/sessions throughout Project construction and execution in coordination with the Municipality and the community.
- e) As discussed in the response to part a) above, the Company's original Project proposal (EB-2019-0255) was developed based on a table-top estimate and desktop information available at the time; customer count information relied solely upon MPAC data and municipal/community address extracts to establish the basis for the forecast and to designate property types (e.g., residential, commercial, or industrial). Following funding approval, development of the Project progressed including field visits to confirm addresses, refine the total potential customer count and Project scope, and to verify desktop category assumptions, where applicable. As a result of such Project development, the Company gathered more accurate data relative to the MPAC information that supported its original proposal. As a result, 48 additional potential customers were identified. Additionally, in 2022 Enbridge Gas retained Forum Research to conduct market research to ensure that the attachment forecast for the Project is underpinned by the best available information. Results from the Forum Research survey indicated that 88% of respondents would be extremely likely (very likely, or likely) to connect to natural gas. As a result, the forecasted number of customers for the Project was 230 properties.
- f) Please see Table 1 for a comparison of the actual customer attachments relative to the LTC forecasted customer attachments to date for all of Enbridge Gas's Phase 2 NGEF supported community expansion projects that are already in service.

Table 1

Forecasted vs. Actual Attachments for In-Service Phase 2 Community Expansion Projects

Line No.	Project Name	Number of 10-year forecasted customers	Actual customer attachment to date (November 2023)
1	Brunner	44	40
2	Kenora District (Hwy 594)	30	26
3	Stanley's Old Maple Lane Farm	11	12
4	Burks Falls	41	11
5	Haldimand Shores	112	56

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Ontario Energy Board Staff (STAFF)

Interrogatory

Reference:

Exhibit A, Tab 2, Schedule 1, page 1-2 and Attachment 1

Preamble:

The specific pipeline facilities for which the Company is seeking OEB approval through this Application consist of:

- Approximately 4.8 km of 2 PE natural gas distribution pipeline
- Approximately 7.6 km of NPS 6 PE natural gas pipeline, consisting of approximately 6.7 km of supply lateral and 0.9 km of reinforcement pipeline

Construction of the NPS 2 PE distribution pipeline and NPS 6 PE supply lateral is planned to commence in June 2024 and be placed in service by December 2024. Construction of the NPS 6 PE reinforcement pipeline is planned to commence in January 2025 and be placed into service in January 2025.

Attachment 1 shows the NPS 6 PE reinforcement pipeline connecting two existing pipelines.

Question(s):

- a) Please explain why the NPS 6 PE reinforcement pipeline is needed.
- b) Please explain why the NPS 6 PE reinforcement pipeline is not being constructed until after the other pipelines have already gone into service.

Response:

- a) The NPS 6 PE reinforcement is needed in order to supply the total forecasted demand for the Project. The existing natural gas system in the Town of Hanover has limited excess capacity available and as customer attachments continue past year 1, the reinforcement pipeline is needed to meet the forecasted demand.

- b) The existing natural gas system in the Town of Hanover has enough capacity available to support forecasted customer attachments in year 1, and therefore the reinforcement pipeline can be constructed after the other pipelines have gone into service. As described in part a), the reinforcement pipeline is necessary to provide capacity for forecasted customer attachments past year 1 due to the limited excess capacity available in the existing natural gas system in the Town of Hanover.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Ontario Energy Board Staff (STAFF)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, Page 7  
 Exhibit H, Tab 1, Schedule 1, Attachment 3, Page 1

Preamble:

Enbridge Gas submitted its Neustadt project proposal for NGEP funding in November 2020.2

On September 5, 2023, Enbridge Gas notified the MOE of a change in the scope of the Neustadt project.3

On September 15, 2023, Enbridge Gas filed its application seeking leave to construct (LTC) the Neustadt project.

OEB staff prepared Table 1 below, which compares the NGEP proposal to the LTC application in terms of pipeline lengths, 10-year customer forecast, and capital costs.

Table 1: Comparison of NGEP Proposal, Ministry Update and LTC Application

	NGEP Proposal	Update to Ministry of Energy	LTC Application
<b>Customer Forecast</b>	219		230
<b>NPS 2 Laterals (km)</b>	2.80		4.80
<b>NPS 4 Lateral (km)</b>	3.75	4.0	
<b>NPS 6 Lateral (km)</b>		6.7	6.70
<b>NPS 6 Reinforcement (km)</b>	0.78	0.9	0.90
<b>NPS 2 Ancillary (km)</b>	5.60	4.8	Undisclosed
<b>Total Length (km)</b>	12.93	16.4	>13.40
<b>Expansion Capital Cost</b>	\$7,331,972		\$4,753,037
<b>Ancillary Capital Costs</b>			\$2,677,115
<b>Reinforcement Capital Cost</b>	\$437,183		\$348,421
<b>Total Capital Cost</b>	\$7,769,155		\$7,778,573
<b>NGEP Funding</b>	\$5,128,997		\$5,128,997
<b>Net Capital Cost</b>	\$2,640,158		\$2,649,576
<b>Profitability Index without NGEP Funding</b>	0.43		0.20

Question(s):

- a) Please confirm that the summary information provided in Table 1 is correct. If not, please identify and correct any errors.
- b) Please confirm that matters relating to the appropriate net capital amount to be included in rate base is properly addressed in Enbridge Gas's next rebasing proceeding. Otherwise, please explain.

Response:

- a) The Profitability Index (PI) without NGEP funding under the LTC Application column (0.20) in Table 1 is incorrect. The correct PI without NGEP funding is 0.44 as identified in Exhibit E, Tab 1, Schedule 1, Attachment 1. All other values are correct. Please see Attachment 1 for a corrected Table 1.
- b) Enbridge Gas has included the original NGEP forecasted capital costs in its 2024 Rate Rebasing application. The final capital costs to be included in rate base will be determined at the rebasing application following the end of the 10-year rate stability period for the Project.



Table 1: Corrected Comparison of NGEP Proposal, Ministry of Energy Update and LTC Application

	<b>NGEP Proposal</b>	<b>Update to Ministry of Energy</b>	<b>LTC Application</b>
<b>Customer Forecast</b>	219		230
<b>NPS 2 Laterals (km)</b>	2.80		4.80
<b>NPS 4 Lateral (km)</b>	3.75	4.0	
<b>NPS 6 Lateral (km)</b>		6.7	6.70
<b>NPS 6 Reinforcement (km)</b>	0.78	0.9	0.90
<b>NPS 2 Ancillary (km)</b>	5.60	4.8	Undisclosed
<b>Total Length (km)</b>	12.93	16.4	>13.40
<b>Expansion Capital Cost</b>			\$4,753,037
<b>Ancillary Capital Costs</b>	\$7,331,972		\$2,677,115
<b>Reinforcement Capital Cost</b>	\$437,183		\$348,421
<b>Total Capital Cost</b>	\$7,769,155		\$7,778,573
<b>NGEP Funding</b>	\$5,128,997		\$5,128,997
<b>Net Capital Cost</b>	\$2,640,158		\$2,649,576
<b>Profitability Index without NGEP Funding</b>	0.43		0.44

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Ontario Energy Board Staff (STAFF)

Interrogatory

Reference:

Exhibit F, Tab 1, Schedule 1, Page 5

Preamble:

A Cultural Heritage Checklist was completed that recommended a “Cultural Heritage Report: Existing Conditions and Preliminary Impact Assessment” (Existing Conditions Report) be completed for the Neustadt Project. Enbridge Gas says it will complete the report and submit it to the Ministry of Citizenship and Multiculturalism (MCM) for acceptance prior to construction.

A Stage 1 Archaeological Assessment (AA) was completed in May 2023. As of September 12, 2023, the report was still being reviewed by the MCM. A Stage 2 AA will be completed based on the recommendations from the Stage 1 AA and will be submitted to the MCM for acceptance prior to construction. Any mitigation measures or recommendations for construction from the Stage 2 AA will be outlined in the site specific Environmental Protection Plan.

Question(s):

- a) Please provide an update on the Existing Conditions Report.
- b) Please provide an update on the need for any Stage 2 and 3 AAs.

Response:

- a) Completion of the Cultural Heritage Report: Existing Conditions and Preliminary Impact Assessment (CHRECPIA) is ongoing. Enbridge Gas expects to have the CHRECPIA completed and reviewed by the MCM prior to the commencement of construction and will adhere to any recommendations in it to protect cultural heritage resources.
- b) The MCM is still reviewing the Stage 1 AA Report. A Stage 2 AA is currently being conducted in accordance with the recommendations of the Stage 1 AA. Stage 2 AA field work was completed in November 2023 and the preliminary findings suggest

that a Stage 3 AA will not be required. Enbridge Gas expects to have the Stage 1 and 2 AAs reviewed and accepted by the MCM prior to the commencement of construction.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Ontario Energy Board Staff (STAFF)

Interrogatory

Reference:

Exhibit F, Tab 1, Schedule 1, Attachment 2

Preamble:

The referenced attachment provides an Ontario Pipeline Coordinating Committee (OPCC) Environmental Report Consultation Log.

Question(s):

- a) Please provide any updates to the OPCC Consultation Log since the time that the application was filed.

Response:

- a) Enbridge Gas has not received further updates to the OPCC Consultation Log since the time that the application was filed.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Ontario Energy Board Staff (STAFF)

Interrogatory

Reference:

Exhibit H, Tab 1, Schedule 1, Page 1

Preamble:

Enbridge Gas contacted the Ministry of Energy (MOE) about the Neustadt project in September 2022. Enbridge Gas received a Delegation Letter from the MOE in December 2022, which indicated that the MOE had delegated the procedural aspects of consultation to Enbridge Gas for the Project. The Delegation Letter identified three Indigenous communities to be consulted.

Enbridge Gas notified the MOE of a change in the project scope on September 5, 2023.

Enbridge Gas filed the Indigenous Consultation Report for the Project with the MOE on the same date it filed the application with the OEB (i.e., September 15, 2023). The Indigenous Consultation Report reflects Enbridge Gas's Indigenous engagement activities for the Project up to and including August 1, 2023; however, Enbridge Gas says it will continue to engage throughout the life of the Project.

Enbridge Gas said that it would file with the OEB the MOE's opinion letter regarding the sufficiency of Indigenous consultation on the Project as soon as it is received.

Question(s):

- a) Has Enbridge Gas received the MOE's opinion letter? If so, please file a copy. If not, when does Enbridge Gas anticipate receiving the letter?
- b) Please provide any other updates regarding Indigenous consultation since the time that the application was filed.

Response:

- a) Enbridge Gas has not yet received the letter of opinion from the Ministry of Energy (ENERGY). An email was sent to ENERGY on December 5, 2023, requesting an

update on the status of the letter. Enbridge Gas anticipates that the letter of opinion will be received from ENERGY close to the end of record for the Project.

- b) An updated Indigenous Consultation Log can be found at Attachment 1. Enbridge Gas will continue to engage with the Indigenous communities regarding the Project.

Enbridge Gas Inc. Update of Indigenous Consultation Log

Neustadt Community Expansion Project ("Project")

Log updated as of December 5, 2023

<b>Chippewas of Nawash Unceded First Nation (CNUFN)</b>					
<b>Line Item</b>	<b>Date</b>	<b>Method</b>	<b>Summary of Enbridge Gas Inc. ("Enbridge Gas") Consultation Activity</b>	<b>Summary of Community's Consultation Activity</b>	<b>Issues or Concerns raised and how addressed by Enbridge Gas</b>
Enbridge Gas has been advised to engage directly with Saugeen Ojibway Nation on behalf of CNUFN.					
<b>Saugeen First Nation (SFN)</b>					
<b>Line Item</b>	<b>Date</b>	<b>Method</b>	<b>Summary of Enbridge Gas Inc. ("Enbridge Gas") Consultation Activity</b>	<b>Summary of Community's Consultation Activity</b>	<b>Issues or Concerns raised and how addressed by Enbridge Gas</b>
Enbridge Gas has been advised to engage directly with Saugeen Ojibway Nation on behalf of SFN.					
<b>Saugeen Ojibway Nation (SON)</b>					
<b>Line Item</b>	<b>Date</b>	<b>Method</b>	<b>Summary of Enbridge Gas Inc. ("Enbridge Gas") Consultation Activity</b>	<b>Summary of Community's Consultation Activity</b>	<b>Issues or Concerns raised and how addressed by Enbridge Gas</b>
3.15	September 20, 2023	Email	An Enbridge Gas representative emailed the SON representative to advise that Stantec is looking at stage two approvals for archaeological fieldwork by mid-October. The Enbridge Gas representative had also followed up to see if SFN had all the information they needed to participate in the 2-3 days of fieldwork. The Enbridge Gas representative advised that on past projects a general monitoring agreement was signed, which provided a lump sum to cover participation in the Project. The Enbridge Gas representative advised that should they need further information to let them know.		
3.16	September 21, 2023	Email		A SON representative emailed the Enbridge Gas representative to provide the Letter of Agreement (LOA) from the SON Environment Office for the Project.	SON provided a LOA to Enbridge Gas.

3.17	October 2, 2023	Email	An Enbridge Gas representative emailed the SON representative to advise that they had some proposed changes to the LOA for SON's consideration. The Enbridge Gas representative advised that he was happy to set up a meeting to further discuss. The Enbridge Gas representative also advised that archaeology would be upcoming in late October.		
3.18	October 6, 2023	Email		A SON representative emailed the Enbridge Gas representative to advise that the LOA could not be changed as it was written to ensure that SON's Indigenous rights are respected. The SON representative advised that consultation with SON does not commence until the LOA is signed by the proponent. The SON representative suggested a meeting to discuss the concern address by Enbridge Gas.	
3.19	October 12, 2023	Email	An Enbridge Gas representative emailed the SON representative agreeing that a meeting to discuss the agreement would be helpful.		
3.20	October 18, 2023	Email		A SON representative emailed an Enbridge Gas representative to advise that their lawyer would be happy to meet with the Enbridge Gas lawyer to discuss the wording in the LOA.	
3.21	October 24, 2023	Telephone	Legal representatives from Enbridge Gas and SON met to discuss the LOA.		
3.22	October 27, 2023	Email	An Enbridge Gas representative emailed the SON representative to follow up on the agreement. The Enbridge Gas representative advised that the Stage 2 fieldwork would be occurring as early as the following week and wanted to ensure that SON was able to participate in the fieldwork.		



3.23	November 2, 2023	Email	A Stantec representative, acting on behalf of Enbridge Gas, emailed a SON representative to advise that Stantec would be completing a Stage 2 Archaeological Assessment (“AA”) for the study area. The Stantec representative advised that they would like to invite SON to participate in the upcoming fieldwork for the Stage 2 AA. The Stantec representative advised that a day would be provided as soon as it has been determined once the necessary pre-work has been completed. The Stantec representative advised that Enbridge Gas holds the agreements for the AA, and should SON be interested in participating, to follow up.		
3.24	November 8, 2023	Email		A SON representative emailed the Stantec representative to confirm they were interested in participating and requested the invoicing name. The SON representative requested the Stage 1 AA report.	SON requested the Stage 1 AA report.
3.25	November 8, 2023	Email	A Stantec representative emailed the SON representative to provide a copy of the Stage 1 AA report and provided the Enbridge Gas contact for billing.		Enbridge Gas’ consultant, Stantec provided the SON representative with a copy of the Stage 1 AA report.
3.26	November 10, 2023	Email	A Stantec representative emailed the SON representative to advise that the Stage 2 fieldwork would occur on November 16. The email provided details on location and requirements.		
3.27	November 15, 2023	Email		A SON representative emailed the Enbridge Gas representative to provide a copy of LOA with the revised language.	
3.28	November 15, 2023	Email	An Enbridge Gas representative emailed the SON representative with a signed LOA.		Enbridge Gas provided SON with a signed revised LOA as had been discussed between the parties.

3.29	November 15, 2023	Email		A SON representative confirmed receipt of the signed LOA and inquired if the payment would be sent to the SON office.	
3.30	November 15, 2023	Email	An Enbridge Gas representative emailed the SON representative to advise that the payment had been initiated and will be sent to the SON office		
3.31	December 5, 2023	Email	An Enbridge Gas representative emailed the SON representative to provide an update on the payment. The Enbridge Gas representative advised that the payment was being sent to Ontario and would be put into the mail for the SON office.		
<b>Georgian Bay Historic Métis Community (Represented by the MNO Region 7) (GBHMC)</b>					
<b>Line Item</b>	<b>Date</b>	<b>Method</b>	<b>Summary of Enbridge Gas Inc. ("Enbridge Gas") Consultation Activity</b>	<b>Summary of Community's Consultation Activity</b>	<b>Issues or Concerns raised and how addressed by Enbridge Gas</b>
4.8	December 7, 2023	Email	An Enbridge Gas representative emailed the GBHMC representative to advise that the Stage 2 AA fieldwork had been completed and no archaeological findings were discovered. The Enbridge Gas representative advised that they would provide the Stage 2 AA report once it was complete.		

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, Page 5 & 6

Question(s):

- a) Please reproduce Figure 1 adding a separate column for heating with electric air source heat pumps and please complete the row in Table 1 for electric air source heat pumps with caveats as necessary. Please provide a table listing all the calculations and assumptions underlying the cost estimate for electric air source heat pumps.
- b) Please reproduce Figure 1 and Table 1 adding details for the annual costs for a cold-climate heat pump generated using the Guidehouse spreadsheet filed in the Hidden Valley Community Expansion Case, updated to incorporate the latest rates and the gas monthly customer charges.
- c) Please provide all the underlying calculations and assumptions underlying Figure 1 and Table 1, including the underlying spreadsheet with live formulas. Please include all assumptions, including, but not limited to, the assumed price on carbon.
- d) If an excel spreadsheet is used to assess the relative cost-effectiveness of the various heating options, please provide that live excel spreadsheet with the variables set consistent with output in Figure 1. A model that Enbridge used in the past can be found at EB-2019-0188, Exhibit I.ED.7, Attachment 1, but we do not have a version that has been updated and set with the variables used in this case.

Response:

- a-b) ED's request seeks to have Enbridge Gas develop information that is unrelated to and incongruent with the purpose of the figure and table referenced in the interrogatory (Figure 1 and Table 1), which is to illustrate consumer cost savings for conversions from existing base case fuel (i.e., electric (resistance), oil, and propane) to natural gas. Figure 1 and Table 1 are not intended to provide information regarding consumer conversions from natural gas (or other fuels) to non-natural gas

energy solutions. As a result, it is not appropriate to provide a response to ED's Request.

Enbridge Gas has provided a lengthy discussion regarding the annual operating costs and up-front capital costs of high-efficiency electric cold climate air source heat pumps (ccASHP) in response at Exhibit I.ED-28. However, the intent of this leave to construct Application is to demonstrate the need for, and community interest in, connecting to natural gas, and therefore incorporating the ccASHP data into Figure 1 and Table 1 serve no practical purpose in the context of this Application. In fact, providing consumers with cost information regarding conversions to ccASHP is not relevant to Enbridge Gas's natural gas leave to construct Applications, as the Company has no ability to cause consumers to convert to those solutions via the Applications. Furthermore, the OEB is not making a choice between heat pumps or the pipeline expansion.

Aside from the relevance issue, there are a number of other reasons why providing the comparison requested would be inappropriate and/or misleading:

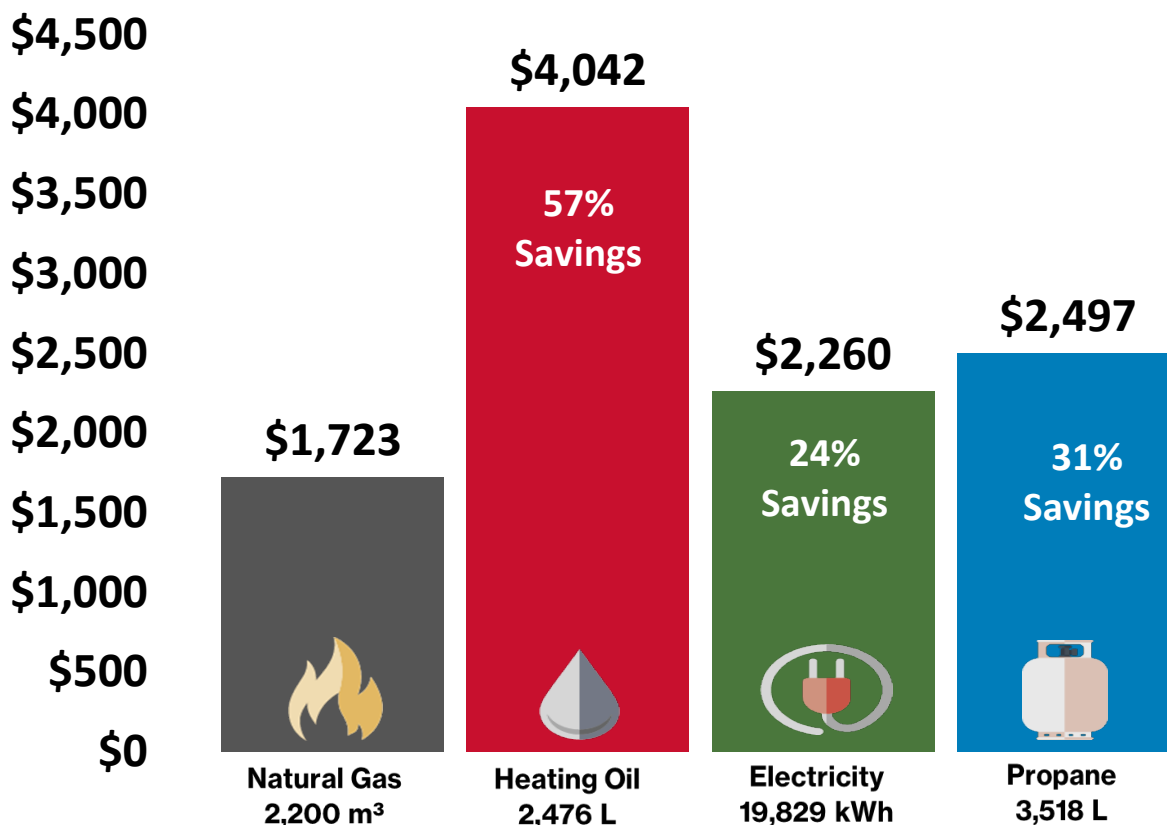
- Information related to conversions to non-natural gas energy solutions without consideration of those energy solutions' supply-side requirements and implications would not be appropriate or valuable. Regarding natural gas solutions, the Company's natural gas community expansion applications contemplate all OEB-established natural gas supply-side requirements for leave to construct, including natural gas project costs, natural gas project economics, environmental impacts, land impacts, and Indigenous consultations.
- Figure 1 and Table 1 reflect whole-home heating scenarios (which include space heating and water heating). High-efficiency electric ccASHPs only provide space heating. As such, ED's request to add high-efficiency electric ccASHPs omits water heating considerations from the analysis. Adding electric water heating equipment to the analysis would require additional and separate performance efficiency considerations from the high-efficiency electric ccASHP, further complicating the analysis.
- The performance efficiencies of the energy solutions in Figure 1 and Table 1 are based on weighted-average efficiencies for each fuel type, not the highest possible performance efficiency for each fuel type. ED's request to add high efficiency electric ccASHPs to Figure 1 and Table 1 as a comparable to the other energy solutions would be an asymmetrical comparison to those other energy solutions.

In summary, Enbridge Gas is neither causing consumers to convert to high efficiency electric ccASHPs, nor causing consumers to convert from high-efficiency

electric ccASHPs to natural gas, via the current leave to construct Application. As such, and based on the foregoing, providing consumer cost comparison information for high-efficiency electric ccASHPs as requested by ED is entirely outside of the scope of the Company's natural gas leave to construct Application.


c-d) Please see Attachment 1 and Attachment 2 for all the underlying calculations and assumptions used for Figure 1 and Table 1. The model referenced by ED in the interrogatory was not used in relation to this Project or the current Application.

## Rate M1 Annual Space & Water Heating Bills



Notes: Natural gas price is based on Rate M1 rates in effect as of July 1, 2023, and includes the \$0.23 per m<sup>3</sup> expansion surcharge. Oil and propane prices are based on the latest available retail prices at the time of comparison. Electricity rates based on Hydro One Distribution rates (Mid-density R1) as of Jan. 1, 2023, and Regulated Price Plan (RPP) customers that are on Time-Of-Use (TOU) pricing. It includes the Ontario Electricity Rebate (OER). Electric cold climate air source heat pumps are available but not included in the savings calculations. Costs have been calculated for the equivalent energy consumed and include all service, delivery and energy charges. The Federal carbon charge is included for all energy types as reported and expected to increase annually depending on government policies. HST is not included.

**Annual Energy Price Comparison for a Typical Residential Customer living in Union South Rate Zone (Space & Water Heating) Including SES**

 <b>Annual Cost Comparison: Space &amp; Water Heating</b>				
	Natural Gas \$0.783/m <sup>3</sup>	Heating Oil \$1.633/L	Electricity \$0.114/kWh	Propane \$0.710/L
<b>Annual Consumption</b>	2,200	2,476	19,829	3,518
<b>Annual Contribution to Energy Bill</b>	\$1,723	\$4,042	\$2,260	\$2,497
<b>Energy Cost per Unit</b>	\$0.783	\$1.633	\$0.114	\$0.710
<b>Annual Natural Gas Savings (\$)</b>		\$2,319	\$538	\$774
<b>Annual Natural Gas Savings (%)</b>		57%	24%	31%

Notes

(1) Annual Consumption

For Union rate zone, the natural gas consumption assumption for a typical residential customer is 2,200m<sup>3</sup>. All comparisons are based on an energy-equivalent annual consumption level of 2,200 m<sup>3</sup>/yr.

The energy-equivalent annual consumption for other energy sources (Electricity, Oil and Propane) are calculated as:

Natural gas consumption (2,200 m<sup>3</sup>) \* Conversion from m<sup>3</sup> to GJ \* Conversions from GJ to kWh (for electricity) and to L (for oil and propane)

(2) Energy Cost per Unit

The energy cost per unit for each energy source is based on the latest actual data available

a) Natural Gas cost per unit for a typical residential customer is from the July 2023 QRAM filing for Union South (EB-2023-0134). Please refer to 'Natural Gas Price (\$ per m<sup>3</sup>)' tab for a detailed calculation.

b) Oil cost per unit is from Statistics Canada using the latest available monthly retail price at the time of comparison. Please refer to 'Heating Oil Price (\$ per L)' tab for a detailed calculation.

c) Electricity cost per unit is from Hydro One Networks Inc. (EB-2021-0110), Tariff of Rates and Charges, Effective and Implementation Date January 1, 2023. Please refer to 'Electricity Price (\$ per kWh)' tab for a detailed calculation.

d) Propane cost per unit is calculated using a monthly average of the latest residential retail prices available at the time of comparison and factors in the actual carbon tax. Please refer to 'Propane Price (\$ per L)' tab for a detailed calculation.

Efficiency-Adjusted Energy Source Conversion

<u>Table 1</u>					
Energy Units	Natural Gas m3	Heating Oil L	Electricity kWh	Propane L	
Union Rate Zone - Residential Rate M1	2,200	2,476	19,829	3,518	



## Energy Conversion Assumptions

<u>Table 1 (1)</u>		
Unit	Equivalent Value	Equivalent Unit
1.0 Gigajoules (GJ)	277.7778	Kilowatt-hours (kW.h)
1.0 Kilowatt-hours (kW.h)	0.0036	Gigajoules (GJ)

Note:  
 (1) Sourced from <https://apps.cer-rec.gc.ca/Conversion/conversion-tables.aspx?GoCTemplateCulture=en-CA>

<u>Table 2 (1)</u>			
Substance	Unit	Equivalent Value	Equivalent Unit
Heating Oil	1.0 Cubic metres (m³)	36.72	Gigajoules (GJ)
Propane	1.0 Cubic metres (m³)	25.53	Gigajoules (GJ)

Note:  
 (1) Sourced from <https://apps.cer-rec.gc.ca/Conversion/conversion-tables.aspx?GoCTemplateCulture=en-CA>

<u>Table 3 (1)</u>	
<u>Enbridge Gas unit of Measure Conversion Information</u>	
	Union Rate Zone - South (1)
Heat Value (m3)	39.17
Conversion Factor (GJ)	0.03917

Note:  
 (1) Sourced from <https://www.enbridgegas.com/storage-transportation/doing-business-with-us/unit-measure-conversion-information> (April 1/23)

<u>Table 4</u>			
<u>Energy Price Conversion</u>			
Substance	Starting Unit	Conversion	Conversion Unit
Electricity	GJ	277.777778	kWh
Heating Oil	GJ	27.2331155	L
Propane	GJ	39.1696044	L

## Efficiency Factor Assumptions

<u>Table 1</u>	
Current Assumed Base Load and Heat Load Proportions	
<u>Heat Load:</u>	
Space Heating (SH)	70%
<u>Base Load:</u>	
Domestic Water Heating (DWH)	30%
Total Load	<u>100%</u>

<u>Table 2</u>				
Current Efficiency Factors for a Typical Residential Customer - Rate M1				
	<u>Natural Gas</u>	<u>Electricity</u>	<u>Heating Oil</u>	<u>Propane</u>
Space Heating (SH)	88%	100%	84%	84%
Domestic Water Heating (DWH)	68%	98%	65%	68%
Total	<u>82%</u>	<u>99%</u>	<u>78%</u>	<u>79%</u>

## Natural Gas Assumptions

<u>Table 1</u>		
Typical Residential Customer Total Bill Impacts (1)		
Union South		
<b>Rates Effective: <u>July. 1, 2023</u></b>		
Volume	m3	2,200
Customer Charge	\$	287.76
Distribution Charge	\$	135.40
Storage	\$	19.86
Transportation	\$	0.00
Sales Commodity	\$	311.09
Federal Carbon Charge	\$	272.57
Cost Adjustment	\$	
Gas Supply	\$	189.98
Transportation	\$	0.00
Delivery	\$	0.00
		189.98
Total Sales with Cost Adjustments	\$	1,216.66
Average Rate	\$	0.55
System Expansion Surcharge (SES)	\$	0.23
Average Rate including SES	\$	0.783

Notes for Table 1:

(1) Sourced from EB-2023-0134, Exhibit A, Tab 3, Schedule 1, Page 1, Union South

## Oil Price Assumptions

Month	Federal/Provincial Carbon Tax Charge HHO (2)	HHO (v735163) (3)	HHO (excl. GST/HST)	HHO (excl. tax and C&T)
Jan-23	13.41	221.6	196.11	182.70
Feb-23	13.41	196.9	174.25	160.84
Mar-23	13.41	186.5	165.04	151.63
Apr-23	17.38	184.5	163.27	145.89
May-23				
Jun-23				
Jul-23				
Aug-23				
Sep-23				
Oct-23				
Nov-23				
Dec-23				
Total \$/L	1.633			

Notes for Table 1:

- (1) all prices in cents/litre
- (2) Sourced from <https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/fcrates/fuel-charge-rates.html#confacnatgas>
- (3) Sourced from the Conference Board of Canada (CANSIM) - v735163

## Electricity Price Assumptions

Ontario Energy Rebate (OER): 11.7% (1)

Table 1 Regulated Price Plan -TOU Time of Use			
	Cents/kWh (2)	% of Load (3)	
On Peak	15.1	19%	
Mid Peak	10.2	18%	
Off Peak	7.4	63%	
Total Load - cent/kWh	9.37		
Total Load - \$/kWh	0.0937		

Notes for Table 1:

(1) Sourced from OEB Newsroom - Friday Oct. 21, 2022

(2) TOU rates effective from May 1, 2023 to October 31, 2023

(3) Sourced from OEB Regulated Price Plan Price Report - November 1, 2022 to October 31, 2023

Table 2 Hydro One Electricity Rates Medium Density - R1 (1)	
Rates Effective <u>1-Jan-2023</u>	
Service Charge (2)	60.72 \$/month
Distribution Rate	0.0056 \$/kWh
Transmission	0.0188 \$/kWh
Wholesale Market Service Rate + CBR	0.0034 \$/kWh
Rural rate protection charge	0.0005 \$/kWh
Adjustment Factor Charge	1.076
Standard Supply Service Charge	0.25 \$/month
Fixed Charge Rate Riders	
SME	0.42 \$/month
Total \$/kWh	0.129 \$/kWh
Total \$/kWh with OER	0.114 \$/kWh
Total \$/kWh with OER, no distribution charge	0.109 \$/kWh

Notes for Table 2:

(1) Sourced from EB-2021-0110 Hydro One Networks Inc. Tariff of Rates and Charges, Effective and Implementation Date January 1, 2023 Medium Density - R1

(2) Excluded for cost comparison purposes

## Propane Assumptions

Ending Value Apr. 28, 2023 (cents/L) 64.60 (1)

Date	\$/L	Cents/L	Daily Price Change (2)	Carbon Tax (3)	Total
28-Apr-2023	0.6460	64.60	(0.70)	0.1006	0.7466
29-Apr-2023	0.6420	64.20	(0.40)	0.1006	0.7426
30-Apr-2023	0.6420	64.20	0.00	0.1006	0.7426
01-May-2023	0.6420	64.20	0.00	0.1006	0.7426
02-May-2023	0.6250	62.50	(1.70)	0.1006	0.7256
03-May-2023	0.6180	61.80	(0.70)	0.1006	0.7186
04-May-2023	0.6050	60.50	(1.30)	0.1006	0.7056
05-May-2023	0.6140	61.40	0.90	0.1006	0.7146
06-May-2023	0.6190	61.90	0.50	0.1006	0.7196
07-May-2023	0.6190	61.90	0.00	0.1006	0.7196
08-May-2023	0.6190	61.90	0.00	0.1006	0.7196
09-May-2023	0.6230	62.30	0.40	0.1006	0.7236
10-May-2023	0.6210	62.10	(0.20)	0.1006	0.7216
11-May-2023	0.6180	61.80	(0.30)	0.1006	0.7186
12-May-2023	0.6130	61.30	(0.50)	0.1006	0.7136
13-May-2023	0.6070	60.70	(0.60)	0.1006	0.7076
14-May-2023	0.6070	60.70	0.00	0.1006	0.7076
15-May-2023	0.6070	60.70	0.00	0.1006	0.7076
16-May-2023	0.6010	60.10	(0.60)	0.1006	0.7016
17-May-2023	0.6020	60.20	0.10	0.1006	0.7026
18-May-2023	0.6050	60.50	0.30	0.1006	0.7056
19-May-2023	0.6020	60.20	(0.30)	0.1006	0.7026
20-May-2023	0.6040	60.40	0.20	0.1006	0.7046
21-May-2023	0.6040	60.40	0.00	0.1006	0.7046
22-May-2023	0.6040	60.40	0.00	0.1006	0.7046
23-May-2023	0.6040	60.40	0.00	0.1006	0.7046
24-May-2023	0.6040	60.40	0.00	0.1006	0.7046
25-May-2023	0.6080	60.80	0.40	0.1006	0.7086
26-May-2023	0.6010	60.10	(0.70)	0.1006	0.7016
27-May-2023	0.6010	60.10	0.00	0.1006	0.7016
28-May-2023	0.6010	60.10	0.00	0.1006	0.7016
29-May-2023	0.6010	60.10	0.00	0.1006	0.7016
30-May-2023	0.6010	60.10	0.00	0.1006	0.7016
31-May-2023	0.5880	58.80	(1.30)	0.1006	0.6886
May Monthly Average		60.93			
Current Price:		60.93			
Carbon Tax:		10.06			
Total Cents/L		70.99			
\$/L		0.710			
Rate M1 South Residential		0.710 \$/L			

### Notes for Table 1

(1) Last recorded daily price change from the previous month

(2) Source: <https://edproenergy.com/residential/> ; Zone 1, 2,500-4,499 Litres

(3) Source: <https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/fcrates/fuel-charge-rates.html>

<b>Primary Fuel</b>	<b>Penetration Rate<sup>[1]</sup></b>	<b>Annual Bill (\$)<sup>[2]</sup></b>	<b>Annual Natural Gas Saving With SES (\$)</b>
Natural Gas	-	\$ 1,723.00	-
Electricity	6%	\$ 2,260.00	\$ 537.00
Heating Oil	23%	\$ 4,042.00	\$ 2,319.00
Propane	62%	\$ 2,497.00	\$ 774.00
Wood	8%	No data available	No data available
Geothermal/Gound Source Heat Pumps	1%	No data available	No data available
Weighted Average			\$ 1,045

[1] Exhibit B, Tab 1, Schedule 1, Attachment 1, Page 6

[2] Exhibit I.ED.1, Attachment 1

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1

Question(s):

- a) Please provide all communications to and from the Municipality of West Grey regarding the project, including all communications to the Municipality of West Grey describing the benefits (e.g. letters, presentations, etc.).
- b) Please provide a list of all meetings with staff and elected officials from the Municipality of West Grey and the meeting notes and materials for each.

Response:

- a) The Municipality of West Grey was provided the Notice of Study Commencement, In-Person and Virtual Open Houses (Notice) on February 13, 2023, and a copy of the Environment Report on May 31, 2023. Please refer to Appendix B.4 of the Environmental Report at Attachment 1 to Exhibit F, Tab 1, Schedule 1 for a copy of the Notice. Please see Appendix B.7 of the Environmental Report for a summary of the Municipality of West Grey's comments related to the Environmental Report.

For all other communications with the Municipality of West Grey, please see Attachment 1 to this response.

- b) Please refer to Attachment 2 to this response for a list of municipal engagements with the Municipality of West Grey.



**From:** Murray Costello <[Murray.Costello@enbridge.com](mailto:Murray.Costello@enbridge.com)>  
**Sent:** Thursday, June 10, 2021 5:26 PM  
**To:** [mayor@westgrey.com](mailto:mayor@westgrey.com)  
**Cc:** Brian Lennie <[Brian.Lennie@enbridge.com](mailto:Brian.Lennie@enbridge.com)>  
**Subject:** Natural Gas Expansion Phase 2 Announcement

Greetings Mayor Robinson,

Recently, the Government of Ontario announced the projects that are eligible for funding assistance under its Natural Gas Expansion Program. Regrettably, the project(s) to expand the access to natural gas in your municipality was not selected.

Enbridge Gas remains committed to delivering reliable and affordable energy to more communities, businesses, and First Nations.

To that end, we are hopeful that the government will recognize the need for continued support of the expansion of natural gas services so that we may have the opportunity to provide expanded access in your municipality, and others, to natural gas in the future.

Please review the attached letter.

Sincerely,



**Murray Costello, P.Eng.**  
Director, Southeast Region Operations

**ENBRIDGE**  
TEL: 519-885-7425 ext 5067425 | CELL: 519-635-3984 | [murray.costello@enbridge.com](mailto:murray.costello@enbridge.com)  
603 Kumpf Drive, Waterloo, ON N2J 4A4

enbridge.com  
**Safety. Integrity. Respect. Inclusion.**



Enbridge  
603 Kumpf Drive  
P.O. Box 340  
Waterloo, Ontario N2J 4A4  
Canada

Thursday, June 10, 2021

Dear Mayor Robinson and Members of Council,

**Re: Natural Gas Expansion Program**

Recently, the Government of Ontario announced the projects that are eligible for funding assistance under its Natural Gas Expansion Program. We are pleased that our project to make natural gas service accessible to the Neustadt area has been approved for funding assistance.

Enbridge Gas can now proceed with the steps required to expand access to natural gas to the Neustadt area of the municipality of West Grey, which may include Leave to Construct or other regulatory approvals from the Ontario Energy Board (OEB). Program funding is conditional upon the project receiving OEB approvals and construction of the new natural gas infrastructure cannot begin until this approval is received.

Once Enbridge Gas receives the required regulatory approval, we will be able to provide more detail on construction timelines, the processes to connect homes and businesses to natural gas, and what residents and businesses can do to prepare. We will keep you apprised as the regulatory approvals and project scope are finalized.

Enbridge Gas has been meeting Ontario's energy needs for more than 170 years and we look forward to bringing access to natural gas to new areas across Ontario. Our customers count on us to deliver clean, reliable and affordable natural gas, and we are proud to deliver on this commitment. Our work to expand access to natural gas will continue – so too will our exploration of other alternative energy solutions, such as renewable natural gas, hydrogen blending and geothermal energy, as pathways to lower-cost, clean and reliable energy options for Ontarians.

We look forward to working together and collaborating on next steps. In the meantime, please do not hesitate to contact me, or your municipal advisor, if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'm.s. Costello'.

Murray Costello, P.Eng.  
Director, Southeast Region Operations  
Enbridge Gas Inc.  
[Murray.Costello@enbridge.com](mailto:Murray.Costello@enbridge.com)  
519-885-7425

CC: Brian Lennie, Sr. Municipal Advisor, [Brian.Lennie@enbridge.com](mailto:Brian.Lennie@enbridge.com)

**From:** Brian Lennie <Brian.Lennie@enbridge.com>  
**Sent:** Thursday, June 10, 2021 5:28 PM  
**To:** mayor@westgrey.com  
**Cc:** Murray Costello <Murray.Costello@enbridge.com>  
**Subject:** RE: Natural Gas Expansion Phase 2 Announcement

Hi Mayor Robinson,

To clarify – Neustadt was selected by the Province. Congratulations! This letter refers to the combined Ayton & Neustadt project, which was unfortunately not selected by the Province.

We will be in touch shortly to discuss the plan for expansion of service to Neustadt.

Thanks,

Brian

**Brian Lennie**

Senior Advisor, Municipal Affairs & Stakeholder Relations – Ontario South/West

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**ENBRIDGE GAS INC.**

OFFICE: 519-436-4527 | CELL: 226-229-2692 | EMAIL: [brian.lennie@enbridge.com](mailto:brian.lennie@enbridge.com)  
50 Keil Drive North, Chatham, ON N7M5M1

[enbridge.com](http://enbridge.com)

**Safety. Integrity. Respect. Inclusion.**

**From:** Sylvia Chestnut <Sylvia.Chestnut@enbridge.com>  
**Sent:** Friday, July 16, 2021 11:18 AM  
**To:** mayor@westgrey.com  
**Cc:** Brian Lennie <Brian.Lennie@enbridge.com>; ljohnston@westgrey.com  
**Subject:** AMO 2021 VIRTUAL COFFEE CHAT with MURRAY COSTELLO  
**Importance:** High

Good Day Mayor Robinson,

Firstly, I would like to introduce myself. I am the Administrative Assistant for Murray Costello, the Regional Director Southeast Region Operations at Enbridge.

I'm reaching out for the purpose of setting up a 30 minute virtual coffee chat during the AMO week (August 15-18).

This meeting would be with Yourself, CAO Laura Johnston, Murray Costello (Director Southeast Region Operations), Nicole Fernandes (Manager Operations Waterloo) and Brian Lennie (Sr Advisor Municipal Affairs & Stakeholder Relations).

Murray and his team would like to discuss Enbridge's recent Low Carbon Emission announcement and review the Neustadt Project.

If you or your assistant are able to provide us with some dates and times that would be greatly appreciated.

As we are in the middle of vacation season, I would ask that Brian Lennie be included in any email replies.

Kind Regards and Stay Safe.

**Sylvia Chestnut**

Administrative Assistant III

**Waterloo District**

—

**ENBRIDGE**

TEL: 519-885-7427 | CELL: 519-635-5572 | [sylvia.chestnut@enbridge.com](mailto:sylvia.chestnut@enbridge.com)  
603 Kumpf Drive, Waterloo, ON N2J 4A4

enbridge.com

**Safety. Integrity. Respect. Inclusion.**

**From:** Laura Johnston <ljohnston@westgrey.com>  
**Sent:** Thursday, August 12, 2021 1:59 PM  
**To:** Sylvia Chestnut <Sylvia.Chestnut@enbridge.com>; mayor@westgrey.com  
**Cc:** Brian Lennie <Brian.Lennie@enbridge.com>  
**Subject:** [External] RE: AMO 2021 VIRTUAL COFFEE CHAT with MURRAY COSTELLO

**EXTERNAL: PLEASE PROCEED WITH CAUTION.**

This e-mail has originated from outside of the organization. Do not respond, click on links or open attachments unless you recognize the sender or know the content is safe.

Hi Sylvia,

Thank you for this invitation and the follow up call. Mayor Robinson and I look forward to this 'coffee chat'.

Would one of the following times on Monday, Aug 16: 12 noon – 12:45, or anytime between 1:30 – 4 p.m.

Thanks again

Laura

**From:** Brent Glasier <[bglasier@westgrey.com](mailto:bglasier@westgrey.com)>  
**Sent:** Monday, April 4, 2022 4:21 PM  
**To:** Kevin Schimus <[Kevin.Schimus@enbridge.com](mailto:Kevin.Schimus@enbridge.com)>  
**Subject:** [External] Union GAs Expansion

**CAUTION! EXTERNAL SENDER**

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DO NOT click links or open attachments unless you are 100% sure that the email is safe.

Good afternoon Kevin, I have had a few inquires about Union Gas Expansion coming to Neustadt this year. I am not aware of any expansion planned for this year. Could you confirm?

Thx,

**Brent Glasier**  
**Interim Director of Infrastructure and Public Works**

Municipality of West Grey  
402813 Grey Road 4  
RR 2 Durham, ON N0G 1R0  
519-369-2200 ext. 228

[http://secure-web.cisco.com/11eDsyT0k-F6STv4cjX9t\\_7nlGRxEL\\_SZ6JfnFIyvJk1KV2NnuV9\\_n\\_Igqtilo2vSLmfcPX\\_pyUqsiGfe-be32IM1iXfurePERtB-X0oupepVy\\_BfGXo0-d9wJrBjZSrVPRfitsqY9NOCq6MvUWX9BV8dKtCykYCFLzUqC0ZM0cHKuCWag6i\\_8rej4Oy0YwrzPjuN4Aj6AL4FoPNtFOvamOKiaiI9mZNsN3x96HasTPHs8Wmlllyubw5i8FtIpuLOcu6AI5qrW WNJZ07uInAOUZmqWZBpWRJpkIVVcWf2toLt4-4aWLts-YbfaTOVQG\\_MC/http%3A%2F%2Fwww.westgrey.com](http://secure-web.cisco.com/11eDsyT0k-F6STv4cjX9t_7nlGRxEL_SZ6JfnFIyvJk1KV2NnuV9_n_Igqtilo2vSLmfcPX_pyUqsiGfe-be32IM1iXfurePERtB-X0oupepVy_BfGXo0-d9wJrBjZSrVPRfitsqY9NOCq6MvUWX9BV8dKtCykYCFLzUqC0ZM0cHKuCWag6i_8rej4Oy0YwrzPjuN4Aj6AL4FoPNtFOvamOKiaiI9mZNsN3x96HasTPHs8Wmlllyubw5i8FtIpuLOcu6AI5qrW WNJZ07uInAOUZmqWZBpWRJpkIVVcWf2toLt4-4aWLts-YbfaTOVQG_MC/http%3A%2F%2Fwww.westgrey.com) || @OurWestGrey

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**From:** Brian Lennie <Brian.Lennie@enbridge.com>  
**Sent:** Tuesday, April 5, 2022 5:16 PM  
**To:** bglasier@westgrey.com  
**Cc:** Kevin Schimus <Kevin.Schimus@enbridge.com>  
**Subject:** Enbridge Gas Expansion - West Grey - Neustadt

Hi Brent,

Since we held the local announcement in October 2021, our team has been working on finalizing project schedules and the proposed pipeline route.

This summer, we plan to visit the area to conduct some preliminary field work, which helps inform our proposed project route and helps refine our timelines for construction. Each project comes with its own complexities, regulatory requirements, permits, and consultation timelines, which are all factors in determining a project's start time and specific pipe location – and we are working through those conditions and requirements now so we can provide natural gas to a total of 219 customers in Neustadt.

We anticipate this project will start construction in Q4 2023.

There will be opportunities in the future to engage with the local area residents on this project as the Neustadt project requires a Leave-to-Construct application, including a public information session. During these sessions, attendees are able to learn about the proposed pipeline route, our construction process, our environmental practices, and about how to get connected to natural gas.

We will provide more information about the public information sessions when we are closer to the date. We will also share this information with the municipality, and post updates on our website at: [www.enbridgegas.com/savewithgas](http://www.enbridgegas.com/savewithgas)

I'll also be presenting to Council on April 19 on low-carbon initiatives and will provide this update at that time.

Please let me know if you have any questions.

Thanks,  
Brian

**Brian Lennie**

Senior Advisor, Municipal and Stakeholder Engagement – Ontario South/West

---

**ENBRIDGE GAS INC.**

OFFICE: 519-436-4527 | CELL: 226-229-2692 | EMAIL: [brian.lennie@enbridge.com](mailto:brian.lennie@enbridge.com)  
50 Keil Drive North, Chatham, ON N7M5M1

[enbridge.com](http://enbridge.com)

**Safety. Integrity. Respect. Inclusion.**

# Municipality of West Grey and Enbridge Gas Working together on low carbon solutions

June 2022



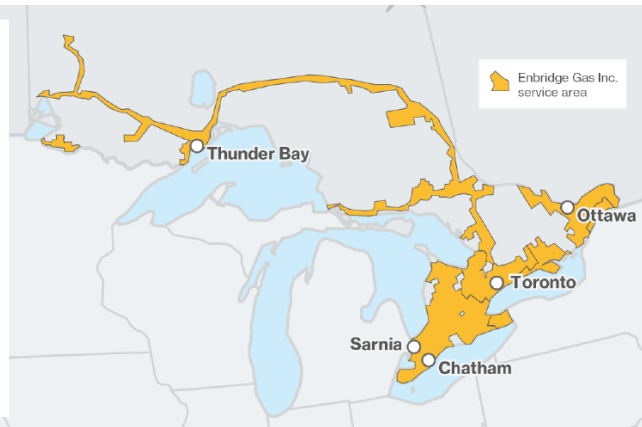
## Enbridge Gas Inc.



North America's largest natural gas storage, transmission and distribution company

We deliver the energy that enhances people's quality of life.

- **Values**  
Safety, Integrity, Respect, Inclusion.
- **Experience**  
170+ years of experience in safe and reliable service.
- **Distribution Business**  
3.8M customers, heating >75% of Ontario homes.
- **Dawn Storage Hub**  
Canada's largest integrated underground storage facility and one of the top natural gas trading hubs in North America.
- **Advancing Innovative Low-Carbon Solutions**  
Conservation, cleaner technologies for heat/transportation (CNG, geothermal), green fuels (RNG, hydrogen).





## Our West Grey operations (2021 statistics)



- 1,827 customers
  - Residential: 1,607
  - Commercial: 206
  - Industrial: 14
- Neustadt project update



3

## Natural Gas Expansion Program – Phase 3



- April 28, 2022: Minister of Energy sent a letter to Municipalities that submitted projects that were not selected for Phase 2.
- Announced new Phase 3 of the Natural Gas Expansion Program.
- Indicated consultation could begin in the Fall of 2022.
- At this time, parameters and timelines are not defined.
- We will keep you updated as the Phase 3 file progresses.



4

# Recent announcements: what do they mean?



Enbridge Inc. has announced a goal of net-zero in our operations by 2050

**Enbridge Sets New Environmental, Social and Governance Goals for the Future**

November 6, 2020

- Net zero target by 2050; 35% reduction in greenhouse gas emissions intensity by 2030
- Accelerated diversity representation in the workforce
- Incentive compensation linked to progress on ESG targets and goals

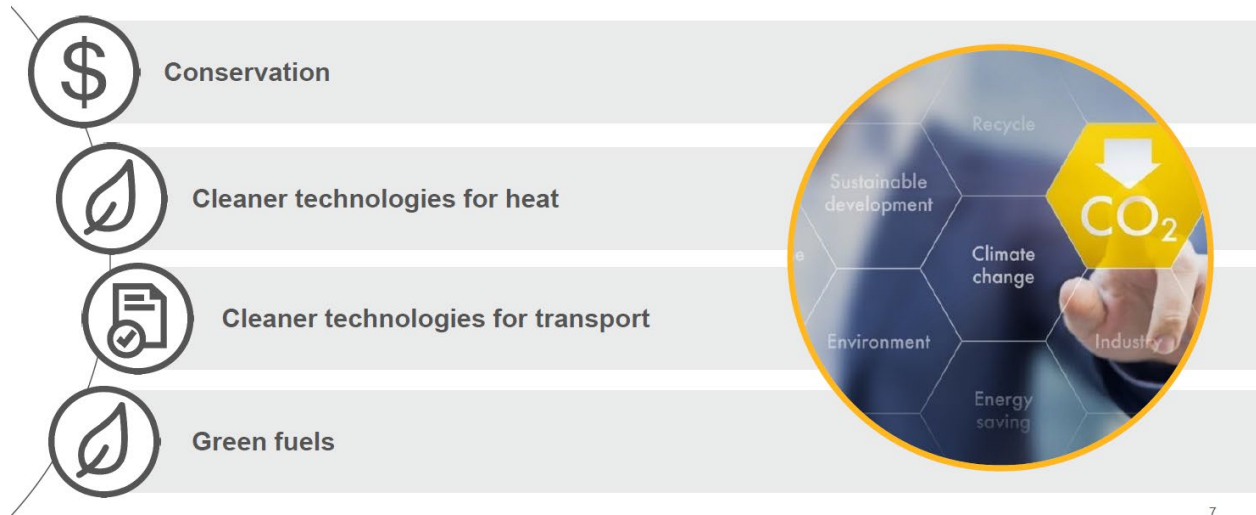
CALGARY, AB, Nov. 6, 2020 /CNW/ - Enbridge Inc. (TSX: ENB) (NYSE: ENB) (Enbridge or the Company) today announced expanded environmental, social and governance (ESG) goals and targets<sup>1</sup> related to greenhouse gas (GHG) emissions reduction and diversity and inclusion as well as increasing transparency and accountability of our ESG priorities and results. Setting goals in areas core to our business and stakeholders is just one of the ways Enbridge is further integrating ESG into strategy, operations and decision-making.

- Net zero target in our operations by 2050
- 35% reduction in greenhouse gas emissions intensity in our operations by 2030
- Incentive compensation linked to progress on ESG targets and goals
- What does that mean for Enbridge Gas?

5



## A sustainable pathway to emission reductions



7

## A greener future: conservation (DSM)



- Demand Side Management (DSM) refers to mechanisms such as incentives and education programs designed to modify consumer demand and incent the more efficient use of energy.
- Whether you're looking to cut costs, reduce emissions, purchase new heating equipment or create a more comfortable environment, Enbridge Gas offers a variety of programs, incentives and services to help you achieve your objectives.

Residential energy use increased



**↑ 8.4%**  
since 1990

But would have increased by

**↑ 54%**  
without energy efficiency improvements

Visit [enbridgegas.com](http://enbridgegas.com) to learn more

8

# A greener future: conservation



**Qualify for up to \$5,000 back with the Home Efficiency Rebate.**

Enter your postal code

CONTINUE

**Affordable Multi-Family Housing Program**

Cut costs and boost comfort

Find ongoing savings when you upgrade to energy efficient equipment

**Get more control over your energy costs with a smart thermostat**

**Stay warm with our FREE Home Winterproofing Program.**

**Sustainable solutions for your business**

We'll help you save energy, cut operating costs, reduce carbon emissions and qualify for financial incentives.

**Commercial & Multi-Residential Builders**

**Residential Builders**

**Affordable Housing**

9

## Hybrid Heating Pilot Program



Pilot incentive program for homes in London

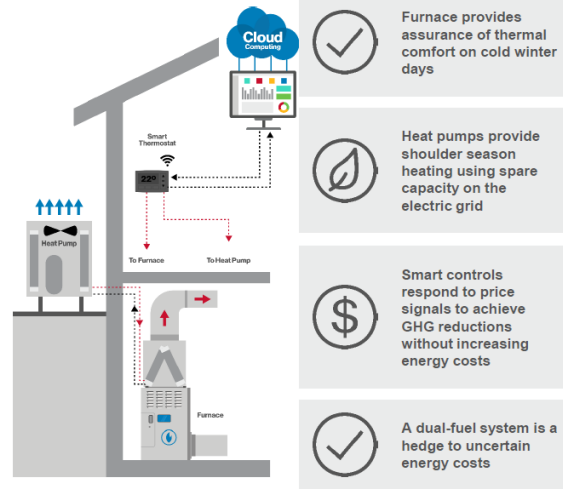
- Replacement of existing air conditioners to air source heat pumps integrated with smart controls creating a hybrid heating solution

**Purpose**

- Integration of smart controls with HVAC manufacturer equipment
- Develop contractor capacity with hybrid heating systems through training, selling, installing and servicing systems
- Create awareness with homeowners, HVAC contractors and manufacturers
- Assess homeowner and contractor acceptance

**Status**

- 5 HVAC manufacturers enrolled with equipment compatible with smart control platform
- 5 local HVAC contractors trained to sell hybrid heating systems
- Collaborating with HVAC manufacturers, City of London and London Hydro



Offer in field summer and fall 2021

10

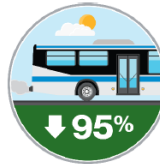
## CNG: a market-ready solution to control costs and fight climate change



- Enbridge Gas can provide solutions to Municipalities and businesses to meet their Compressed Natural Gas (CNG) needs.
- CNG vehicles can reach net-zero or better when running RNG fuel.
- Some examples:
  - Hamilton: 137 City buses on CNG;
  - London and Toronto: Refuse trucks on CNG;
  - CNG fueling station for transports at locations along the 401.



**Up to 40%** lower fuel costs  
Compared to diesel, CNG has a more predictable fuel price.



**95%** fewer tailpipe emissions  
Lower exhaust emissions can help improve air quality.



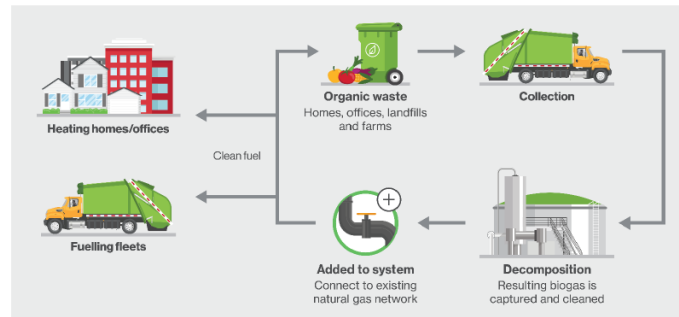
**90%** quieter than diesel engines  
CNG engines reduce noise pollution on city streets.

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## RNG: convert waste into carbon-neutral energy



- Renewable Natural Gas (RNG) is a carbon-neutral fuel that reduces harmful emissions and provides a renewable source of energy.
- Waste is converted to RNG and injected into the natural gas network to fuel transportation and heat homes and businesses. Known for its carbon-offsetting advantage, RNG can manage waste, generate revenue and reduce harmful emissions to fight climate change.
- Enbridge Gas recently announced the largest RNG facility in Ontario, located at the site of Walker Environmental's landfill in Niagara Falls. This will reduce GHGs by 48,000 tonnes per year.



**Enbridge Gas and partners break ground on Ontario's largest RNG plant**



12

## RNG: OptUp



**OptUp**

**Support a greener future for just \$2 a month**

Wind and solar are popular forms of renewable energy, but did you know that food scraps, farm waste and sewage can also provide carbon-neutral renewable natural gas (RNG) that helps fight climate change? Once produced, RNG is added seamlessly to our natural gas system to be used for everyday convenience—from cosy home heating to cooking.

It's now easy and affordable to help green Ontario's natural gas supply. Sign up for OptUp. For just two dollars a month, you can contribute to making our natural gas system more sustainable with RNG; the more households that sign up, the greater the environmental impact.

- On April 6, Enbridge Gas announced the details of a new voluntary RNG program for its customers that will reduce overall emissions from Ontario's gas supply.
- Enbridge Gas' new OptUp Program will offer residential and small business customers who buy their gas from the utility the option to contribute \$2 a month as a cost-effective option to help offset the increased costs to acquire carbon-neutral RNG.
- The total RNG purchased and the emissions impact will be posted annually on the Enbridge website.
- Customers can sign up at [enbridgegas.com](http://enbridgegas.com)

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## RNG: Ontario's first carbon-negative bus



- In March 2021, the City of Hamilton and Enbridge Gas announced the first RNG-fuelled bus in Ontario.
- Hamilton Street Railway (HSR) is now the first public transportation authority in Ontario to use RNG, to transport customers.
- In one year, the HSR RNG bus will use and divert 450 tonnes of organic waste from the landfill. That's equivalent to 38 garbage trucks, while also displacing CO2 emissions from 36,000 litres of diesel consumed in a year.

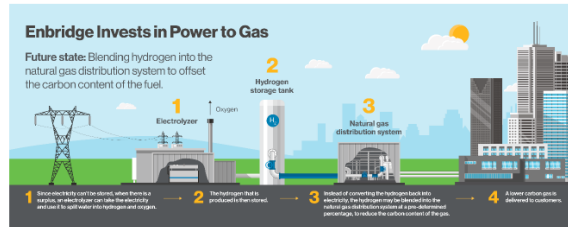


14

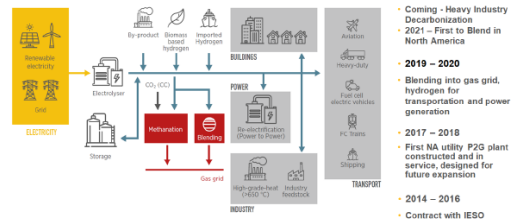
# Hydrogen/Power to Gas: cut energy costs, improve sustainability and resiliency



- Sometimes Ontario makes more electricity than is used.
- Surplus electricity can be converted and stored as hydrogen gas.
- The stored hydrogen gas can be converted back into electricity when needed, or;
- Blended with natural gas as a less carbon-intensive energy source.
- Hydrogen is a viable sustainable solution for heavy industries, hard to abate sectors and heavy-duty transportation
- In February 2021, Enbridge subsidiary Gazifère announce one of Canada's largest green hydrogen projects for injection into a natural gas distribution network in Quebec.



## The Huge Potential of Hydrogen



15

# Wastewater energy transfer



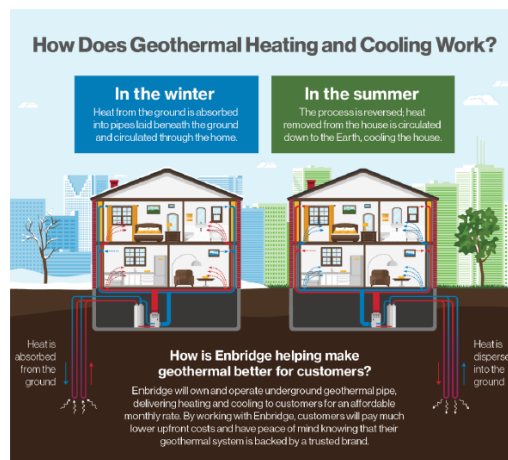
- Enbridge Gas recently teamed up with Noventa to support what will be the world's largest raw wastewater energy transfer system.
- Enbridge Gas supported the development of the wastewater energy transfer system for Toronto Western Hospital, which will provide the hospital with low-carbon heating and cooling.
- Construction on the retrofit project is expected to begin in late fall 2021.
- It's estimated the project will provide the hospital with 1.7 million megawatt-hours of thermal energy, or roughly 90% of its heating and cooling requirements over the next 30 years. Better yet, the site will see a cumulative reduction in greenhouse gas emissions of more than 250,000 tonnes over the same period—the equivalent of taking 50,000 cars off the road.

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## Geothermal: a zero-carbon solution



- Enbridge Gas offers a geothermal program for homeowners and builders, providing affordable and quality access to a geothermal system.
- We work with geothermal experts to ensure pipes are installed properly plus we'll break down the full geothermal service into an affordable monthly fee.
- In most cases, geothermal loops are expensive and account for a large portion of the upfront installation cost. Through the Enbridge Gas Geothermal program we will:
  - Cover all associated material and installation costs for the geothermal loop (installed outside your home underground).
  - Provide our expertise and oversight of the installation including ongoing maintenance and repairs to the Geothermal loop.
  - Charge a monthly rental service fee for the Geothermal loops.



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## Enbridge Inc. Renewable Energy



- Together, Enbridge's portfolio of renewable energy projects in-operation and under-construction have the capacity to meet the electricity needs of about 945,000 homes (net of our partners' interest). The projects in Canada, the US, and Europe include:
  - 23 wind projects
  - 21 solar energy facilities
  - 5 waste heat recovery facilities
  - 1 geothermal project
  - 1 power transmission project
  - 1 hydroelectric facility
- Enbridge has an ongoing scholarship program with Fanshawe College for their renewables program and has hired summer students and permanent technicians out of the program.



18



# Q&A

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[Enbridgegas.com](https://enbridgegas.com)



**From:** Brian Lennie <[Brian.Lennie@enbridge.com](mailto:Brian.Lennie@enbridge.com)>  
**Sent:** August 19, 2022 1:58 PM  
**To:** Lorelie Spencer <[lspencer@westgrey.com](mailto:lspencer@westgrey.com)>  
**Cc:** Julie Alexander <[Julie.Alexander@enbridge.com](mailto:Julie.Alexander@enbridge.com)>; Kendra Black <[Kendra.Black@enbridge.com](mailto:Kendra.Black@enbridge.com)>  
**Subject:** Neustadt development

Hi Lorelie,

At the recent AMO conference, I spoke with Councillor Hergert. She indicated that there are a few new developments/subdivisions planned for Neustadt.

As we are right in the middle of planning the natural gas project to Neustadt, I'm hoping you can share as much detail as possible about any developments – whether one home or several – planned or recently approved in Neustadt, so we can model and forecast demand for our project correctly.

Kendra Black (cc'ed) is our lead for community engagement for the Neustadt project.

Julie Alexander (cc'ed) will be taking over this file from me in the coming weeks.

Thanks,

Brian

**Brian Lennie**

Senior Advisor, Municipal and Stakeholder Engagement

—

**ENBRIDGE GAS INC.**

OFFICE: 519-436-4527 | CELL: 226-229-2692 | EMAIL: [brian.lennie@enbridge.com](mailto:brian.lennie@enbridge.com)  
50 Keil Drive North, Chatham, ON N7M5M1

[enbridge.com](http://enbridge.com)

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**From:** Lorelie Spencer <[lspencer@westgrey.com](mailto:lspencer@westgrey.com)>  
**Sent:** Friday, August 19, 2022 3:13 PM  
**To:** Brian Lennie <[Brian.Lennie@enbridge.com](mailto:Brian.Lennie@enbridge.com)>  
**Cc:** Julie Alexander <[Julie.Alexander@enbridge.com](mailto:Julie.Alexander@enbridge.com)>; Kendra Black <[Kendra.Black@enbridge.com](mailto:Kendra.Black@enbridge.com)>  
**Subject:** [External] RE: Neustadt development

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Good afternoon Brian:

Please advise to the extent of the information that you require.

There are two old draft plan approved subdivisions that would have been circulated under the Planning Act (albeit 20 years ago).

I am happy to provide any detail you require.

Please advise.

Kind regards,

Lorelie Spencer, Ba.U.R.Pl., MCIP, RPP  
Manager of Planning and Development

**The Municipality of West Grey**

402813 Grey Rd 4, RR2, Durham, ON  
N0G 1R0

Phone: 519-369-2200, extension 236

1-800-538-9647 Fax: 519-369-5962

[lspencer@westgrey.com](mailto:lspencer@westgrey.com)

**From:** [Matt Marck](#)  
**To:** [Shelley Bechard](#)  
**Cc:** [Jim Stevenson](#)  
**Subject:** [External] RE: Neustadt Community Expansion Project: Public Works Inquiry  
**Date:** Monday, January 9, 2023 7:51:50 AM

---

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Hi Shelley,

We are not doing any urban reconstruction in that area, only some pavement patching (mill and pave).

Regards,

Matt Marck  
Engineering Manager  
Phone: +1 519-376-5744 ext. 1218

-----Original Message-----

From: Grey County <[webmaster@grey.ca](mailto:webmaster@grey.ca)>  
Sent: Thursday, January 5, 2023 12:52 PM  
To: Matt Marck <[matt.marck@grey.ca](mailto:matt.marck@grey.ca)>  
Subject: Neustadt Community Expansion Project: Public Works Inquiry

[EXTERNAL EMAIL]

Name: Shelley Bechard  
Email: [shelley.bechard@enbridge.com](mailto:shelley.bechard@enbridge.com)

Message: Good Afternoon,

Our project team had a site visit to drive along the proposed route for our Neustadt project.

We noticed different activities along our scope such as fiber installation and hydro polls relocation. We reached out to West Grey and talked with Brent and he provided your name to discuss the County having an urban reconstruction project on Jacob and potentially Mill Street as well in 2023.

We would like to discuss our proposed project for late 2023 and your work in the area in our pre-planning stages.

Thanks.

**From:** Julie Alexander <[Julie.Alexander@enbridge.com](mailto:Julie.Alexander@enbridge.com)>  
**Sent:** Tuesday, January 10, 2023 10:33 AM  
**To:** Laura Johnston <[ljohnston@westgrey.com](mailto:ljohnston@westgrey.com)>  
**Subject:** Proper Contacts for Enbridge project

Good morning Laura,

I hope you had an enjoyable holiday season – Happy New Year!

As discussed in our meeting, Enbridge would like to reach as many constituents as possible for the natural gas project. Therefore we are considering delivering print materials to the following three locations: the Municipality of West Grey, Hanover Public Library and West Grey Public Library.

Can you please advise who the contact person should be for receiving these print materials at each site? Or please let me know if there is someone else I should be contacting?

Thank you,

Julie

**Julie Alexander**

Senior Advisor, Municipal and Stakeholder Engagement

---

**ENBRIDGE GAS INC.**

OFFICE: 905-984-4956 | CELL: 289-257-6036 | EMAIL: [julie.alexander@enbridge.com](mailto:julie.alexander@enbridge.com)

P.O Box 1051, Thorold, Ontario L2V 5A8

[enbridgegas.com](http://enbridgegas.com)

**Integrity. Safety. Respect.**

**From:** Kodey Hewlett <[khewlett@westgrey.com](mailto:khewlett@westgrey.com)>  
**Sent:** Tuesday, January 10, 2023 12:42 PM  
**To:** Julie Alexander <[Julie.Alexander@enbridge.com](mailto:Julie.Alexander@enbridge.com)>  
**Subject:** [External] Proper Contacts for Enbridge project

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Good Afternoon Julie,

Happy New Year!

I was passed your email from Laura Johnston.

You can list me as the main point of contact for Both the Municipality of West Grey as well as the West Grey Library and have materials delivered to our office (below) and I can distribute them out through our library locations and municipal office.

You had referenced the Hanover Public Library as an additional point of distribution – Unfortunately, I am not aware of who the main point of contact for their organization as they are a separate library service from us as they are part of the Town of Hanover.

Would you also be able to confirm your areas of focus for West Grey? I'm thinking if you wanted to take a targeted approach perhaps, I could put you in touch with some local businesses that would be distribution points.

Looking forward to connecting,

**Kodey Hewlett**

**Corporate and Community Initiatives Officer**

Municipality of West Grey

402813 Grey Road 4

RR 2 Durham, ON N0G 1R0

519-369-2200 ext. 240

[www.westgrey.com](http://www.westgrey.com) || @OurWestGrey

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**From:** Julie Alexander  
**Sent:** Tuesday, January 10, 2023 1:38 PM  
**To:** Kodey Hewlett <khewlett@westgrey.com>  
**Subject:** RE: Proper Contacts for Enbridge project

Good afternoon Kodey,

Thank you for your email and Happy New Year to you as well! I hope to meet in person when the project gets underway in Neustadt (which will be the area of focus).

Since the open houses will be virtual, we don't typically include print materials. However, in an effort to reach as many constituents as possible, I suggested we should have print materials available. I will contact the Hanover library to try and get a contact there.

Thank you for your assistance with this,

Julie

**From:** Kodey Hewlett <khewlett@westgrey.com>  
**Sent:** Tuesday, January 10, 2023 1:50 PM  
**To:** Julie Alexander <Julie.Alexander@enbridge.com>  
**Subject:** [External] RE: Proper Contacts for Enbridge project

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Sounds good – I look forward to connecting soon

**Kodey Hewlett**  
**Corporate and Community Initiatives Officer**

Municipality of West Grey

402813 Grey Road 4

RR 2 Durham, ON N0G 1R0

519-369-2200 ext. 240

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**From:** Lorelie Spencer <lspencer@westgrey.com>  
**Sent:** Tuesday, April 4, 2023 3:30 PM  
**To:** Liane Seguin <Liane.Seguिन@enbridge.com>  
**Subject:** [External] Neustadt

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DO NOT click links or open attachments unless you are 100% sure that the email is safe.

Good afternoon:

Your contact information was forwarded to the Municipality in regard to your original email below.

Although not yet approved by Council, please find the capital works planned for Neustadt.

Feel free to reach out if you have any further information.

Kind regards,  
Lorelie Spencer, Ba.U.R.Pl., MCIP, RPP  
Manager of Planning and Development

**The Municipality of West Grey**

402813 Grey Rd 4, RR2, Durham, ON  
NOG 1R0

Phone: 519-369-2200, extension 236  
1-800-538-9647 Fax: 519-369-5962  
[lspencer@westgrey.com](mailto:lspencer@westgrey.com)

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Name: Liane Seguin

Email: [liane.seguin@enbridge.com](mailto:liane.seguin@enbridge.com)

Message: Hello, My name is Liane and I am supporting the planning of the Neustadt Community Expansion natural gas project. I was hoping to get a township contact for a few different items that will be useful in these planning and development elements: any planned road work or culvert replacement projects, information on bridge/culvert depths, any planned utility projects we should be aware of, etc. This will help inform our project schedule as well as execution plan.

Thank you kindly,

**From:** Geoff Aitken <publicworks@westgrey.com>  
**Sent:** Tuesday, May 9, 2023 9:16 AM  
**To:** Liane Seguin <Liane.Seguin@enbridge.com>  
**Subject:** [External] RE: Neustadt Community Expansion Project

**CAUTION! EXTERNAL SENDER**

Were you expecting this email? TAKE A CLOSER LOOK. Is the sender legitimate?  
DO NOT click links or open attachments unless you are 100% sure that the email is safe.

Good Morning Liane,

I have inserted my comments in **Red** below. I have also attached our estimated 10 year capital plan for Neustadt (it is updated annually); and, we have also attached a bridge study for the former Twp of Normanby which includes the Neustadt structures.

Yours truly,

---

Geoff Aitken, CET  
Manager of Public Works  
Municipality of West Grey

**From:** Liane Seguin <[Liane.Seguin@enbridge.com](mailto:Liane.Seguin@enbridge.com)>  
**Sent:** May 8, 2023 4:52 PM  
**To:** Geoff Aitken <[publicworks@westgrey.com](mailto:publicworks@westgrey.com)>  
**Cc:** Sean Kramer <[Sean.Kramer@enbridge.com](mailto:Sean.Kramer@enbridge.com)>; Brian Van Biesbrouck <[Brian.VanBiesbrouck@enbridge.com](mailto:Brian.VanBiesbrouck@enbridge.com)>  
**Subject:** RE: Neustadt Community Expansion Project

Hello,

I am following up on the email below.  
I would be happy to set up a call or meeting should you wish to discuss further.

Thank you kindly,

**Liane**

---

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**From:** Liane Seguin  
**Sent:** Wednesday, April 5, 2023 2:58 PM  
**To:** [publicworks@westgrey.com](mailto:publicworks@westgrey.com)  
**Cc:** Sean Kramer <[Sean.Kramer@enbridge.com](mailto:Sean.Kramer@enbridge.com)>; Brian Van Biesbrouck <[Brian.VanBiesbrouck@enbridge.com](mailto:Brian.VanBiesbrouck@enbridge.com)>  
**Subject:** Neustadt Community Expansion Project

Good afternoon,

My name is Liane and I am supporting the planning and development of the Neustadt project.

I was provided with your name from Kevin Schimus, but if you feel an alternate contact should be engaged, please let me know.

I was hoping to touch base on various items as we work on our scope. I have listed some below, and would be happy to set up a call to discuss further.

- Planned road work / culvert replacements, projects-**see attached**
- Information on bridge/culvert depths or foundations-**see attached**
- Planned utility projects that could impact with our project area or schedule-**at this time, other than refurbishing the water tower, there are no significant utility projects planned for Neustadt**
- Restoration parameters
- Municipal Consent process-**forward by email to myself**
- Road occupancy guidelines-**we do half loads in the spring, some bridges & culverts are load posted, not entirely sure what you are looking for**
- Load restrictions-**we do half loads in the spring, some bridges & culverts are load posted, not entirely sure what you are looking for**
- Any geotechnical data-**no**
- Any data around the prohibition tunnels-**no data, just local folk lure, check with the brewery, I believe they do some sort of tour**
- Once available, we can also review our proposed running line plans

I have also included our Construction Lead for the project, Sean Kramer, as well as Brian Sr Construction Support.

Thank you kindly,

**Liane Séguin (she/her)**, P.Eng.  
Sr. Advisor Community Expansion

---

**ENBRIDGE**

CELL: 807-630-6088 | [liane.seguin@enbridge.com](mailto:liane.seguin@enbridge.com)

828 Falconbridge Road Sudbury, ON, P3A 4S3

[enbridge.com](http://enbridge.com)

**Safety. Integrity. Respect. Inclusion.**

*With a spirit of reconciliation, I mindfully acknowledge that I live and work on the traditional lands of First Peoples, including the Atikameksheng Anishnawbek, in Robinson-Huron Treaty Territory, and the Métis.*

**From:** Julie Alexander

**Sent:** Thursday, August 10, 2023 9:46 AM

**To:** Kevin Eccles - West Grey Mayor <mayor@westgrey.com>

**Cc:** Tom Hutchinson - West Grey Deputy Mayor <deputymayor@westgrey.com>;  
ljohnston@westgrey.com

**Subject:** Request for Letter of Support for Neustadt Natural Gas Expansion project

Good morning Mayor Eccles,

I hope you are having a great summer so far. Hopefully we will see you at AMO in a few weeks.

Enbridge received support for the Neustadt project in a previous letter from the Municipality of West Grey in March 2020. Please find this letter attached.

Enbridge Gas will be filing a Leave to Construct (LTC) application shortly with the Ontario Energy Board. Enbridge would like to know if the Municipality of West Grey would consider a letter of support for this OEB application as well.

If the Municipality does wish to provide support, we would kindly ask that the letter be submitted no later than Sept. 8 to my attention.

The letter could include the following points:

- letter shows that the community wants natural gas and why (i.e., explain the benefits of natural gas coming to the community)
- natural gas is an affordable, reliable fuel source to residents and businesses
- anticipated annual cost savings for community members
- provides a foundation of infrastructure that could attract future residents/businesses

Thank you for your consideration in this matter.

Kind regards,  
Julie

Julie Alexander

Senior Advisor, Municipal and Stakeholder Engagement

---

**ENBRIDGE GAS INC.**

OFFICE: 905-984-4956 | CELL: 289-257-6036 | EMAIL: [julie.alexander@enbridge.com](mailto:julie.alexander@enbridge.com)

P.O Box 1051, Thorold, Ontario L2V 5A8

[enbridgegas.com](http://enbridgegas.com)

**Integrity. Safety. Respect.**

EB-2019-0255  
Schedule UU5**The Corporation of the Municipality of West Grey**

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March 3, 2020

**EMAIL ONLY**

Enbridge Gas Inc.  
603 Kumpf Drive  
Waterloo, ON., N2J 4A4  
**Attn: Murray Costello, P.Eng., Director, Southeast Operations**

Dear *REGIONAL DIRECTOR*,**Re: Expression of Support for Natural Gas Expansion to the Municipality of West Grey/Neustadt & Ayton Expansion Program**

In December 2019, the Government of Ontario announced plans to further increase access to natural gas by making financial support available for new service expansion projects. This Natural Gas Expansion Program will unlock financial support needed to expand natural gas service to new areas across Ontario that are not economically feasible without support. Our municipality is one such area, and we are eager to bring this affordable, reliable fuel source to our residents and businesses.

On behalf of the Municipality of West Grey, I would like to formally express our interest to have the Neustadt & Ayton Expansion Program included on Enbridge Gas' list of projects being proposed to the Ontario Energy Board (OEB) for consideration for financial support through the Natural Gas Expansion Program.

Based on the draft Guidelines issued by the OEB (EB-2019-0255), we are aware that Enbridge Gas Inc. may be required to include support for the proposed project from Band Council(s) and/or local government, as applicable, demonstrated through a written expression of support and/or a commitment to financial support in its project submissions. Accordingly, a copy of resolutions #53-20 and #54-20 passed by the Municipality of West Grey Council are attached for your information.

---

402813 Grey Road 4  
RR 2  
Durham ON N0G 1R0

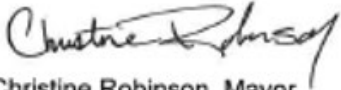
T: 519-369-2200  
1-800-538-9647  
F: 519-369-5962

info@westgrey.com  
westgrey.com



Natural gas is the most common, affordable heating fuel in Ontario. We fully support the efforts of Enbridge Gas Inc., the OEB and the Ministry of Energy, Northern Development and Mines. We look forward to working together to expand natural gas access in our community to attract new opportunities, help create jobs and lower monthly costs for our residents.

Sincerely,

A handwritten signature in black ink, appearing to read "Christine Robinson". The signature is fluid and cursive, with a large initial "C" and "R".

Christine Robinson, Mayor  
Municipality of West Grey  
Ph: 519-369-2200 x.232 (office); 519-369-1505 (cell);  
Email: [mayor@westgrey.com](mailto:mayor@westgrey.com)



**From:** Laura Johnston <ljohnston@westgrey.com>  
**Sent:** Friday, August 11, 2023 8:56 AM  
**To:** Julie Alexander <Julie.Alexander@enbridge.com>  
**Cc:** Jamie Eckenswiller <clerk@westgrey.com>  
**Subject:** [External] RE: Request for Letter of Support for Neustadt Natural Gas Expansion project

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Hello Julie,

Thank you for this request. This will be addressed at the September 5 council meeting and, should council direct, staff will provide a letter of support via email by September 8. I've included West Grey's clerk, Jamie Eckenswiller, for his information and action.

Thanks again,

Laura

**From:** Jamie Eckenswiller <clerk@westgrey.com>  
**Sent:** Monday, August 14, 2023 9:21 AM  
**To:** Julie Alexander <Julie.Alexander@enbridge.com>  
**Subject:** [External] RE: Request for Letter of Support for Neustadt Natural Gas Expansion project

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Hello Julie,

Would you be able to forward a copy of the 2020 letter to me as well? I was not included in the original email chain.

Thank you,

Jamie Eckenswiller, AMP  
Director of Legislative Services/Clerk

Municipality of West Grey

402813 Grey Road 4

RR 2 Durham, ON N0G 1R0

519-369-2200 ext. 229

[www.westgrey.com](http://www.westgrey.com) | | @OurWestGrey

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**From:** Julie Alexander

**Sent:** Tuesday, August 15, 2023 11:08 AM

**To:** 'Jamie Eckenswiller' <clerk@westgrey.com>

**Subject:** RE: Request for Letter of Support for Neustadt Natural Gas Expansion project

Good morning Jamie,

Please find attached a copy of the 2020 letter. I was not provided the original via email so unfortunately it is coming to you in two separate documents.

Kind regards,  
Julie

**From:** [Liane Séguin](#)  
**To:** [Geoff Aitken](#)  
**Cc:** [Sean Kramer](#); [Brian Van Biesbrouck](#); [Lauren Duggal](#); [Manish Pakhrani](#)  
**Subject:** RE: Neustadt Community Expansion Project  
**Date:** Thursday, August 17, 2023 3:20:42 PM  
**Attachments:** [Neustadt Town - Revised Line Pick Final Draft- Town Only.pdf](#)  
[Storm Sewer - Missing info.pdf](#)

---

Hello Geoff,

I hope all is well!

Thank you for the information you provided below.

As we progress toward our Leave to Construct (LTC) application to the Ontario Energy Board (OEB) on September 15, we were hoping to run a few things by West Grey.

1. We have some preliminary drawings for our project (attached), and we're hoping to get your feedback on our proposed running line.  
If there are any immediate concerns or items to note, I am happy to set up a call to discuss further.
2. Are you by chance aware of any old storm sewer infrastructure in a few areas? (see attached Storm Sewer document). We've heard they may deposit into the river but are unsure.
  - a. Queen St. @ Mill St.
  - b. Mill St. @ Stephana St.
  - c. Mill St. @ William St.

Should you have any questions, please don't hesitate to reach out.

Thank you,

**Liane Séguin (she/her)**, P.Eng.  
Sr. Advisor Community Expansion

ENBRIDGE  
CELL: 807-630-6088 | [liane.seguin@enbridge.com](mailto:liane.seguin@enbridge.com)  
828 Falconbridge Road Sudbury, ON, P3A 4S3  
[enbridge.com](http://enbridge.com)  
**Safety. Integrity. Respect. Inclusion.**

*With a spirit of reconciliation, I mindfully acknowledge that I live and work on the traditional lands of First Peoples, including the Atikameksheng Anishnawbek, in Robinson-Huron Treaty Territory, and the Métis.*

**From:** Jamie Eckenswiller <clerk@westgrey.com>  
**Sent:** Thursday, September 7, 2023 12:46 PM  
**To:** Julie Alexander <Julie.Alexander@enbridge.com>  
**Subject:** [External] West Grey Letter of Support - Neustadt Natural Gas Expansion Project

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DO NOT click links or open attachments unless you are 100% sure that the email is safe.

Hello Julie,

Please find attached a letter of support from West Grey to include with your LTC application to the OEB. Should you require anything further from me, please let me know.

Best,

Jamie Eckenswiller, AMP  
Director of Legislative Services/Clerk

Municipality of West Grey

402813 Grey Road 4

RR 2 Durham, ON N0G 1R0

519-369-2200 ext. 229

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**Corporation of the  
Municipality of West Grey**

402813 Grey Road 4, RR 2 Durham, ON N0G 1R0  
519 369 2200

September 7, 2023

Enbridge Gas Inc.  
603 Kumpf Drive  
Waterloo, ON N2J 4A4

**Attn: Julie Alexander, Senior Advisor, Municipal and Stakeholder Engagement**

**Re: Expression of support for Neustadt Community Expansion Project**

Dear Julie Alexander:

On behalf of the Municipality of West Grey, I would like to formally express our support for the Neustadt Community Expansion Project and the Leave to Construct (LTC) application Enbridge Gas Inc. is submitting to the Ontario Energy Board (OEB).

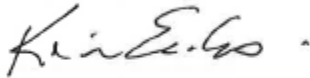
The Neustadt Community Expansion Project will supply safe, reliable and affordable natural gas to the community of Neustadt and the surrounding area. This project provides an opportunity to modernize and upgrade our energy infrastructure, ensuring that our community has access to a dependable and cost-effective energy source. Our municipality is aware of the importance of reliable energy infrastructure in fostering economic growth, environmental sustainability and improved quality of life for our residents.

There is a significant amount of support and enthusiasm for this project from the community. The decision to embrace natural gas expansion within the community of Neustadt is grounded in a collective recognition of its benefits. This project will contribute to enhancing the quality of life for our residents by providing a dependable energy source that helps to keep energy costs manageable, especially during the winter months. Our municipality is eager to bring an affordable and reliable fuel source to our residents and businesses.

The Neustadt Community Expansion Project is an investment in our community's future prosperity. The expansion of natural gas infrastructure in Neustadt will attract future residents and businesses to our area. Access to reliable and cost-effective energy is a critical factor for businesses to consider when deciding to establish or expand their operations. This project enhances our appeal as an attractive destination, fostering community growth and facilitating economic development.

Natural gas is the most common, affordable heating fuel in Ontario. We fully support the efforts of Enbridge Gas Inc., the OEB and the Ministry of Energy, Northern Development and Mines. We look forward to working together to expand natural gas access in our community to attract new opportunities, help create jobs and lower monthly costs for our residents.

Sincerely,

A handwritten signature in black ink that reads "Kevin Eccles". The signature is written in a cursive, slightly slanted style.

Mayor Kevin Eccles  
Municipality of West Grey  
519-369-2200 ext. 232  
mayor@westgrey.com

**From:** Julie Alexander

**Sent:** Thursday, September 7, 2023 2:54 PM

**To:** Jamie Eckenswiller <clerk@westgrey.com>

**Subject:** RE: West Grey Letter of Support - Neustadt Natural Gas Expansion Project

Good afternoon Jamie,

Thank you for the letter of support for this project.

We are certainly appreciative of the letters' positive tone and West Greys' acknowledgement of the benefits that natural gas can bring to the community.

Kind regards,

Julie



## Municipal Engagement – Consultation Log

<b>Municipality of West Grey</b>					
Line Item	Date	Method	Summary of Enbridge Gas Inc. (“Enbridge Gas”) Engagement Activity	Summary of Community’s Engagement Activity	Issues or Concerns raised and how addressed by Enbridge Gas including any substantive Attachments
1	June 10, 2021	Email	Enbridge Gas Representative sent email to Mayor Robinson confirming the project would be receiving funding. Letter dated June 10, 2021 included to provide further details.		
2	June 10, 2021	Email	Enbridge Gas Representative sent email to Mayor Robinson to confirm Neustadt project had been selected for Natural Gas Expansion Phase 2.		
3	July 16, 2021	Email	Enbridge Gas Representative emailed Mayor Robinson to request a virtual meeting at the AMO conference.		
4	August 12, 2021	Email		Municipality of West Grey staff emailed Enbridge Gas Representative to advise of availability to meet on August 16, 2021.	
5	August 16, 2021	Virtual meeting at AMO	Enbridge Gas Representatives and Municipality of West Grey staff discussed Low Carbon Emission announcement and Neustadt project.		
6	April 4, 2022	Email		Municipality of West Grey staff emailed Enbridge Gas	

				Representative regarding any planned expansion coming to Neustadt that year.	
7	April 5, 2022	Email	Enbridge Gas Representative emailed Municipality of West Grey staff to provide further project/regulatory timelines and advise of future public information sessions.		
8	June 21, 2022	Virtual presentation	Enbridge Gas Representative presented to Municipality of West Grey staff on low-carbon initiatives.		
9	August 19, 2022	Email	Enbridge Gas Representative emailed Municipality of West Grey staff to inquire about future building developments.		
10	August 19, 2022	Email		Municipality of West Grey responded to Enbridge Gas Representative and provided dated draft plan approved subdivision details.	
11	December 2, 2022	In-Person	Enbridge Gas Representatives met with Mayor Kevin Eccles and Municipality of West Grey staff to introduce themselves, discuss the Neustadt project and provide opportunity to ask questions/voice any concerns.		
12	January 5, 2023	Email	Enbridge Gas Representatives requested details regarding potential urban reconstruction in the community.	On January 9, 2023 Municipality of West Grey staff confirmed there was no planned urban reconstruction in the area.	
13	January 10, 2023	Email	Email to Municipality of West Grey staff to obtain contact person for printed materials to be	Email received from Municipality of West Grey staff advising of contact person for	

			<p>delivered to Municipality of West Grey and local libraries.</p> <p>Enbridge Gas Representative sent email to Municipality of West Grey staff to acknowledge the email and contact person.</p>	<p>receiving printed materials.</p> <p>Received reply email from Municipality of West Grey staff acknowledging receipt of email.</p>	
14	April 4, 2023	Email	Enbridge Gas Representative requested the Municipality of West Grey's planned capital works to help inform project schedule and execution.	Municipality of West Grey staff provided planned capital works.	
15	April 5, 2023	Email	Enbridge Gas Representative requested information from the Municipality of West Grey staff to help refine project scope.	On May 9, 2023, Municipality of West Grey staff provided requested information.	
16	August 10, 2023	Email	Enbridge Gas Representative sent email to Mayor Eccles and Municipality of West Grey staff requesting a letter of support from the Municipality of West Grey for the Neustadt project. A previous letter written by the Municipality in March 2020 was included for reference.		
17	August 11, 2023	Email		Received email from Municipality of West Grey staff advising our request for a letter of support would be addressed at council on September 5, 2023.	

18	August 14, 2023	Email		Received email from Municipality of West Grey staff requesting a copy of the March 2020 letter as not on original email chain.	
19	August 15, 2023	Email	Enbridge Gas Representative sent the March 2020 letter to Municipality of West Grey staff.		
20	August 17, 2023	Email	Enbridge Gas Representative provided preliminary project drawings and requested storm sewer infrastructure details.		
21	August 21, 2023	Event / in-person conversation at AMO	Enbridge Gas Representative spoke with Mayor Eccles and thanked him for his verbal support of project.		
22	September 7, 2023	Email		Received email from Municipality of West Grey staff with letter of support for Neustadt project attached.	
23	September 7, 2023	Email	Email to Municipality of West Grey staff thanking them for their letter of support for the project.		

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1

Question(s):

Please complete the following table to confirm which of the following facts were communicated to the Municipality of West Grey (and for any that were communicated, please provide the communication including a pinpoint reference to where that fact is contained):

Information Communicated to the Municipality of West Grey		
Information	Whether communicated to the Municipality (Y/N)	If no, why not; if yes, where & when
(i) That the federal government is offering \$5,000 rebates for customers to switch to high-efficiency electric heat pumps, which are not available for gas furnaces. <sup>1</sup>		
(ii) That the federal government is offering an <i>additional</i> \$5,000 in rebates for customers to switch from oil to high-efficiency electric heat pumps if they earn a median income or lower (e.g. \$122,000 after-tax income for a family of 4 in Ontario) through the Oil to Heat Pump Affordability Program. <sup>2</sup>		
(iii) That the federal government is now providing up to \$40,000 in interest free loans, which can be put towards conversions to electric heat pumps, and not gas equipment, through the Greener Homes Loan. <sup>3</sup>		

<sup>1</sup> EB-2022-0249, Exhibit I.ED.20 & Exhibit I.ED.5.

<sup>2</sup> EB-2022-0249, Exhibit I.ED.20 & Exhibit I.ED.5.

<sup>3</sup> EB-2022-0249, Exhibit I.ED.20 & Exhibit I.ED.5.

(iv)	That heat pumps could save a customer approximately \$1,200 in annual heating costs versus a gas furnace for a house with a moderate heat load (or whatever Enbridge's estimated savings are). <sup>4</sup>		
(v)	That Enbridge may charge customers for a connection depending on the distance of the building from the road.		
(vi)	That heat pumps result in lower annual energy costs compared to traditional gas equipment for home heating		
(vii)	That heat pumps significantly reduce summer cooling costs.		
(viii)	That natural gas is a potent greenhouse gas and its combustion generates approximately 1/3 <sup>rd</sup> of Ontario's greenhouse gas emissions. <sup>5</sup>		
(ix)	That heat pumps result in far less greenhouse gas emissions than gas furnaces. <sup>6</sup>		

Response:

The “facts/statements” provided by ED within the interrogatory are over-simplifications, inaccurate, and/or omit other important considerations and therefore could be misleading. For example, ED identifies annual operating costs of electric heat pumps and the rebates available to offset upfront capital costs of electric heat pumps but ignores information regarding upfront capital costs of electric heat pumps. As with any capital investment, upfront capital costs are an important consideration, not just annual operating costs. Enbridge Gas does not necessarily accept the statements made by ED as complete/accurate representations of the information. Enbridge Gas is not responding to the validity or accuracy of ED's statements and is rather providing responses to the direct questions posed by ED.

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<sup>4</sup> EB-2022-0249, Exhibit I.ED.16, Attachment 7, Ottawa, 4 Ton Heating Load, “Cost savings” row, averaged; EB-2022-0249, Exhibit I.ED.5.

<sup>5</sup> EB-2022-0249, Exhibit I.ED.5.

<sup>6</sup> *Ibid.*

<b>Information Communicated to the Municipality of West Grey</b>		
<b>Information</b>	<b>Whether communicated to the city (Y/N)</b>	<b>If no, why not; if yes, where &amp; when</b>
(i) That the federal government is offering \$5,000 rebates for customers to switch to high-efficiency electric heat pumps, which are not available for gas furnaces. <sup>7</sup>	No	The Municipality of West Grey did not request information from Enbridge Gas regarding non-natural gas solutions which the Company cannot provide via the Project.
(ii) That the federal government is offering an <i>additional</i> \$5,000 in rebates for customers to switch from oil to high-efficiency electric heat pumps if they earn a median income or lower (e.g. \$122,000 after-tax income for a family of 4 in Ontario) through the Oil to Heat Pump Affordability Program. <sup>8</sup>	No	The Municipality of West Grey did not request information from Enbridge Gas regarding non-natural gas solutions which the Company cannot provide via the Project.
(iii) That the federal government is now providing up to \$40,000 in interest free loans, which can be put towards conversions to electric heat pumps, and not gas equipment, through the Greener Homes Loan. <sup>9</sup>	No	The Municipality of West Grey did not request information from Enbridge Gas regarding non-natural gas solutions which the Company cannot provide via the Project.
(iv) That heat pumps could save a customer approximately \$1,200 in annual heating costs versus a gas furnace for a house with a moderate heat load (or whatever Enbridge's	No	The Municipality of West Grey did not request information from Enbridge Gas regarding non-natural gas solutions which the Company cannot provide via the Project.

<sup>7</sup> EB-2022-0249, Exhibit I.ED.20 & Exhibit I.ED.5.

<sup>8</sup> EB-2022-0249, Exhibit I.ED.20 & Exhibit I.ED.5.

<sup>9</sup> EB-2022-0249, Exhibit I.ED.20 & Exhibit I.ED.5.

<b>Information Communicated to the Municipality of West Grey</b>		
estimated savings are). <sup>10</sup>		
<b>Information</b>	<b>Whether communicated to the city (Y/N)</b>	<b>If no, why not; if yes, where &amp; when</b>
(v) That Enbridge may charge customers for a connection depending on the distance of the building from the road.	No	Comprehensive information is readily available on the Enbridge Gas community expansion website, including information regarding the extra length charge under the FAQ section: 'What does it cost to install a natural gas pipeline to connect my home?'.  <a href="#">Community Expansion Frequently Asked Questions   Enbridge Gas</a> <sup>11</sup>
(vi) That heat pumps result in lower annual energy costs compared to traditional gas equipment for home heating	No	The Municipality of West Grey did not request information from Enbridge Gas regarding non-natural gas solutions which the Company cannot provide via the Project.
(vii) That heat pumps significantly reduce summer cooling costs.	No	The Municipality of West Grey did not request information from Enbridge Gas regarding non-natural gas solutions which the Company cannot provide via the Project.
(viii) That natural gas is a potent greenhouse gas and its combustion generates approximately 1/3 <sup>rd</sup> of Ontario's greenhouse gas emissions. <sup>12</sup>	No	The Municipality of West Grey did not request information from Enbridge Gas regarding Ontario's greenhouse gas emissions.
(ix) That heat pumps result in far less greenhouse gas emissions than gas furnaces. <sup>13</sup>	No	The Municipality of West Grey did not request information from Enbridge Gas regarding non-natural gas solutions which the Company cannot provide via the Project.

<sup>10</sup> EB-2022-0249, Exhibit I.ED.16, Attachment 7, Ottawa, 4 Ton Heating Load, "Cost savings" row, averaged; EB-2022-0249, Exhibit I.ED.5.

<sup>11</sup> <https://www.enbridgegas.com/residential/new-customers/community-expansion/faq>

<sup>12</sup> EB-2022-0249, Exhibit I.ED.5.

<sup>13</sup> *Ibid.*



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1

Question(s):

- a) Please provide all communications to and from the Regional Municipality regarding the project, including all communications to the Regional Municipality describing the benefits (e.g. letters, presentations, etc.).
- b) Please provide a list of all meetings with staff and elected officials from the Regional Municipality and the meeting notes and materials for each.
- c) Please provide a copy of the “Final Guidelines for Potential Projects to Expand Access to Natural Gas Distribution” and the related section 35 letter from the Minister.
- d) The OEB Guidelines referred to above state that applicants must: “Provide letter(s) from the Band Council(s) and/or local government, as applicable, stating support for the project, including details of any commitment to financial support.” Was a support letter requested from the Regional Municipality?
- e) If a support letter was not sought from the Regional Municipality, please explain why, including with reference to any documentary support for Enbridge’s contention that the Regional Municipality does not count as a “local government” within the meaning of the Guidelines

Response:

- a) Grey County was provided the Notice of Study Commencement, In-Person and Virtual Open Houses (Notice) on February 13, 2023, and a copy of the Environment Report on May 31, 2023. Please refer to Appendix B.4 of the Environmental Report at Attachment 1 to Exhibit F, Tab 1, Schedule 1 for a copy of the Notice. Grey County did not provide any response in regards to the aforementioned Notice and Environmental Report.

For all other communications with Grey County, please see Attachment 1 to this response.

- b) Please refer to Attachment 2 to this response for a list of municipal engagements with Grey County.
- c) The “Final Guidelines for Potential Projects to Expand Access to Natural Gas Distribution”<sup>1</sup> report prepared by the OEB can be found at Attachment 3 to this response. The related Section 35 letter from the Minister<sup>2</sup> is included at Attachment 4 to this response.
- d) The OEB Guidelines stated that support letters would be considered by the OEB when reviewing projects. A support letter was not requested from Grey County when preparing the Natural Gas Expansion Program submission for the Neustadt Project.
- e) Please see the response to part d). Enbridge Gas’s focus was on receiving a letter of support from the lower-tier municipality and did not request a support letter from Grey County when preparing the Natural Gas Expansion Program submission for the Neustadt Project. Enbridge Gas has been working with Grey County to discuss the proposed project’s design plans, installation requirements and municipal consent.

Please see Attachment 2 to Exhibit B, Tab 1, Schedule 1 for the letters of support received from the Municipality of West Grey.

---

<sup>1</sup> <https://www.oeb.ca/sites/default/files/ltr-final-guidelines-gas-expansion-20200305.pdf>

<sup>2</sup> <https://www.oeb.ca/sites/default/files/Letter-to-OEB-natural-gas-expansion-20191212.pdf>

**From:** [Matt Marck](#)  
**To:** [Shelley Bechard](#)  
**Cc:** [Jim Stevenson](#)  
**Subject:** [External] RE: Neustadt Community Expansion Project: Public Works Inquiry  
**Date:** Monday, January 9, 2023 7:51:50 AM

---

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Hi Shelley,

We are not doing any urban reconstruction in that area, only some pavement patching (mill and pave).

Regards,

Matt Marck  
Engineering Manager  
Phone: +1 519-376-5744 ext. 1218

-----Original Message-----

From: Grey County <[webmaster@grey.ca](mailto:webmaster@grey.ca)>  
Sent: Thursday, January 5, 2023 12:52 PM  
To: Matt Marck <[matt.marck@grey.ca](mailto:matt.marck@grey.ca)>  
Subject: Neustadt Community Expansion Project: Public Works Inquiry

[EXTERNAL EMAIL]

Name: Shelley Bechard  
Email: [shelley.bechard@enbridge.com](mailto:shelley.bechard@enbridge.com)

Message: Good Afternoon,

Our project team had a site visit to drive along the proposed route for our Neustadt project.

We noticed different activities along our scope such as fiber installation and hydro polls relocation. We reached out to West Grey and talked with Brent and he provided your name to discuss the County having an urban reconstruction project on Jacob and potentially Mill Street as well in 2023.

We would like to discuss our proposed project for late 2023 and your work in the area in our pre-planning stages.

Thanks.

**From:** [Manish Pakhrani](#)  
**To:** [Liane Sequin](#); [Sean Kramer](#); [Brian Van Biesbrouck](#); [Trevor Ireton](#); [Jim Stevenson](#)  
**Subject:** Neustadt Community Expansion Project Discussion

---

Hi all,

Scheduling the meeting to go over below items for Neustadt community expansion project.

- Planned road work / culvert replacements, projects
- Information on bridge/culvert depths or foundations
- Planned utility projects that could impact with our project area or schedule
- Restoration parameters
- Municipal Consent process
- Road occupancy guidelines
- Load restrictions
- Any geotechnical data
- Any data around the prohibition tunnels
- Once available, we can also review our proposed running line plans

Thank you,

Manish Pakhrani

---

Microsoft Teams meeting

Join on your computer, mobile app or room device

Click here to join the meeting <[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NDdkMzk0NGMtZW11Mi00ZWl4LWJlZTErYjQ1OWY3NGM5MGJh%40thread.v2/0?context=%7b%22Tid%22%3a%22271df5c2-953a-497b-93ad-7adf7a4b3cd7%22%2c%22Oid%22%3a%2276466087-5bb2-48da-9cda-a0a0939ca40a%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDdkMzk0NGMtZW11Mi00ZWl4LWJlZTErYjQ1OWY3NGM5MGJh%40thread.v2/0?context=%7b%22Tid%22%3a%22271df5c2-953a-497b-93ad-7adf7a4b3cd7%22%2c%22Oid%22%3a%2276466087-5bb2-48da-9cda-a0a0939ca40a%22%7d)>

Meeting ID: 233 228 116 617

Passcode: oQAagH

Download Teams <<https://www.microsoft.com/en-us/microsoft-teams/download-app>> | Join on the web <<https://www.microsoft.com/microsoft-teams/join-a-meeting>>

Join with a video conferencing device

[enbridge@m.webex.com](mailto:enbridge@m.webex.com) <<mailto:enbridge@m.webex.com>>

Video Conference ID: 114 407 738 6

Alternate VTC instructions <<https://www.webex.com/msteams?confid=1144077386&tenantkey=enbridge&domain=m.webex.com>>

Learn More <<https://aka.ms/JoinTeamsMeeting>> | Meeting options <[https://teams.microsoft.com/meetingOptions/?organizerId=76466087-5bb2-48da-9cda-a0a0939ca40a&tenantId=271df5c2-953a-497b-93ad-7adf7a4b3cd7&threadId=19\\_meeting\\_NDdkMzk0NGMtZW11Mi00ZWl4LWJlZTErYjQ1OWY3NGM5MGJh@thread.v2&messageId=0&language=en-US](https://teams.microsoft.com/meetingOptions/?organizerId=76466087-5bb2-48da-9cda-a0a0939ca40a&tenantId=271df5c2-953a-497b-93ad-7adf7a4b3cd7&threadId=19_meeting_NDdkMzk0NGMtZW11Mi00ZWl4LWJlZTErYjQ1OWY3NGM5MGJh@thread.v2&messageId=0&language=en-US)>

---

**From:** [Bob Cherry](#)  
**To:** [Manish Pakhrani](#)  
**Cc:** [Jim Stevenson](#); [Trevor Ireton](#); [Liane Seguin](#); [Sean Kramer](#); [Brian Van Biesbrouck](#)  
**Subject:** [External] RE: Neustadt Community Expansion Project  
**Date:** Tuesday, May 23, 2023 3:11:26 PM

---

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Please find below, the link to the drawings we have on file for Bridge 900-399.

I looked through what we have and the footing information appears to be missing so I am not sure how helpful this will be.

[https://countyofgrey-my.sharepoint.com/:f/g/person/mandy\\_ferguson\\_grey\\_ca/EmJ\\_dxAFzspKpmmjXZ88kt8BW3\\_oPX-G2aMpeDnJiWqHIA?e=nLa9yx](https://countyofgrey-my.sharepoint.com/:f/g/person/mandy_ferguson_grey_ca/EmJ_dxAFzspKpmmjXZ88kt8BW3_oPX-G2aMpeDnJiWqHIA?e=nLa9yx)

Regards,

**Bob Cherry**

*Bridge Crew Supervisor*

Phone: +1 519-372-0219 ext. 1286

Grey County



---

**From:** Manish Pakhrani <manish.pakhrani@enbridge.com>  
**Sent:** Tuesday, May 23, 2023 11:15 AM  
**To:** Bob Cherry <Bob.Cherry@grey.ca>  
**Cc:** Jim Stevenson <Jim.Stevenson@grey.ca>; Trevor Ireton <Trevor.Ireton@grey.ca>; Liane Seguin <Liane.Seguin@enbridge.com>; Sean Kramer <Sean.Kramer@enbridge.com>; Brian Van Biesbrouck <Brian.VanBiesbrouck@enbridge.com>  
**Subject:** RE: Neustadt Community Expansion Project

[EXTERNAL EMAIL]

Hi Bob,

I hope you had a great long weekend.

Appreciate the heads up, look forward to any information you can share.

Thank you,

My working hours and your working hours may be different. Please do not feel obligated to reply outside your normal working hours.

**Manish Pakhrani**, EIT, PMP  
Project Coordinator, Community Expansion  
**Capital Development & Delivery**

**ENBRIDGE**  
CELL: (519) 359-1243 | [manish.pakhrani@enbridge.com](mailto:manish.pakhrani@enbridge.com)  
6 Colony Ct, Brampton, ON L6T 4E4

enbridge.com  
**Safety. Integrity. Respect. Inclusion.**

---

**From:** Bob Cherry <[Bob.Cherry@grey.ca](mailto:Bob.Cherry@grey.ca)>  
**Sent:** Tuesday, May 23, 2023 10:51 AM  
**To:** Manish Pakhrani <[manish.pakhrani@enbridge.com](mailto:manish.pakhrani@enbridge.com)>  
**Cc:** Jim Stevenson <[Jim.Stevenson@grey.ca](mailto:Jim.Stevenson@grey.ca)>; Trevor Ireton <[Trevor.Ireton@grey.ca](mailto:Trevor.Ireton@grey.ca)>; Liane Seguin <[Liane.Seguin@enbridge.com](mailto:Liane.Seguin@enbridge.com)>; Sean Kramer <[Sean.Kramer@enbridge.com](mailto:Sean.Kramer@enbridge.com)>; Brian Van Biesbrouck <[Brian.VanBiesbrouck@enbridge.com](mailto:Brian.VanBiesbrouck@enbridge.com)>  
**Subject:** [External] Re: Neustadt Community Expansion Project

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Hello Manish,

I am on-site placing concrete today but I should be in the office this afternoon and will share what we have.

Regards,  
Bob Cherry  
Grey County

On May 18, 2023, at 2:19 PM, Manish Pakhrani <[manish.pakhrani@enbridge.com](mailto:manish.pakhrani@enbridge.com)> wrote:

[EXTERNAL EMAIL]

Apologies, I meant to say foundation details and depths for the Meux Creek culvert/bridge, the one on Queen St between Adam and Mill streets and other culverts in the area.

My working hours and your working hours may be different. Please do not feel obligated to reply outside your normal working hours.

**Manish Pakhrani**, EIT, PMP  
Project Coordinator, Community Expansion  
**Capital Development & Delivery**

**ENBRIDGE**  
CELL: (519) 359-1243 | [manish.pakhrani@enbridge.com](mailto:manish.pakhrani@enbridge.com)  
6 Colony Ct, Brampton, ON L6T 4E4

enbridge.com  
**Safety. Integrity. Respect. Inclusion.**

---

**From:** Manish Pakhrani  
**Sent:** Thursday, May 18, 2023 1:52 PM  
**To:** [Bob.cherry@grey.ca](mailto:Bob.cherry@grey.ca)  
**Cc:** Jim Stevenson <[Jim.Stevenson@grey.ca](mailto:Jim.Stevenson@grey.ca)>; Trevor Ireton <[Trevor.Ireton@grey.ca](mailto:Trevor.Ireton@grey.ca)>;  
Liane Seguin <[Liane.Seguin@enbridge.com](mailto:Liane.Seguin@enbridge.com)>; Sean Kramer  
<[Sean.Kramer@enbridge.com](mailto:Sean.Kramer@enbridge.com)>; Brian Van Biesbrouck  
<[Brian.VanBiesbrouck@enbridge.com](mailto:Brian.VanBiesbrouck@enbridge.com)>  
**Subject:** Neustadt Community Expansion Project

Good afternoon Bob,

My name is Manish and I am supporting the planning and developing of the Neusdadt project.

I was provided with your name from Jim Stevenson and Trevor Ireton, but if you feel an alternate contact should be engaged, please let me know.

I was hoping to touch base with you to see if you can provide foundation details, depths etc. that will help us work through our pipe design and running line determination.

I have also included our Construction Lead for the project, Sean Kramer, as well as Brian Sr Construction Support as they are the SME.

Thank you,

My working hours and your working hours may be different. Please do not feel obligated to reply outside your normal working hours.

**Manish Pakhrani**, EIT, PMP  
Project Coordinator, Community Expansion  
**Capital Development & Delivery**

**ENBRIDGE**  
CELL: (519) 359-1243 | [manish.pakhrani@enbridge.com](mailto:manish.pakhrani@enbridge.com)  
6 Colony Ct, Brampton, ON L6T 4E4

enbridge.com  
**Safety. Integrity. Respect. Inclusion.**

**From:** [Jim Stevenson](#)  
**To:** [Liane Seguin](#)  
**Cc:** [Dana McMillan](#); [Morgenroth, Kat](#); [Manish Pakhrani](#); [Zhao, Gary](#)  
**Subject:** [External] RE: Geotechnical Investigation Program for Enbridge  
**Date:** Monday, June 12, 2023 7:19:19 AM

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MC guidelines are included in documents.

**Jim Stevenson**

*Corridor Control Technologist*

Phone: +1 519-372-0219 ext. 1285

Grey County



---

**From:** Liane Seguin <[Liane.Seguin@enbridge.com](mailto:Liane.Seguin@enbridge.com)>  
**Sent:** June 6, 2023 11:12 AM  
**To:** Jim Stevenson <[Jim.Stevenson@grey.ca](mailto:Jim.Stevenson@grey.ca)>  
**Cc:** Dana McMillan <[Dana.McMillan@grey.ca](mailto:Dana.McMillan@grey.ca)>; Morgenroth, Kat <[Kat.Morgenroth@stantec.com](mailto:Kat.Morgenroth@stantec.com)>;  
Manish Pakhrani <[manish.pakhrani@enbridge.com](mailto:manish.pakhrani@enbridge.com)>; Zhao, Gary <[Gary.Zhao@stantec.com](mailto:Gary.Zhao@stantec.com)>  
**Subject:** RE: Geotechnical Investigation Program for Enbridge

**[EXTERNAL EMAIL]**

Hi Jim,

I've attached the document we've received, we unfortunately haven't found the MC guidelines in our inboxes.

If you could kindly resend, that would be greatly appreciated.

We will submit our MC request for Geotech in the coming week or two.

Thank you,

**Liane Séguin (she/her), P.Eng.**

CELL: 807-630-6088

---

**From:** Jim Stevenson <[Jim.Stevenson@grey.ca](mailto:Jim.Stevenson@grey.ca)>  
**Sent:** Tuesday, May 30, 2023 5:22 PM  
**To:** Liane Seguin <[Liane.Seguin@enbridge.com](mailto:Liane.Seguin@enbridge.com)>  
**Cc:** Dana McMillan <[Dana.McMillan@grey.ca](mailto:Dana.McMillan@grey.ca)>; Morgenroth, Kat <[Kat.Morgenroth@stantec.com](mailto:Kat.Morgenroth@stantec.com)>;



Manish Pakhrani <[manish.pakhrani@enbridge.com](mailto:manish.pakhrani@enbridge.com)>; Zhao, Gary <[Gary.Zhao@stantec.com](mailto:Gary.Zhao@stantec.com)>

**Subject:** [External] Re: Geotechnical Investigation Program for Enbridge

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Liane

Please submit all correspondence to [roads@grey.ca](mailto:roads@grey.ca) . You may also cc us as well. The County recommends this so if someone is away it won't get lost in an individual's email.

Guidelines for MC's was forwarded to Manish.

Sent from my iPhone

On May 30, 2023, at 4:04 PM, Liane Seguin <[Liane.Seguin@enbridge.com](mailto:Liane.Seguin@enbridge.com)> wrote:



Hi Dana & Jim,

Should we send our Municipal Consent request via email to you directly or to [roads@grey.ca](mailto:roads@grey.ca)?

Is there an MC document or a list of items you require for the submission? I wasn't able to find anything on the site but I may be looking in the wrong spot.

Thank you!

**Liane Séguin (she/her)**, P.Eng.

Sr. Advisor Community Expansion

**ENBRIDGE**

CELL: 807-630-6088 | [liane.seguin@enbridge.com](mailto:liane.seguin@enbridge.com)

828 Falconbridge Road Sudbury, ON, P3A 4S3

[enbridge.com](http://enbridge.com)

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*With a spirit of reconciliation, I mindfully acknowledge that I live and work on the traditional lands of First Peoples, including the Atikameksheng Anishnawbek, in Robinson-Huron Treaty Territory, and the Métis.*

---

**From:** Dana McMillan <[Dana.McMillan@grey.ca](mailto:Dana.McMillan@grey.ca)>

**Sent:** Monday, May 29, 2023 2:18 PM

**To:** Zhao, Gary <[Gary.Zhao@stantec.com](mailto:Gary.Zhao@stantec.com)>

**Cc:** Morgenroth, Kat <[Kat.Morgenroth@stantec.com](mailto:Kat.Morgenroth@stantec.com)>; Jim Stevenson <[Jim.Stevenson@grey.ca](mailto:Jim.Stevenson@grey.ca)>

**Subject:** RE: Geotechnical Investigation Program for Enbridge

Good Afternoon,

Thank you for your inquiry. Municipal Consent should be applied for by Enbridge and a copy of the approved Municipal Consent should accompany your Encroachment Permit Application (Enbridge should forward this to you). I have included a document that outlines the insurance requirements (pg 2 option 2).

Our permits are available at the following link <https://www.grey.ca/resident-services/county-roads/road-permits-and-forms>. Completed applications can be submitted to [roads@grey.ca](mailto:roads@grey.ca).

Since the work is for Enbridge (Union Gas), the fees will be waived.

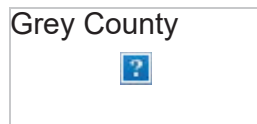
If you need anything further, please let us know.

Have a great day!

**Dana McMillan**

*Services Assistant - Transportation Services*

Phone: +1 519-372-0219 ext. 1407



---

**From:** Zhao, Gary <[Gary.Zhao@stantec.com](mailto:Gary.Zhao@stantec.com)>

**Sent:** Thursday, May 25, 2023 11:23 AM

**To:** Group: TS General Inquiries <[roads@grey.ca](mailto:roads@grey.ca)>

**Cc:** Morgenroth, Kat <[Kat.Morgenroth@stantec.com](mailto:Kat.Morgenroth@stantec.com)>

**Subject:** Geotechnical Investigation Program for Enbridge



Dear Officer,

We are planning to carry out borehole drilling for Enbridge for subsurface investigation at 2 locations: 1) on Queen St., Neustadt; 2) on Grey Road 10 at Meux Creek (south of Hanover). Please find the attached for our project locations for your reference.

Here is a summary of our work:

1. The borehole drilling will be carried out either on the sidewalk, roadway, or shoulder, subject to the utility locate information, site conditions and safety.
2. Traffic control will be in place and set up by the qualified traffic control personnel for the work zone.

3. Backfilling the borehole with a bentonite-cement grout mixture in accordance with MECP requirements and the intent of Regulation 903.
4. Where boreholes are advanced through the existing asphalt pavement or concrete sidewalk, the boreholes will be capped at the ground surface with asphalt cold patch or concrete cement. If a monitoring well is installed the finish will be flush and cemented in place.

It is understood that an encroachment permit would be required for our work, but we would like to confirm the followings while we are preparing the application:

1. Since our client is Enbridge, will the application fee be waived? **Yes**
2. Which insurance option will be required for our work? **Option 2**
3. Beside the plan of our work and insurance, are there any other documents required for the application? **A copy of the approved Municipal Consent provided to you by Enbridge.**

Thank you so much for your time!

**Gary Zhao** M.E.Sc., P. Eng.  
Senior Geotechnical Engineer

Direct: 905-944-6869  
Mobile: 647-213-1232  
[gary.zhao@stantec.com](mailto:gary.zhao@stantec.com)

Stantec  
300W-675 Cochrane Drive  
Markham ON L3R 0B8



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**Atención:** Este correo electrónico proviene de fuera de Stantec. Por favor, tome precauciones adicionales.

**From:** [Dana McMillan](#)  
**To:** [Liane Seguin](#)  
**Cc:** [Manish Pakhrani](#); [Zhao, Gary](#)  
**Subject:** [External] RE: Neustadt | Municipal Consent Draft Meux Creek Crossing Grey Road 10  
**Date:** Thursday, June 22, 2023 11:21:23 AM  
**Attachments:** [image001.png](#)

---

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Good Morning Laine,

A municipal consent is not required for boreholes, please complete an encroachment permit found at the following link <https://www.grey.ca/resident-services/county-roads/road-permits-and-forms> , your completed forms can be submitted to [roads@grey.ca](mailto:roads@grey.ca) , along with a certificate of insurance and traffic plan.

Sincerely,

**Dana McMillan**

*Services Assistant - Transportation Services*

Phone: +1 519-372-0219 ext. 1407



---

**From:** Liane Seguin <Liane.Seguin@enbridge.com>  
**Sent:** Thursday, June 22, 2023 9:44 AM  
**To:** Group: TS General Inquiries <roads@grey.ca>; Jim Stevenson <Jim.Stevenson@grey.ca>; Dana McMillan <Dana.McMillan@grey.ca>  
**Cc:** Manish Pakhrani <manish.pakhrani@enbridge.com>; Zhao, Gary <Gary.Zhao@stantec.com>  
**Subject:** Re: Neustadt | Municipal Consent Draft

[EXTERNAL EMAIL]

Good morning

I am following up on this request for MC.  
Stantec is hoping to execute this work the week of July 10th.

I am happy to provide additional information should it be required for this request.

Thanks,  
Liane

---

**From:** Liane Seguin  
**Sent:** Wednesday, June 14, 2023 4:51:35 PM  
**To:** [roads@grey.ca](mailto:roads@grey.ca) <[roads@grey.ca](mailto:roads@grey.ca)>; Jim Stevenson <[Jim.Stevenson@grey.ca](mailto:Jim.Stevenson@grey.ca)>; Dana McMillan <[Dana.McMillan@grey.ca](mailto:Dana.McMillan@grey.ca)>  
**Cc:** Manish Pakhrani <[manish.pakhrani@enbridge.com](mailto:manish.pakhrani@enbridge.com)>; Gary Zhao <[gary.zhao@stantec.com](mailto:gary.zhao@stantec.com)>  
**Subject:** Neustadt | Municipal Consent Draft

Good afternoon,

I'm writing on behalf of Enbridge Gas Inc to request Municipal Consent approval from Grey County for conducting geotechnical work related to two creeks mentioned below:

- Meux Creek Crossing
- Creek Crossing North of Knappville Road

The geotechnical work will be conducted by Stantec, who will be applying for the Encroachment Permit after MC is received. Gary Zhao would be your point of contact at Stantec and has been included on this email.

This work will involve comprehensive assessment of soil stability, sediment analysis, erosion potential and other pertinent factors to gain a comprehensive understanding of the creek conditions. There will be two boreholes to a depth of approximately 16m below grade, one on each creek marked in red in picture.

We kindly request your consent to proceed with the geotechnical work in the following location:

1. One (1) borehole south of Meux Creek (BH-MC2)
2. One (1) borehole north of creek north of Knappville Road (BH-KC1)



**Figure 1: Meux Creek Crossing and Proposed Borehole Locations**



**Figure 2: Creek Crossing North of Knappville Road and Proposed Borehole Locations**

Note: Upon completion of the geotechnical work, the ground will be restored and repaired to its original condition, or as close to it as possible.

Please let me know if there is any additional information needed for the permit.

Thank you for your attention to this request. We look forward to your positive response.

**Liane Séguin (she/her)**, P.Eng.

Sr. Advisor Community Expansion

—

**ENBRIDGE**

CELL: 807-630-6088 | [liane.seguin@enbridge.com](mailto:liane.seguin@enbridge.com)

828 Falconbridge Road Sudbury, ON, P3A 4S3

[enbridge.com](http://enbridge.com)

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*With a spirit of reconciliation, I mindfully acknowledge that I live and work on the traditional lands of First Peoples, including the Atikameksheng Anishnawbek, in Robinson-Huron Treaty Territory, and the Métis.*

**From:** [Dana McMillan](#)  
**To:** [Zhao, Gary](#)  
**Cc:** [Liane Seguin](#); [Manish Pakhrani](#); [Morgenroth, Kat](#)  
**Subject:** [External] Approved Encroachment Permit Application Packages for Geotechnical Investigation on Grey Road 10 S of Hanover ENC-C 23000586 & ENC-C 23000587  
**Date:** Wednesday, July 5, 2023 9:45:23 AM  
**Attachments:** [Stantec Consulting Ltd Grey Road 10 north of Knappville Road Gary Zhao for Enbridge ENC-C 23000586.pdf](#)  
[Stantec Consulting Ltd Grey Road 10 south of Meux Creek near 12978 GR 10 Gary Zhao for Enbridge ENC-C 23000587.pdf](#)

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Good Morning Gary,

Thank you for your permit applications. Please note that the permits will expire October 31, 2023, as we do not want any road work completed during the winter months.

Please submit a completed Notification of Field Work Form to the office 48 hours prior to initiating work (and each time you will be out testing). Once the field work is completed, please return the Final Inspection Request Form to our office. Both of these forms are included with your approved permits, and can be submitted to [roads@grey.ca](mailto:roads@grey.ca).

If you have any questions, please do not hesitate to contact our office.

Have a great day!

**Dana McMillan**

*Services Assistant - Transportation Services*

Phone: +1 519-372-0219 ext. 1407

Grey County



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**From:** Zhao, Gary <Gary.Zhao@stantec.com>

**Sent:** Tuesday, July 4, 2023 12:09 PM

**To:** Dana McMillan <Dana.McMillan@grey.ca>

**Cc:** Liane Seguin <Liane.Seguin@enbridge.com>; Manish Pakhrani <manish.pakhrani@enbridge.com>; Morgenroth, Kat <Kat.Morgenroth@stantec.com>; Jim Stevenson <Jim.Stevenson@grey.ca>; Group: TS General Inquiries <roads@grey.ca>

**Subject:** RE: Encroachment Permit Application Packages for Geotechnical Investigation on Grey Road 10 S of Hanover

[EXTERNAL EMAIL]

Hi Dana,

It was nice to talk with you today.

As discussed, our driller is available for next Monday to be on site to start the drilling work. Really appreciate it if you could get back to me at your earliest convenience.

Feel free to let me know if you have any comments on our proposed work plan or if you need any other information for your review.

Thank you so much again for your time!

Gary Zhao

Direct: 905-944-6869  
Mobile: 647-213-1232  
[gary.zhao@stantec.com](mailto:gary.zhao@stantec.com)



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**From:** Zhao, Gary

**Sent:** Thursday, June 29, 2023 1:14 PM

**To:** [roads@grey.ca](mailto:roads@grey.ca)

**Cc:** Dana McMillan <[Dana.McMillan@grey.ca](mailto:Dana.McMillan@grey.ca)>; Liane Seguin <[Liane.Seguin@enbridge.com](mailto:Liane.Seguin@enbridge.com)>; Manish Pakhrani <[manish.pakhrani@enbridge.com](mailto:manish.pakhrani@enbridge.com)>; Morgenroth, Kat <[Kat.Morgenroth@stantec.com](mailto:Kat.Morgenroth@stantec.com)>; Jim Stevenson <[Jim.Stevenson@grey.ca](mailto:Jim.Stevenson@grey.ca)>

**Subject:** RE: Encroachment Permit Application Packages for Geotechnical Investigation on Grey Road 10 S of Hanover

Good afternoon,

I would like to follow up with our encroachment permit application for our proposed drilling work on Grey Road 10 close to Meux Creek and the creek north of Knappville Road.

Please do not hesitate to let us know if you have any questions or comments or if you require any other documents for your review.

Thank you so much for your time.

**Gary Zhao** M.E.Sc., P. Eng.

Senior Geotechnical Engineer

Direct: 905-944-6869  
Mobile: 647-213-1232  
[gary.zhao@stantec.com](mailto:gary.zhao@stantec.com)

Stantec  
300W-675 Cochrane Drive  
Markham ON L3R 0B8





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**From:** Zhao, Gary

**Sent:** Friday, June 23, 2023 10:33 AM

**To:** [roads@grey.ca](mailto:roads@grey.ca)

**Cc:** Dana McMillan <[Dana.McMillan@grey.ca](mailto:Dana.McMillan@grey.ca)>; Liane Seguin <[Liane.Seguin@enbridge.com](mailto:Liane.Seguin@enbridge.com)>; Manish Pakhrani <[manish.pakhrani@enbridge.com](mailto:manish.pakhrani@enbridge.com)>; Morgenroth, Kat <[Kat.Morgenroth@stantec.com](mailto:Kat.Morgenroth@stantec.com)>

**Subject:** Encroachment Permit Application Packages for Geotechnical Investigation on Grey Road 10 S of Hanover

Good morning officer,

We would like to submit the encroachment permit application packages including application form, proposed work zone and traffic control setup, and our certificate of insurance for our proposed work at the locations below:

- North of the creek north of Knappville Road
- South of Meux Creek

Below is a summary of our work:

- The borehole drilling will be carried out either on the roadway or shoulder, subject to the utility locate information, site conditions and safety.
- Traffic control will be in place and set up by the qualified traffic control personnel for the work zone.
- Backfilling the borehole with a bentonite-cement grout mixture in accordance with MECF requirements and the intent of Regulation 903.
- Where boreholes are advanced through the existing asphalt pavement, the boreholes will be capped at the ground surface with asphalt cold patch.
- If a monitoring well is installed, the finish will be flush mount and cemented in place, and well decommissioning will be carried out once the groundwater level monitoring program is completed.

Based on our previous communications, it is understood the followings:

- Municipal Consent from Enbridge is not required for the borehole drilling work.
- Application fee will be waived, since the work is for Enbridge.

Please let us know if you have any questions or any comments on our work and if you need any other supporting information.

Thank you very much for your time.

Best regards,

**Gary Zhao** M.E.Sc., P. Eng.  
Senior Geotechnical Engineer

Direct: 905-944-6869

Mobile: 647-213-1232

[gary.zhao@stantec.com](mailto:gary.zhao@stantec.com)

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**Dana McMillan**

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**From:** Zhao, Gary <Gary.Zhao@stantec.com>  
**Sent:** June 23, 2023 10:33 AM  
**To:** Group: TS General Inquiries  
**Cc:** Dana McMillan; Liane Seguin; Manish Pakhrani; Morgenroth, Kat  
**Subject:** Encroachment Permit Application Packages for Geotechnical Investigation on Grey Road 10 S of Hanover  
**Attachments:** Encroachment-Permit-App-Pacakge\_Stantec\_GreyRd10-Creek\_N\_Knappville\_Rd\_20230623.pdf; Encroachment-Permit-App-Package\_Stantec\_GreyRd10-MeuxCreek\_20230623.pdf

[EXTERNAL EMAIL]

Good morning officer,

We would like to submit the encroachment permit application packages including application form, proposed work zone and traffic control setup, and our certificate of insurance for our proposed work at the locations below:

- North of the creek north of Knappville Road
- South of Meux Creek

Below is a summary of our work:

- The borehole drilling will be carried out either on the roadway or shoulder, subject to the utility locate information, site conditions and safety.
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Based on our previous communications, it is understood the followings:

- Municipal Consent from Enbridge is not required for the borehole drilling work.
- Application fee will be waived, since the work is for Enbridge.

Please let us know if you have any questions or any comments on our work and if you need any other supporting information.

Thank you very much for your time.

Best regards,

**Gary Zhao** M.E.Sc., P. Eng.  
Senior Geotechnical Engineer

Direct: 905-944-6869  
Mobile: 647-213-1232  
[gary.zhao@stantec.com](mailto:gary.zhao@stantec.com)

Stantec  
300W-675 Cochrane Drive  
Markham ON L3R 0B8



## Municipal Engagement – Consultation Log

<b>County of Grey</b>					
Line Item	Date	Method	Summary of Enbridge Gas Inc. (“Enbridge Gas”) Engagement Activity	Summary of Community’s Engagement Activity	Issues or Concerns raised and how addressed by Enbridge Gas including any substantive Attachments
1	January 5, 2023	Email	Enbridge Gas representative asked Grey County staff about a potential urban reconstruction project and how it may impact the proposed project.	On January 9, 2023, Grey County staff confirmed there was no urban reconstruction project.	
2	May 17, 2023	Teams meeting	Enbridge Gas Representative and Grey County staff-general meeting to go over the project scope and requirements		
3	May 18, 2023	Email	Enbridge Gas Representative requested information related to foundation details and depths for the Meux Creek culvert/bridge.	On May 23, 2023, Grey County staff provided drawings for the Meux Creek culvert/bridge.	
4	May 25, 2023	Email	<p>Stantec on behalf of Enbridge Gas informed Grey County of upcoming borehole drilling work and requested clarifications regarding the required encroachment permit.</p> <p>On May 30, 2023, Enbridge Gas representative inquired about the submission of a Municipal Consent application for proposed borehole drilling work.</p>	<p>On May 29, 2023, Grey County staff responded with a link to the encroachment permit application.</p> <p>On May 30, 2023, Grey County staff provided direction regarding the Municipal Consent application.</p> <p>On June 12, 2023, Grey County staff provided direction regarding the Municipal Consent application.</p>	

			On June 6, 2023, Enbridge Gas representative requested more information regarding the submission of Municipal Consent application.		
5	June 14, 2023	Email	Enbridge Gas representative requested Municipal Consent approval to conduct geotechnical work at two creeks (Meux Creek and Creek Crossing North of Knappville Road).	On June 22, 2023, Grey County staff confirmed that Municipal Consent was not required, but requested the completion of an encroachment permit.	
6	June 23, 2023	Email	Stantec on behalf of Enbridge Gas submitted encroachment permit packages for borehole drilling work, and follow-up emails were sent on June 29, 2023 and July 4, 2023.	On July 5, 2023, Grey County staff provided the encroachment permits.	
7	August 16, 2023	In-person	Enbridge Gas Representative and Aecon representative met with Grey County on site in Neustadt to review proposed running line.		



**BY E-MAIL AND WEB POSTING**

March 5, 2020

**TO: All Participants in the Consultation on the Draft Guidelines for Potential Projects to Expand Access to Natural Gas  
All Other Interested Parties**

**RE: Potential Projects to Expand Access to Natural Gas Distribution  
Ontario Energy Board File No. EB-2019-0255**

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The Ontario Energy Board (OEB) has today issued its Final Guidelines for Potential Projects to Expand Access to Natural Gas Distribution (Final Guidelines), which are attached as Appendix A to this letter. The Final Guidelines have been informed by and benefitted from stakeholder comments on the Draft Guidelines for Potential Projects to Expand Access to Natural Gas Distribution (Draft Guidelines) that were issued for comment on December 19, 2019.

Interested project proponents that wish to file project information for inclusion in the OEB's report to the Ministry of Energy, Northern Development and Mines (Ministry) must do so by June 3, 2020 in accordance with the Final Guidelines.

On December 12, 2019, the OEB received a [letter](#) (Section 35 Letter) from the Minister of Energy, Northern Development and Mines and the Associate Minister of Energy under section 35 of the *Ontario Energy Board Act, 1998* (OEB Act) asking the OEB to collect and analyze information about possible natural gas expansion projects with a focus on assessing whether the projects can be implemented substantially as proposed. The OEB is expected to report back to the Ministry by August 31, 2020 (Report), and this Report will serve as an input to assist the government in making a determination on future expansion projects.

The Section 35 Letter also expresses the government's intention to further increase access to natural gas by making additional new projects eligible for ratepayer funded financial support totaling approximately \$130 million, using the mechanism set out in Ontario Regulation 24/19, Expansion of Natural Gas Distribution Systems made under section 36.2 of the OEB Act. Changes to that Regulation will be required to enable the provision of ratepayer-funded financial support for any such projects.

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The Section 35 Letter identifies the following as matters to be considered by the OEB in undertaking this initiative:

- The number of customers (in terms of customer count, volume of gas to be distributed and customer type) that would be connected by each proposed project.
- The total cost of each proposed project, as well as the dollar amount of support needed for each proposed project to meet the OEB's profitability threshold.
- The proposed construction start date and construction period for each proposed project, as the provincial government's focus is on projects that can reasonably be expected to start construction by 2023, allowance being made for the timelines typically applicable to the process of obtaining regulatory approvals.
- The project proponent's demonstrated experience, technical expertise and financial ability to build and operate a natural gas distribution system.
- Support for the proposed project from Band Council(s) and/or local government, as applicable, demonstrated through a written expression of support and/or a commitment to financial support.
- If a proposed project is in an area where a Certificate of Public Convenience and Necessity (Certificate) exists, the proponent must be the Certificate holder unless the Certificate holder does not propose a project for the area.
- The extent to which the project proponent expects that the proposed project would reduce the household energy cost burden in the project area.

As set out in the Section 35 Letter, the OEB is expected to apply its expertise in undertaking this initiative. Given the focus on assessing whether potential projects can be implemented substantially as proposed, the following are the key additional considerations that are included in the Final Guidelines, some of which have been revised relative to the Draft Guidelines in response to stakeholder comments:

- 
- A ten-year rate stability period for each proposed project in order to demonstrate, as required by the Section 35 Letter, a commitment to be held to the project costs and volume forecast set out in the project information provided to the OEB.
  - A schedule for applying for any OEB approvals and identification of the date by which each is required in order to meet the proposed in-service date.
  - The estimated annual distribution charges that are expected to be borne by residential customers to be connected by each proposed project.
  - The estimated revenue requirement over the ten-year rate stability period and the capital costs and rate base at the end of the rate stability period.

### **OEB Consideration of Stakeholder Comments**

Twenty-one stakeholders submitted comments in response to the OEB's December 19, 2019 letter, including natural gas distributors, compressed natural gas (CNG) and liquefied natural gas (LNG) service providers, ratepayer groups, industry associations, environmental groups and groups representing Indigenous peoples. Most stakeholders submitted comments on the Draft Guidelines, with relatively few comments submitted on the three additional issues on which the OEB also invited comment in that letter:

- The sufficiency of the 90-day window to submit project information.
- Confidentiality of information that may be contained in project information filed by interested project proponents based on the Draft Guidelines.
- Two alternative options for addressing the requirement in the Section 35 Letter that a proponent must be the holder of the Certificate unless the Certificate holder does not propose a project for the area.

Below is an overview of the many issues raised in the stakeholder comments, and the OEB's consideration of them. In considering stakeholder comments, the OEB has been mindful that the intention underlying the Section 35 Letter is to facilitate access to natural gas distribution systems for communities that are not currently connected to such a system. The OEB has also been mindful that its Report is expected to be provided to the Ministry by August 31, 2020, and that minimizing regulatory burden for stakeholders is a focus of the Government.



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## **Comments on the Draft Guidelines**

### ***General Comments***

A number of stakeholders provided comments on the general approach to be taken by the OEB in response to the Section 35 Letter.

One stakeholder stated that, in addition to giving consideration to the benefits of converting from existing heating and hot water systems to natural gas, potential harm should be considered as well (including, for example, potential harm to alternative energy suppliers). The stakeholder suggested that the OEB's process should include a period for the solicitation of written comments from those who would be adversely affected by the proposed projects. The stakeholder further suggested that the OEB could then include these impacts in the Report. Along similar lines, three stakeholders proposed that the OEB require project proponents to compare savings associated with switching to natural gas against savings associated with other energy alternatives available or potentially available to customers (e.g., heat pumps, etc.). The OEB does not consider that an assessment of potential harm to alternative energy suppliers or the savings associated with other energy alternatives is in keeping with the intention underlying the Section 35 Letter.

The focus of comments received from two stakeholders was on encouraging projects that would serve Indigenous communities. Their other comments related to historic infrastructure gaps, energy poverty, and the potential impact on the electricity system resulting from reduced demand. Although it is not within the ambit of the OEB's mandate under the Section 35 Letter to direct proponents with regard to the communities that they may wish to serve, the OEB anticipates that some projects may propose to serve First Nations reserve lands or off-reserve Indigenous consumers. The OEB has added a new requirement in section 3.1 of the Final Guidelines requiring proponents to indicate whether their proposed project would serve any First Nations reserves, which may be useful information for the Ministry when considering proposed projects. The matter of off-reserve Indigenous consumers is discussed in the section on "Comments related to Part III" below. Issues relating to matters such as historic infrastructure gaps and potential impacts on the electricity system, while important, go beyond the scope of the matters that the OEB was asked to report to the Minister, and in the OEB's view cannot be meaningfully reviewed within the timelines set out in the Section 35 Letter.

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One stakeholder suggested that the Report should refrain from ranking or rating proposed projects. The OEB wishes to clarify that the Section 35 Letter did not ask for a ranking of proposed projects, and the OEB does not intend to provide a ranking.

One stakeholder commented on the thresholds for leave to construct applications, including the prescribed amount of \$2 million and nominal pipe size of 12 inches. The stakeholder suggested that, in order to reduce the number of regulatory applications to the OEB and to reduce regulatory burden and costs, the prescribed amount should be increased to \$10 million and the nominal pipe size augmented to 16 inches. The stakeholder recommended that the OEB address the leave to construct thresholds as part of the Report. The OEB notes that changing those thresholds would require legislative change. While the OEB agrees that there is merit in a review of the thresholds given the length of time that they have been in place, this is outside the scope of what the OEB has been asked to do under the Section 35 Letter.

Several stakeholders proposed that the OEB require proponents to include information on their plans to provide Demand Side Management (DSM) programs for customers (from the time of conversion to natural gas and on an ongoing basis). One stakeholder suggested that the costs of offering DSM should also form part of the costs of the proposed projects. The OEB notes that there is not currently a common approach with respect to DSM across existing rate-regulated natural gas distributors. The OEB may also receive information on proposed projects from new entrants, who may not have DSM proposals developed at this time. The OEB will therefore not include specific requirements with respect to DSM in the Final Guidelines. However, the OEB takes this opportunity to note that it expects existing rate-regulated natural gas distributors with DSM programs to offer access to DSM programs to any new natural gas customers in accordance with policies and orders of the OEB prevailing at the relevant time. Other natural gas distributors whose rates become regulated by the OEB may also have the opportunity to make proposals to provide DSM programs as part of any new DSM framework going forward.

### ***Comments related to Part II – Description of Proponent’s Technical Expertise and Financial Capability***

One stakeholder suggested that the information required in Part II of the Draft Guidelines should not be required for any proponent who is a natural gas distributor currently operating in Ontario. The OEB agrees and has clarified that natural gas distributors that are currently rate-regulated by the OEB will not be required to provide the information set out in Part II of the Final Guidelines.

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One stakeholder suggested that information related to a project proponent's financial capability should only need to be submitted once for each proponent, regardless of how many community expansion proposals are presented by that proponent. The Final Guidelines clarify that if a proponent who is not an existing OEB rate-regulated natural gas distributor intends to file information on multiple proposed projects, that proponent will only be required to file the information requested in Part II of the Final Guidelines once, unless the proponent has different organizational or financing structures for its proposed projects, in which case the Part II information must be filed for each different organizational or financing structure.

In regards to section 2.2 of the Draft Guidelines, one stakeholder suggested that municipally-owned greenfield utilities may not be able to provide information related to credit history or credit rating, and that the inability to provide this information should not impair the funding eligibility of greenfield utilities, particularly utilities located in northern Ontario. The stakeholder also asked for clarity with respect to the type of evidence that would satisfy the requirements regarding access to debt and equity markets (for example, confirmation that a comfort letter from a financial institution or the particulars of a negotiated credit arrangement should in their view suffice). The OEB has clarified in the Final Guidelines that new entrants that cannot provide the information identified in section 2.2 should explain why that is the case and file the best financial information that they have available.

### ***Comments related to Part III – Description of and Support for Project***

#### **3.1 – General Overview of Project**

One stakeholder suggested modified language that specifies the inclusion of Indigenous communities, and Indigenous community members both on- and off-reserve, as an explicit subset of communities to be connected. As noted above, the OEB has modified the language in section 3.1 to require that any on-reserve communities that would be served by a proposed project be identified. The OEB will not require that proponents identify off-reserve Indigenous consumers, as it may be difficult for proponents to obtain sufficiently accurate information in time to include it in their project information given the timelines established by the Section 35 Letter.

Other stakeholders suggested that a description be provided as to how a proposed project aligns with any local energy plans, including a Municipal Energy Plan, Indigenous Community Energy Plan, and with regional planning processes, and how the proposed project would comply with policy statements made in the provincial

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government's Growth Plan for Northern Ontario. The OEB will not require proponents to address the alignment of a proposed project with any applicable energy plans, as the incremental benefit may not outweigh the incremental burden required to explain relevant linkages.

One stakeholder suggested that proponents should be required to explain their gas supply plans, including sources of the commodity, upstream transportation, and any other gas supply considerations that may be unique to their proposed project. The OEB believes that for new entrants, a high-level description of their sources of the commodity, upstream transportation, and any other relevant gas supply considerations could be useful for context. The OEB already has this information in the gas supply plans filed by the rate-regulated natural gas distributors. In addition, all proponents proposing projects using CNG and/or LNG will be required to provide a high-level description of the approach to procuring supply, including the infrastructure that will be required. The OEB has added these requirements to section 3.1 of the Final Guidelines.

### 3.2 to 3.4 – Customer Attachment and Volume Forecasts and Estimated Conversion Costs

Many stakeholders suggested that proponents should include supporting documentation to substantiate their forecasts and cost estimates. Stakeholders also suggested that proponents be required to conduct and provide sensitivity analyses for volume forecasts and conversion cost estimates. As indicated in the Section 35 Letter, the OEB is to analyze proposed projects with a focus on assessing whether they can be implemented substantially as proposed, in support of which the OEB is to call for a demonstrated commitment by the proponent that it would be willing to be held to the project costs, timelines and volume forecast set out in the project information provided to the OEB.

To give effect to this requirement, the Final Guidelines require a ten-year rate stability period for each proposed project, including in respect of attachment forecasts. Proponents should expect to bear the risk for the ten-year period if the customers they forecast do not attach to the system and/or actual project costs (capital and OM&A) are higher than expected. This is consistent with the OEB's South Bruce decision<sup>1</sup>, where the OEB approved a ten-year rate stability period, which will hold the proponent to its forecast costs and not allow it to recover any over-spending from ratepayers during that period.

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<sup>1</sup> EB-2016-0137, EB-2016-0138, EB-2016-0139

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Proponents are responsible for accurately forecasting attachment rates, volumes and costs. To the extent they do not do so, they should not expect that they would be able to recover any additional costs from ratepayers for at least the ten-year rate stability period. As a result, the OEB is of the view that it is not necessary for the proponent to file supporting documentation or sensitivity analyses in relation to their customer attachment forecast and cost estimates.

Several stakeholders suggested that estimates of greenhouse gas emissions and emissions reductions associated with converting a community to natural gas should be provided as part of the project information. The OEB agrees that this information could be a useful input to the Ministry's consideration of proposed projects. Section 3.4 of the Final Guidelines makes provision for greenhouse gas emission estimates related to converting existing heating and water heating systems to natural gas to be included in the proponent's assessment of household energy impacts.

One stakeholder suggested that the OEB develop standardized household energy cost comparison models that include various energy alternatives in a potential gas expansion scenario, and which would include, for example, uniform assumptions related to carbon costs and landed costs of natural gas, propane, electricity, or other fuels. While the OEB sees merit in standardizing the assumptions to facilitate the OEB's review of costs and savings as between projects, the timelines indicated in the Section 35 Letter are not compatible with the OEB undertaking that kind of work in a responsible way. For clarity, however, the calculation of household energy costs for natural gas should include conversion costs, commodity costs, associated upstream transportation costs to Ontario, incremental CNG and LNG costs (where applicable), costs under the federal *Greenhouse Gas Pollution Pricing Act*, and distribution costs. The major assumptions (e.g. conversion factors) used in the calculations must also be provided. The OEB has added this clarification in section 3.4 of the Final Guidelines.

In regards to section 3.3, two stakeholders suggested that the annual average consumption level of 2,200 m<sup>3</sup> in the Draft Guidelines should be allowed to vary if better information is available to estimate the annual consumption for a typical residential customer in a given community. The Final Guidelines clarify that the 2,200 m<sup>3</sup> value is a default value. If a proponent has more accurate information regarding the annual consumption for residential customers in a given community, the proponent should use that value and explain how it has determined that it is more accurate than the default value.

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### 3.5 – Proposed Construction Schedule

One stakeholder stated that it does not believe that information other than the date of construction being initiated and the estimated date of providing service is necessary. The OEB is of the view that the construction start date, the projected in-service date, and all major milestones are important information in considering whether a project can be implemented substantially as proposed. The OEB has therefore retained these requirements in the Final Guidelines.

### 3.7 – Certificate of Public Convenience and Necessity

One stakeholder suggested that when a proponent includes a copy of any Certificate, the proponent should specify whether the boundaries of the existing Certificate encompass the entire area which would be supplied with natural gas. The OEB agrees that proponents should specify the boundaries of the existing Certificate and indicate whether the boundaries encompass the entire area which would be supplied with natural gas.

## ***Comments related to Part IV – Cost of Project***

### 4.1 – Rate Stability Period

One stakeholder suggested that the requirement to commit to a period of rate stability should be decided on a case-by-case basis and not be imposed as a generic requirement. Another stakeholder proposed that a uniform ten-year rate stability period should apply for all proposed projects, as opposed to a minimum ten-year rate stability period. The OEB is of the view that a rate stability period should be reflected in the Final Guidelines as it is consistent with recent OEB decisions and gives effect to the requirement in the Section 35 Letter that the OEB analyze proposed projects with a focus on assessing whether they can be implemented substantially as proposed, including a demonstrated commitment by the proponent that it would be willing to be held to the project costs, timelines and volume forecast set out in their proposal. The OEB agrees that a standardized ten-year rate stability period should be used for all projects, as it is unlikely in any event that proponents would propose a longer rate stability period. Section 4.1 of the Final Guidelines reflects that change.

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#### 4.2 to 4.4 – Project Cost Forecasts

In regards to section 4.2, one stakeholder stated that because the Minister is looking for proponents to demonstrate a commitment to total project costs, details of project capital costs over the rate stability period should not be required by the OEB at this stage. Rather, the stakeholder stated that the net present value of the total net revenue of the project over the 40-year feasibility test period should be sufficient to evaluate proposed projects. Another stakeholder agreed with the requirement to include annual and total forecast costs during the rate stability period and that the proponent should take the risk that actual costs may differ from forecast (either higher or lower). One stakeholder suggested that costs related to upstream reinforcement should be considered a common assumption for all proposed projects to serve the same area. In other cases, the incumbent utility should be required to provide costing over a reasonable timeframe.

The OEB has determined that the total forecast capital costs of projects will only be required at the end of the rate stability period (i.e. year ten). This will ensure that sufficient information exists to determine the total capital costs that a proponent has committed to over the rate stability period. Accordingly, the OEB has removed the need for annual forecast capital costs during the rate stability period.

Proponents are required to include any upstream reinforcement costs, and the OEB expects that the incumbent utility will provide an estimate of those costs to any proponent requesting one and will do so in a timely manner, whether or not it is providing information to the OEB for a proposed project to serve the same area. The OEB may be notified should any issues arise in that respect. The OEB expects that upstream reinforcement costs for all proposed projects to serve the same area should be the same. To the extent that the reinforcement costs for an incumbent utility's proposed project are materially different from the reinforcement costs that the utility has estimated for another proponent's project in the same area, the incumbent utility must identify in its filing that two separate estimates exist and explain the reasons for the differences. Section 4.2 of the Final Guidelines reflects these changes.

With respect to section 4.3, one stakeholder commented that, given that the Minister is looking for project proponents to demonstrate a commitment to be held to total project costs, the details of OM&A costs over the rate stability period are not needed by the OEB at this stage. In their view, the net present value of the total net revenue of the project over the feasibility test period should be sufficient. The stakeholder further commented that the OM&A costs should be the same as those included in the economic assessment of each project (i.e. only incremental OM&A costs should be included). Another stakeholder also suggested that project costs should include

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incremental OM&A costs in order to avoid an over-recovery of costs. Another stakeholder supported the use of fully allocated forecast OM&A costs on the grounds that this ensures that there is no cross-subsidization of OM&A expenses between existing customers and customers of community expansions.

In order to streamline the project information submission process, the OEB has removed section 4.3, which appeared in the Draft Guidelines, as it is subsumed in the section of the Final Guidelines (now section 4.3) that deals with the revenue requirement. The OEB is, however, of the view that fully allocated costs should be used by proponents for the purposes of facilitating the OEB's review of costs between projects. This would allow for a more level playing field as between incumbent distributors and potential new entrants. However, for economic feasibility, incremental costs should be used in keeping with [E.B.O. 188](#).

In regards to section 4.4 of the Draft Guidelines (now section 4.3 of the Final Guidelines), one stakeholder commented that the total annual revenue requirement of the project over the rate stability period is not relevant to the assessment of the viability of an expansion project and that this information is implicit in the profitability index (PI) calculation. Another stakeholder agreed with the requirement to provide the total annual revenue requirement (as well as with the breakdown included in the Draft Guidelines) as proponents should bear the risk of the proposed revenue requirement over the rate stability period. This stakeholder also suggested that the OEB establish common assumptions (such as depreciation rates, capital structure, etc.). The OEB is of the view that the annual and total revenue requirement over the rate stability period is needed to demonstrate that a proponent can be held to its forecast total project costs. However, the OEB has streamlined the information to be provided by limiting it to total annual and cumulative revenue requirement over the rate stability period (i.e. with no breakdown of costs or the cost of capital) and rate base amount at the end of year ten.

One stakeholder suggested that, in order to evaluate the "all-in" cost of gas for proponents and consumers, incremental gas supply costs should be included in the analysis. The OEB is of the view that gas supply costs, including commodity costs and associated upstream transportation costs to Ontario, are not required as they are assumed to be common costs for all proponents. Assuming otherwise could introduce significant bias given that differences in gas supply cost projections between proponents could be material. However, to the extent that a proponent is proposing to use CNG or LNG, the costs of the infrastructure needed, as well as other associated costs, should be included as part of the project costs as CNG or LNG would displace pipelines to be built over a greater distance.



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***Comments related to Part V – Section 36.2 Funding***

One stakeholder stated that information regarding the section 36.2 funding needed in year five per customer number and volumes is not relevant for the purposes of analyzing proposals, and that section 36.2 funding per customer number and volumes should only be required for year ten. The stakeholder also requested clarification regarding whether the full 40 years of system expansion surcharge (SES) revenue needs to be included in calculating the PI and section 36.2 funding information for a proposed project.

The OEB has determined that it will only require the section 36.2 funding information per customer number and volumes for year ten and not for year five, as information called for by sections 3.2 and 3.3 of the Final Guidelines will provide information on the pace of customer attachment and volumes. Sections 5.2 and 5.3 reflect that change. The OEB also confirms that the full 40 years of SES revenue needs to be included in calculating the project PI and section 36.2 funding information, consistent with the approach taken in the OEB's South Bruce decision. The OEB has also clarified in section 7.1 that, in keeping with the OEB's approach to avoiding cross-subsidization between customers, the PI for a proposed project is to be equal to one (1.0) and should be calculated on an individual basis (i.e. a proponent may not calculate its section 36.2 funding need based on a "portfolio" of projects).

***Comments related to Part VI – Distribution Charge***

One stakeholder stated that the funding required per customer to achieve the required project PI is the key piece of information that is required for an effective review of proposed projects and that the annual amounts recovered by a project proponent are implicit in the PI calculation that is to be provided by proponents. Another stakeholder suggested that the Draft Guidelines are not clear on whether the OEB intends proponents to identify average distribution charges or charges applicable to individual rate classes, and argued that some sort of average would be of limited value. This stakeholder noted that the Draft Guidelines clearly do not contemplate the provision of the kind of cost allocation information that would conventionally be relied upon in identifying and approving rates by rate class.

The OEB confirms that it does not expect that proponents will submit a cost allocation study to establish distribution charges at the rate class level, as this may be too onerous for proponents at this stage.

The OEB maintains that an estimate of distribution charges should be provided as it would be the foundation for determining the rates that would apply during the rate stability period. The OEB has, however, streamlined the Final Guidelines to only capture distribution charges for the residential class over the rate stability period. The OEB notes that, in keeping with the Section 35 Letter, this information is needed to estimate the extent to which a proposed project would reduce the household energy cost burden in the project area (section 3.4 of the Final Guidelines). The OEB has also revised section 6.1 to require proponents to confirm that there would be no material cross-subsidization between rate classes.

Another stakeholder proposed that the entire distribution charge, including both the underlying distribution rates as well as the SES, be subject to a ten-year rate stability period. To the extent that the rates in an expansion community are based on a utility's existing rates plus the SES, then these underlying rates may change through the utility's ordinary periodic rate cases to reflect, for example, an adjustment under an incentive regulation mechanism. In the OEB's view, taking this approach would introduce an assumption – that stand-alone rates are required for every community expansion project – that is inconsistent with OEB decisions<sup>2</sup>. As a result, the OEB is not implementing this proposal.

### ***Comments related to Part VII – Profitability Index***

One stakeholder suggested that the PI calculation should be based on the OEB's E.B.O. 188. As discussed in the section on "Comments related to Part V" above, both the section 36.2 funding need and the project PI should be calculated based on an individual project and not on a "portfolio" of projects, in keeping with the OEB's approach to avoiding cross-subsidization between customers.

One stakeholder stated that there is no need for detailed supporting documentation related to the PI for each individual project. The OEB agrees and has modified sections 7.1 and 7.2 to only include a summary table with which proponents can demonstrate that the PI is equal to one (1.0). Any major assumptions used in the calculation, such as the discount rate, are also to be identified. The OEB expects that proponents will base their PI calculation on the methodology outlined in E.B.O. 188, except as otherwise stated in the Final Guidelines.

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<sup>2</sup> For example, EB-2015-0179: Union Gas Ltd. Community Expansion

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***Comments related to Part VIII – OEB Approvals***

One stakeholder commented that it would be difficult to identify required approvals beyond leave to construct, Certificates and franchise agreements. A project proponent would not typically be aware of other permits/approvals required from municipalities, conservation authorities, etc.

The OEB wishes to clarify that this section only pertains to approvals that will be required from the OEB. The OEB is not asking proponents to provide information on all other approvals or permits that may be required in respect of a given proposed project. For the purposes of preparing the information required by section 8.2 of the Final Guidelines, proponents should reference the performance standards posted on the OEB's [website](#) and where applicable assume a written hearing process.

**Comments on the Sufficiency of the 90-day Timeline**

The OEB received relatively few comments regarding the sufficiency of the 90-day period within which interested project proponents may file their information with the OEB.

One stakeholder suggested that the timeline biases in favour of incumbent distributors. Another stakeholder recommended that as much time as possible be provided for proponents to prepare submissions.

While the OEB understands the preference for more time to submit project information, the OEB is of the view that it is appropriate to maintain the 90-day period given that the Report is expected by August 31, 2020 as set out in the Section 35 Letter. This will allow for a 90-day window for submissions and a 90-day window for the OEB to analyze project information and submit its Report to the Ministry by August 31, 2020.

**Comments on the Confidentiality of Information**

The OEB received relatively few comments regarding information that interested parties believe should be treated as confidential as per the OEB's [Rules of Practice and Procedure](#) and its [Practice Direction on Confidential Filings](#). Neither of the existing rate-regulated natural gas distributors provided comments related to confidentiality.

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As noted in its December 19, 2019 letter, the OEB intends to post each proponent's project information on the OEB website following the deadline for filing project information, subject to the exception noted in the next section.

### **Comments on the Options for Filing Information as between Certificate and Non-Certificate Holders**

The OEB received relatively few comments related to the alternative options for addressing the requirement in the Section 35 Letter that a proponent must be the holder of the Certificate unless the Certificate holder does not propose a project for the area.

One stakeholder supported having the Certificate holder confirm in writing, immediately following the issuance of the Final Guidelines, to which Certificate areas they wish to bring forward a project (option 1), as this would be less administratively burdensome. Another stakeholder supported option 2 (i.e. allowing interested project proponents to bring forward proposed projects in areas where they do not have a Certificate, on the understanding that the Certificate holder in essence has a "right of first refusal"), stating that this option is more practical, and that the OEB should consider projects by non-Certificate holders. Another stakeholder stated that all proposed projects that satisfy the base requirements should be considered, regardless of whether or not the proponent is the Certificate holder. One stakeholder expressed concern with both options and proposed that the OEB allow multiple proponents, including the Certificate holder as well as others, to file project information and include them in the Report.

The OEB has selected option 2, as it appears to be more equitable and is less administratively burdensome for proponents. The other options suggested by some stakeholders are not compatible with the Section 35 Letter. As a result, the OEB will not include in its Report any proposed project from a non-Certificate holder unless the Certificate holder does not bring forward a project for the same area, and the OEB will not be posting project information for projects that are not included in the OEB's review.

### **Cost Awards**

The issuance of the Final Guidelines marks the conclusion of this consultation. The OEB thanks all stakeholders for their contributions. A Notice of Hearing for Cost Awards will be issued separately.

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**Filing Instructions**

All materials filed with the OEB must quote the file number, **EB-2019-0255**, be made in a searchable/unrestricted PDF format and sent electronically through the OEB's web portal at <https://pes.ontarioenergyboard.ca/eservice>. Two paper copies must also be filed at the OEB's address provided below. Filings must clearly state the sender's name, postal address and telephone number, fax number and email address. Parties must use the document naming conventions and document submission standards outlined in the RESS Document Guideline found at <https://www.oeb.ca/industry>. If the web portal is not available parties may email their documents to the address below. Those who do not have computer access are required to file seven paper copies.

All communications should be directed to the attention of the Registrar at the address below, and be received no later than 4:45 p.m. on the required date.

**ADDRESS**

Ontario Energy Board  
P.O. Box 2319  
2300 Yonge Street, 27th Floor  
Toronto ON M4P 1E4  
Attention: Board Secretary

Email: [boardsec@oeb.ca](mailto:boardsec@oeb.ca)  
Tel: 1-888-632-6273 (Toll free)  
Fax: 416-440-7656

Yours truly,

*Original signed by*

Christine E. Long  
Registrar and Board Secretary

## Appendix A

### Final Guidelines for Potential Projects to Expand Access to Natural Gas Distribution

Proponents completing the costing information outlined below should exclude the following unless noted otherwise:

- Demand-Side Management (DSM) costs
- Gas commodity costs and associated upstream transportation costs to Ontario
- Royalty payments to municipalities if the payments are not recovered through the revenue requirement

References to “section 36.2 funding” below are references to funding under section 36.2 of the *Ontario Energy Board Act, 1998* (OEB Act).

<b>Part I – Name of Proponent</b>	
Name of Proponent:	File No: EB-2019-0255
Project Name:	
Address of Head Office:	Telephone Number:
Name of Individual to Contact:	Office Telephone Number:
	Cell Phone Number:
	Email Address:

<b>Part II – Description of Proponent’s Technical Expertise and Financial Capability</b>
<i>Natural gas distributors that are currently rate-regulated by the OEB are not required to complete this Part.</i>
<i>A proponent that is not currently rate-regulated as a natural gas distributor by the OEB and that has multiple proposed projects is only required to provide the information in this Part once, unless the proponent has different organizational or financial structure approaches for its projects. In that case, the information in this Part must be provided for each different organizational or financing structure.</i>

Appendix A

<b>Part II – Description of Proponent’s Technical Expertise and Financial Capability</b>	
2.1	Describe the proponent’s technical expertise to develop, construct, operate and maintain a natural gas distribution system.
2.2	<p>Describe the proponent’s financial capability to develop, construct, operate and maintain a natural gas distribution system, and provide the following:</p> <ul style="list-style-type: none"> <li>• Current credit rating of the proponent, its parent or associated companies.</li> <li>• Financial statements for each of the past two fiscal years. This may include audited financial statements, annual reports, prospectuses or other such information. If the proponent does not have financial statements (because it is a new entrant), the proponent is instead to provide pro forma financial statements for two years along with notes or business plans explaining the assumptions used in preparing the pro forma statements, where the documents must be signed by at least one key individual.</li> <li>• If the proponent needs to raise additional debt or equity to finance the proposed project, evidence of the proponent’s ability to access the debt and equity markets.</li> </ul> <p>New entrants that cannot provide the information identified in this section should explain why that is the case and provide the best information that they have available.</p>

<b>Part III – Description of and Support for Project</b>	
3.1	<p>Provide a general overview of the project, which is to include the following: communities to be connected, including whether the project would serve any on-reserve Indigenous communities; existing population of each community by residential, commercial/institutional and industrial sectors; routing; length of pipeline; and nominal pipe size.</p> <p>For a proponent that is not rate-regulated as a natural gas distributor by the OEB, provide a high-level description of sources of the commodity, upstream transportation, and any other relevant gas supply considerations. For all proponents proposing projects using CNG and/or LNG, provide a high-level description of the approach to procuring supply, including the infrastructure that will be required.</p>
3.2	Provide the annual and cumulative forecast of the number of customer attachments over the ten-year rate stability period by residential, commercial/institutional and industrial sectors for each community. Indicate for each customer type whether the service to be provided would be firm or

<b>Part III – Description of and Support for Project</b>	
	interruptible.
3.3	<p>Provide the annual and cumulative forecast of volumes (in m<sup>3</sup>) over the ten-year rate stability period by residential, commercial/institutional and industrial sectors for each community.</p> <p>For the residential segment, the default value for the average consumption level is 2,200 m<sup>3</sup> per year. A proponent that has more accurate information regarding the annual consumption for residential customers in a given community may use that value, in which case it must explain how it has determined that it is more accurate than the default.</p>
3.4	<p>Provide the estimated conversion costs to convert each of the existing heating systems (e.g., propane forced air, oil forced air, electric forced air and electric baseboard) and water-heating systems (e.g., electric, oil and propane) to natural gas. To the extent available, provide information on the current proportion of customers on each type of heating system.</p> <p>Provide the estimated annual costs of the existing alternative fuels relative to natural gas, including the annual savings with natural gas. The calculation of household energy costs for natural gas should include conversion costs, commodity costs, associated upstream transportation costs to Ontario, incremental CNG and LNG costs (where applicable), costs under the federal <i>Greenhouse Gas Pollution Pricing Act</i> and distribution costs. The assessment of household energy cost impacts should include greenhouse gas (GHG) emission estimates (whether positive or negative) related to converting existing heating and water heating systems to natural gas. The major assumptions (e.g. conversion factors) used in the calculations must also be provided.</p>
3.5	Provide the proposed schedule for construction including the start date, all major milestones (with any phases) and the projected in-service date.
3.6	Provide letter(s) from the Band Council(s) and/or local government, as applicable, stating support for the project, including details of any commitment to financial support.
3.7	<p>Provide a copy of the Certificate of Public Convenience and Necessity (Certificate) for the area to be served, if held by the project proponent. If not, indicate whether another entity holds the Certificate for the area to be served, if known, and if so, identify the Certificate holder.</p> <p>Where the project proponent holds a Certificate for the areas to be served, specify the boundaries of the Certificate and indicate whether the boundaries encompass the entire area that would be supplied by the proposed project.</p>



<b>Part III – Description of and Support for Project</b>															
<b>Part IV – Cost of Project</b>															
4.1	Confirm that the proposed project includes a ten-year rate stability period.														
4.2	<p>Provide the total forecast of capital costs (including any forecast of upstream reinforcement costs) of the project at the end of the rate stability period (i.e. year ten).</p> <p>Where applicable, the inflation rate to be used is the most recent quarter average GDP IPI FDD. For interest during construction, the proponent is to use the OEB-prescribed interest rate for construction work in progress (CWIP).</p> <p>For projects proposing to use CNG and/or LNG, the costs of required infrastructure and other associated costs must be included as part of the total project capital costs.</p> <p>Include any upstream reinforcement costs in the total cost of the project. To the extent that the reinforcement costs for an incumbent utility’s proposed project are materially different from the reinforcement costs that the utility has estimated for another proponent’s project in the same area, the incumbent utility must identify in its filing that two separate estimates exist and explain the reasons for the differences.</p>														
4.3	<p>Provide the total annual forecast revenue requirement of the project over the ten-year rate stability period (using fully allocated OM&amp;A costs) and rate base amount at the end of year ten.</p> <p>Complete the tables below:</p> <p><b>Revenue Requirement</b></p> <table border="1"> <thead> <tr> <th>Description</th> <th>Year 1</th> <th>Year 2....</th> <th>Year 10</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Revenue requirement</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Description</th> <th>Year 10</th> </tr> </thead> <tbody> <tr> <td>Closing Rate Base</td> <td></td> </tr> </tbody> </table> <p>Where applicable, the inflation rate to be used is the most recent quarter average GDP IPI FDD. For interest during construction, the proponent is to use the OEB-prescribed interest rate for construction work in progress (CWIP).</p>	Description	Year 1	Year 2....	Year 10	Total	Revenue requirement					Description	Year 10	Closing Rate Base	
Description	Year 1	Year 2....	Year 10	Total											
Revenue requirement															
Description	Year 10														
Closing Rate Base															

Appendix A

<b>Part V – Section 36.2 Funding</b>	
5.1	Provide the total amount of section 36.2 funding needed to support the project.
5.2	Provide the section 36.2 funding amount per customer number served in year ten of the project.
5.3	Provide the section 36.2 funding amount per volume (m <sup>3</sup> ) in year ten of the project.

<b>Part VI – Distribution Charge</b>	
6.1	<p>Provide the estimated amount that the proponent proposes to recover from residential customers on an annual basis (inclusive of any system expansion surcharge) in the form of an estimated annual distribution charge inclusive of fixed and variable charges over the rate stability period.</p> <p>Provide a confirmation that there would be no material cross-subsidization between rate classes.</p>

<b>Part VII – Profitability Index / Benefit to Cost Ratio</b>	
7.1	<p>Provide, in a summary table, the expected Profitability Index (PI) of the project, inclusive of the proposed section 36.2 funding. Provide any major assumptions used in the calculation, and specify all proposed section 36.2 funding, revenue from rates (including any proposed system expansion surcharges), capital contributions and municipal tax holidays or other municipal financial support.</p> <p>The project must have a PI of 1.0. The PI is to be calculated based on an individual project (i.e. not a “portfolio” of projects).</p>
7.2	Provide, in a summary table that otherwise meets the requirements of section 7.1, the expected PI of the project without the proposed section 36.2 funding.

<b>Part VIII – OEB Approvals</b>	
8.1	Identify any OEB approvals that will be required for the project (Leave to Construct, Certificate of Public Convenience and Necessity, Municipal Franchise Agreement, Rate Order)
8.2	For OEB approvals identified in section 8.1, provide a schedule for applying for them and the date by which each of these approvals is required to meet the proposed in-service date. For this purpose, proponents should reference the performance standards posted on the OEB’s <a href="#">website</a> and where applicable assume a written hearing process.

**Ministry of Energy,  
Northern Development  
and Mines**

**Ministère de l'Énergie,  
du Développement du Nord  
et des Mines**



Office of the Minister

Bureau du ministre

Office of the Associate Minister  
of Energy

Bureau du ministre associé  
de l'Énergie

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DEC 12 2019

MC-994-2019-935

Mr. Robert Dodds  
Vice-Chair  
Ontario Energy Board  
2300 Yonge Street, 27th Floor  
Toronto ON M4P 1E4

Dear Mr. Dodds:

I write in my capacity as the Minister of Energy, Northern Development and Mines with the support of the Associate Minister of Energy in order to exercise the statutory power I have under section 35 of the *Ontario Energy Board Act, 1998* ("Act") to require the Ontario Energy Board ("Board") to examine and report back to the Ministry of Energy, Northern Development and Mines ("Ministry") with information on potential projects to expand access to natural gas distribution systems for new customers.

## **Background**

On September 18, 2018, the Government announced it would take action to expand natural gas distribution to communities that are not currently connected to a natural gas distribution system.

The *Access to Natural Gas Act, 2018*, which amended the Act, provides a mechanism to financially support the expansion of natural gas distribution for projects that would otherwise be considered uneconomic under existing policies.

Ontario Regulation 24/19, Expansion of Natural Gas Distribution Systems ("Regulation"), under the Act supports natural gas expansion by imposing a \$1 per month charge on existing natural gas customers. The nine projects currently listed in the Regulation are eligible for financial support, subject to receiving any necessary Board approvals. Several of these projects are currently under construction.

In order to build on the progress to date, the Government intends to further increase access to natural gas by making additional new projects eligible for financial support. The Government intends to make use of the same mechanism articulated in the current Regulation; namely, the collection of \$1 per month from existing natural gas customers.

.../cont'd

The Government intends for approximately \$130 million to be made available to support new natural gas projects that can reasonably be expected to commence construction between 2021 and 2023.

### **Section 35 Report**

Therefore, pursuant to my authority under s.35 of the Act, with the support of the Associate Minister of Energy, I require the Board to examine and report back to the Ministry with information about additional natural gas expansion projects that the Government could consider as potential candidates for financial support.

It is the Government's intention that financial support be limited to potential natural gas expansion projects that would, under existing policies, be considered uneconomic.

I expect the Board to apply its expertise in developing a process to solicit information from proponents about proposed natural gas distribution expansion projects, and to analyze the proposed projects with a focus on assessing whether they can be implemented substantially as proposed. This should include a call for a demonstrated commitment by the proponent that it would be willing to be held to the project cost, timelines and volumes forecasts as set out in their project proposal. The Board's approach should consider the following:

1. The number of customers (in terms of customer count, volume of gas to be distributed, and customer type) that would be connected by each proposed project;
2. The total cost of each proposed project, as well as the dollar amount of support needed for each proposed project to meet the Board's profitability threshold;
3. The proposed construction start date and construction period for each proposed project, as the Government's focus is on projects that can reasonably be expected to start construction by 2023, allowance being made for the timelines typically applicable to the process of obtaining regulatory approvals;
4. The project proponent's demonstrated experience, technical expertise and financial ability to build and operate a natural gas distribution system;
5. Support for the proposed project from Band Council(s) and/or local government, as applicable, demonstrated through a written expression of support and/or a commitment to financial support;
6. If a proposed project is in an area where a Certificate of Public Convenience and Necessity exists, the proponent must be the Certificate holder unless the Certificate holder does not propose a project for the area; and
7. The extent to which the project proponent expects that the proposed project would reduce the household energy cost burden in the project area.

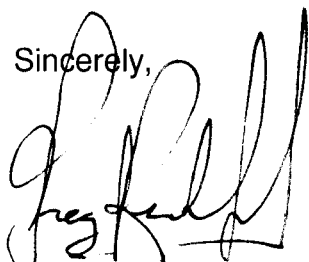
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-3-

I expect the Board to issue a call for information in early 2020, including details of the information to be filed by interested project proponents. The Board should consider a minimum 90-day window for information submissions. I also ask that, in developing its approach, the Board be mindful of the Government's focus on minimizing regulatory burden for stakeholders.

It is my expectation that the Board will report back to the Ministry no later than August 31, 2020. The information provided by the Board will be taken into account, along with other considerations, to make a determination on future expansion projects. If there is a need to consider further projects for expansion, the Ministry may request that the OEB proceed with a second call for information and report back to the Ministry.

Sincerely,



The Honourable Greg Rickford  
Minister of Energy, Northern  
Development and Mines



The Honourable Bill Walker  
Associate Minister of Energy

c: Mary Anne Aldred, Chief Operating Officer & General Counsel

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit C

Question(s):

- a) Please provide a table showing individually for each portion of the project: (i) the design hour capacity, (ii) the forecast design hour demand if the full customer attachment/revenue forecast materializes, (iii) the design hour capacity if Enbridge were to use the next smallest sized pipe, and (iv) the cost savings from using the next smallest size pipe.
- b) Individually for each portion of the project, please indicate whether Enbridge could downsize the pipe, or part of the pipe, and still meet the demand underlying the revenue forecast. Please provide a full explanation, including a quantification of the savings from downsizing.

Response:

- a) Please see Table 1 and note that cost savings are high-level approximations based on current rates:

Table 1  
Comparison of Design Hour Capacities for the Proposed Project Facilities

Line No.	Facility	Design Hour Capacity (m3/hr)	Forecast Design Hour Demand If the Full Customer Attachment Materializes (m3/hr)	Design Hour Capacity of the Next Smallest Sized Pipe (m3/hr)	Cost Savings from Using the Next Smallest Size Pipe
1	6.7 km of Nominal Pipe Size (NPS) 6 Polyethylene (PE)	1050	852	650 (NPS 4)	N/A – forecast demand > design capacity on NPS 4
2	0.9 km of NPS 6 PE	950	852	900 (NPS 4)	~\$72,000
3	4.8 km of NPS 2 PE	N/A	N/A	N/A (NPS 2 is the smallest size for new gas main design).	N/A

Notes:

1. For the 6.7 km of NPS 6 PE pipeline, the excess capacity is approximately 198 m3/h, with the load being distributed at the end of the NPS 6 main. The analysis is run with the 0.9km of NPS 6 reinforcement enabled, without the reinforcement enabled the system is infeasible.
2. This was analyzed with the 6.7km of NPS 6 pipeline feeding the community of Neustadt enabled. For this analysis the load is distributed evenly across the NPS 2 distribution system in Neustadt.
3. The 4.8 km of NPS 2 PE pipelines are mainly the last pieces of gas distribution system servicing various number of customers at various locations. Their capacities and forecasted design hour demand depends on their locations therefore cannot be provided in one number. NPS 2 PE intermediate pressure (IP) pipeline is already the smallest pipe size that can be chosen for these new gas main design sections.

b) Approximately 1600 m of the proposed NPS 6 PE pipeline, at the south end of the proposed NPS 6 PE pipeline, can be downsized to NPS 4 PE and still meet the forecasted demand of the project. However, the proposed 6.7 km of NPS 6 PE pipeline begins from the south end of the existing Town of Hanover network and ends at the Neustadt community. Downsizing the 1600 m of NPS 6 PE pipeline will reduce the pipe size to NPS 4 before it arrives at the Neustadt community. This would restrict the flow before it reaches the largest concentration of customers. Therefore, downsizing the pipeline would prevent Enbridge Gas from serving any additional customers past the forecasted attachment rate, including customer requests in the associated Town of Hanover, without reinforcing the downsized section of pipeline in the future. Furthermore, 1600 m of pipeline represents approximately 24% of the proposed 6.7 km of NPS 6 PE pipeline. Downsizing would



result in approximately \$128,000 in savings in the short term but would incur more cost to reinforce or upgrade in the future if there are additional attachment requests in the Town of Hanover or Neustadt. This analysis was completed with the 0.9 km of NPS 6 PE reinforcement enabled.

The 0.9 km of NPS 6 PE reinforcement can be reduced to NPS 4 PE while still meeting the forecasted demand. However, this would result in the NPS 6 PE pipeline only being able to be reduced to NPS 4 PE for 1200 m, resulting in approximately \$168,000 in savings. This reduction is not recommended as no additional customers would be able to attach in the Town of Hanover without reinforcement of the main to Neustadt, which would yield a cost significantly more than the savings identified above.

The 4.8 km of NPS 2 PE pipeline and the ancillary facilities are the minimum required design to meet the forecasted demand of this project. Therefore, these designs cannot be downsized or partly downsized and still meet the forecasted demand.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, Page 7

Question(s):

- a) Table 2 shows the projected customer additions. Please confirm if the years indicated are calendar years. If not, please explain.
- b) Please provide a copy of table 2 with “Year 1, Year 2...” replaced with the actual years

Response:

- a) Confirmed. Years indicated are calendar years.
- b) Please see below for Table 2 reproduced with actual calendar years.

Table 2  
Forecasted Customer Attachments for the Project

Line No.	Neustadt Customer Additions	Total Potential Customers	Year 1 2025	Year 2 2026	Year 3 2027	Year 4 2028	Year 5 2029	Year 6 2030	Year 7 2031	Year 8 2032	Year 9 2033	Year 10 2034	Total Forecasted
1	Residential Units (Singles)	194	60	34	26	17	9	5	5	5	5	5	171
2	Residential Multi-Units (Semis, Towns, Apartments)	34	11	8	6	4	1						30
3	Commercial/ Industrial Units	39	1	13	7	4	1	1	1	1			29
4	Total	267	72	55	39	25	11	6	6	6	5	5	230

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, Attachment 3 (Forum Survey Results)

Question(s):

- a) Please provide a table showing, of the respondents likely to connect to natural gas (incl. likely, very likely, and extremely likely), how many and what percent have each of the following space heating systems (# and %): electric baseboard, electric heat pump, electric other, propane, oil, wood, and other.
- b) Please provide a table showing, for each of the respondents likely to connect to natural gas (incl. likely, very likely, and extremely likely) that use oil heating, what is the size of their household and what is their household income (confirming whether that be before or after tax income).
- c) Please provide the fully granular results from the surveys in a live excel spreadsheet. Please include descriptive column headings (not simply reference to survey question numbers). Please include a key or data label table if necessary to understand the responses.
- d) Please provide the fully granular survey materials, including any letters sent to residents, door-to-door survey materials, online survey questions, and CATI survey questions.
- e) CATI survey question materials can be difficult to understand in their “raw” form. Please provide a question mapping document and any other available materials to help the reader understand which questions are asked and when.
- f) Please indicate the number of respondents with air conditioning. If that question was not asked, please provide an average number based on Ontario’s housing stock or Enbridge’s equipment surveys.
- g) Please provide the approximate average age for customers’ propane furnaces. Please provide this figure for all respondents with a propane furnace and for the subset of customers likely to connect to the gas system (incl. likely, somewhat likely, and extremely likely)

Response:

- a) The requested information is provided at Exhibit B, Tab 1, Schedule 1, Attachment 3 (Forum Survey Results), page 2.
- b) 26 respondents using oil as their primary heating fuel indicated they are likely to connect to natural gas. Individual survey responses for household income (before taxes) and household size are shown in Table 1 for these 26 respondents. Where data is not provided in Table 1, the respondent declined to provide a response.

Enbridge Gas cautions that the number of respondents that provided both household income and household size is low and this limits the ability to draw conclusions about the broader Neustadt area on this matter.

Table 1  
Respondents with oil heating likely to connect to natural gas:  
Individual responses to household income and size

Respondent	Household Income	Household Size
1	\$100K to less than \$120K	1
2	\$60K to less than \$80K	2
3	\$80K to less than \$100K	4
4	\$80K to less than \$100K	2
5	\$100K to less than \$120K	2
6	\$80K to less than \$100K	2
7		2
8	\$80K to less than \$100K	2
9	\$60K to less than \$80K	1
10	\$100K to less than \$120K	4
11	\$40K to less than \$60K	1
12	\$80K to less than \$100K	4
13	\$80K to less than \$100K	2
14		4
15	\$60K to less than \$80K	2
16	\$40K to less than \$60K	1
17	\$60K to less than \$80K	1
18		1
19	\$60K to less than \$80K	1
20	\$80K to less than \$100K	6
21	\$100K to less than \$120K	2

Table 1 (Continued)\*  
Respondents with oil heating likely to connect to natural gas:  
Individual responses to household income and size

22		2
23		2
24		4
25	\$60K to less than \$80K	3
26	\$80K to less than \$100K	1

- c) Please see Attachment 1 to this response. Information that could identify the respondent is not included within the file.
- d) Survey materials consisted of the letter distributed to homes in the Project area (see Attachment 2 to this response) and the survey instrument (see Attachment 3 to this response). The survey instrument includes the survey questions and programming logic used for all methodologies.
- e) Enbridge Gas recognizes that the instruments can be difficult to understand in the format that is output from the survey systems. As such, a simplified version is provided with the questions and programming logic at Attachment 3 to this response. Where very minor differences exist in instructions (for example, some questions in the online survey instructed respondents to select from a list of options whereas options are read in the telephone version) the instrument provides the online instructions.
- f) The survey did not collect information related to air conditioning as summer cooling is not relevant to the Project.

Among existing residential customers living in single-family homes across the entire Enbridge Gas service territory, the 2022 Residential Single Family Natural Gas End Use study conducted by Enbridge Gas found that 89% have air conditioning, of which 90% is a central air conditioning system. However, there can be considerable variation in air conditioning penetration across the Company's service area and therefore franchise-wide results may not be representative of a specific area or community.

- g) Enbridge Gas interprets the request as pertaining to the Forum survey conducted within the Project area and not the entire Enbridge Gas service territory.

The average age of propane systems used as the primary heating source was 7.29 years in total and 7.21 years among those likely to connect to natural gas. For the purpose of calculating the average, responses of "less than one year old" were counted as 1.

RecordNo	LtCallDt	COMMUNITY	SCR3. Do you own or rent this property?	SCR5. Which of the following best describes the building (or buildings) at this location?	SCR6. On average, how much is your annual heating cost for this premise including taxes? Please enter 99999 if you would like to leave blank	H1A. What is the primary energy source of heat for this premise? Is it...? H1A. Other [SPECIFY]	H1B. What type of system provides the primary source of heat for this premise? Is it...?	H1B. What type of system provides the primary source of heat for this premise? Is it...? (RESPONSES FOR OIL)	H1B. What type of system provides the primary source of heat for this premise? Is it...? (RESPONSES FOR PROPANE)	H1B. What type of system provides the primary source of heat for this premise? Is it...? (RESPONSES FOR ELECTRICITY)
000000002	20220825	Neustadt	Own	Residential	1800.00	[DO NOT READ] Other (SPECIFY) LIQUID PROPANE				
0000000140	20220828	Neustadt	Own	Residential	1000.00	Wood				Wood Stoves/Fireplace
000000059	20220830	Neustadt	Own	Residential	2000.00	Wood				Wood Forced Air
0000000123	20220825	Neustadt	Own	Both Residence and a Business	1000.00	Wood				Wood Forced Air
000000064	20220826	Neustadt	Own	Residential	4000.00	Oil	Oil Boiler (Hot Water Radiators)			
0000000111	20220830	Neustadt	Own	Residential	1500.00	Propane		Propane Forced Air		
0000000134	20220825	Neustadt	Own	Residential	2000.00	Oil	Oil Forced Air			
0000000126	20220829	Neustadt	Own	Residential	1000.00	Oil	Oil Forced Air			
0000000010	20220904	Neustadt	Own	Residential	99999.00	Electricity				Electric Forced Air
0000000118	20220829	Neustadt	Own	Residential	2500.00	Propane		Propane Forced Air		
0000000114	20220826	Neustadt	Own	Residential	4000.00	Propane		Propane Forced Air		
0000000047	20220830	Neustadt	Own	Residential	2200.00	Propane		Propane Forced Air		
0000000070	20220830	Neustadt	Own	Residential	1200.00	Oil	Oil Forced Air			
0000000157	20220830	Neustadt	Own	Residential	2630.00	Propane		Propane Forced Air		
0000000006	20220824	Neustadt	Own	Residential	3200.00	Propane		Propane fireplace		
0000000018	20220826	Neustadt	Own	Residential	2000.00	Propane		Propane fireplace		
0000000107	20220909	Neustadt	Own	Residential	3000.00	Wood				Wood Forced Air
0000000095	20220907	Neustadt	Own	Residential	2000.00	Wood				Wood Forced Air
0000000015	20220826	Neustadt	Own	Residential	1800.00	Wood				Wood Stoves/Fireplace
0000000041	20220831	Neustadt	Own	Residential	1600.00	Wood				Wood Forced Air
0000000118	20220910	Neustadt	Own	Residential	2000.00	Wood				Wood Stoves/Fireplace
0000000007	20220824	Neustadt	Own	Residential	500.00	Wood				Wood Stoves/Fireplace
0000000048	20220829	Neustadt	Own	Residential	1200.00	Wood				Wood Stoves/Fireplace
0000000002	20220824	Neustadt	Own	Residential	99999.00	Propane		Propane Forced Air		
0000000008	20220824	Neustadt	Own	Residential	2000.00	Propane		Propane Forced Air		
0000000039	20220830	Neustadt	Own	Residential	1000.00	Propane		Propane Forced Air		
0000000092	20220906	Neustadt	Own	Residential	5500.00	Electricity				Electric Baseboard
0000000138	20220915	Neustadt	Own	Residential	1200.00	Oil	Oil Forced Air			
0000000087	20220905	Neustadt	Own	Residential	99999.00	Electricity				Electric Forced Air
0000000085	20220905	Neustadt	Own	Residential	3200.00	Propane		Propane Forced Air		
0000000131	20220913	Neustadt	Own	Residential	2500.00	Propane		Propane Forced Air		
0000000128	20220912	Neustadt	Own	Residential	1400.00	Propane		Propane Forced Air		
0000000065	20220902	Neustadt	Own	Residential	1600.00	Propane		Propane Forced Air		
0000000119	20220910	Neustadt	Own	Residential	2500.00	Propane		Propane Forced Air		
0000000058	20220901	Neustadt	Own	Commercial	3500.00	Propane		Propane Forced Air		
0000000022	20220826	Neustadt	Own	Residential	2500.00	Propane		Propane Forced Air		
0000000106	20220908	Neustadt	Own	Commercial	99999.00	Propane		Propane Forced Air		
0000000005	20220824	Neustadt	Own	Residential	2200.00	Propane		Propane Forced Air		
0000000031	20220826	Neustadt	Own	Residential	2200.00	Propane		Propane Forced Air		
0000000094	20220906	Neustadt	Own	Residential	3200.00	Propane		Propane Forced Air		
0000000043	20220829	Neustadt	Own	Commercial	2500.00	Propane		Propane Forced Air		
0000000051	20220829	Neustadt	Own	Both Residence and a Business	3350.00	Oil	Oil Boiler (Hot Water Radiators)			
0000000093	20220906	Neustadt	Own	Residential	2000.00	Oil	Oil Forced Air			
0000000113	20220908	Neustadt	Own	Residential	2800.00	Oil	Oil Forced Air			
0000000037	20220829	Neustadt	Own	Residential	3000.00	Oil	Oil Forced Air			
0000000082	20220903	Neustadt	Own	Residential	2800.00	Propane		Propane Forced Air		
0000000112	20220908	Neustadt	Own	Residential	9999.00	Oil	Oil Forced Air			
0000000052	20220829	Neustadt	Own	Residential	2000.00	Oil	Oil Forced Air			
0000000137	20220915	Neustadt	Own	Residential	701.00	Oil	Oil Forced Air			
0000000047	20220829	Neustadt	Own	Residential	3000.00	Propane		Propane Forced Air		
0000000110	20220908	Neustadt	Own	Residential	99999.00	Propane		Propane Forced Air		
0000000114	20220908	Neustadt	Own	Residential	99999.00	Propane		Propane Forced Air		

RecordNo	New 1. What kind of heat pump do you have?	New 2. How knowledgeable would you say that you are about heat pumps including air source heat pumps, geothermal or ground source heating and cooling systems for homes?	New 3: How likely would you be to seek out more information about installing a heat pump heating and cooling system for your home?	H2. How old is your heating system? Enter 98 if LESS THAN ONE YEAR. Enter 99 if Don't know	H3. How likely are you to replace your heating system in the next 2 years? Are you...? Extremely likely, Very likely, Likely, Not very likely, Not at all likely	W1. What is the MAIN fuel source for heating your water? W1 (Other)	W2. How old is your water heater?	W3. Is your water heater owned or rented?
000000002		Somewhat knowledgeable	Not very likely	10.00	Very likely	Electricity	6 to 10 years old	Owned
000000140		Never heard of it	Likely	5.00	Not at all likely	Electricity	5 years or less	Owned
000000059		Not very knowledgeable	Not very likely	30.00	Very likely	Oil	5 years or less	Rented
000000123		Somewhat knowledgeable	Very likely	20.00	Not very likely	Electricity	5 years or less	Owned
000000064		Not very knowledgeable	Not at all likely	14.00	Not at all likely	Electricity	11 to 15 years old	Owned
000000111		Not very knowledgeable	Likely	3.00	Not very likely	Electricity	5 years or less	Owned
000000134		Somewhat knowledgeable	Extremely likely	25.00	Extremely likely	Electricity	6 to 10 years old	Owned
000000126		Not very knowledgeable	Don't Know	99.00	Not at all likely	Electricity	11 to 15 years old	Owned
000000010		Not very knowledgeable	Likely	2.00	Not very likely	Electricity	5 years or less	Owned
000000018		Somewhat knowledgeable	Not very likely	2.00	Extremely likely	Electricity	6 to 10 years old	Owned
000000114		Not very knowledgeable	Not at all likely	8.00	Not at all likely	Propane	6 to 10 years old	Owned
000000047		Somewhat knowledgeable	Not very likely	13.00	Not very likely	Propane	5 years or less	Owned
000000070		Somewhat knowledgeable	Not at all likely	24.00	Extremely likely	Electricity	5 years or less	Owned
000000157		Very knowledgeable	Not at all likely	5.00	Not very likely	Propane	6 to 10 years old	Rented
000000006		Never heard of it	Not at all likely	5.00	Not at all likely	Electricity	11 to 15 years old	Owned
000000018		Somewhat knowledgeable	Not at all likely	10.00	Likely	Electricity	5 years or less	Owned
000000107		Not very knowledgeable	Not at all likely	15.00	Very likely	Electricity	11 to 15 years old	Owned
000000095		Somewhat knowledgeable	Not at all likely	10.00	DK/NS (DO NOT READ)	Electricity	Over 25 years old	Owned
000000015		Not very knowledgeable	Not at all likely	11.00	Not at all likely	Electricity	6 to 10 years old	Owned
000000041		Not very knowledgeable	Likely	99.00	Likely	Electricity	6 to 10 years old	Rented
000000118		Not very knowledgeable	Not at all likely	25.00	Not at all likely	Electricity	5 years or less	Owned
000000007		Not very knowledgeable	Not at all likely	85.00	Not at all likely	Electricity	11 to 15 years old	Owned
000000048		Not very knowledgeable	Not very likely	6.00	Not at all likely	Electricity	DK/NS (DO NOT READ)	Owned
000000002		Never heard of it	Don't Know	5.00	Not very likely	Propane	Over 25 years old	Owned
000000008		Somewhat knowledgeable	Not at all likely	11.00	Very likely	Electricity	5 years or less	Owned
000000039		Somewhat knowledgeable	Extremely likely	20.00	Very likely	Electricity	6 to 10 years old	Owned
000000092		Somewhat knowledgeable	Not at all likely	21.00	Not at all likely	Electricity	6 to 10 years old	Owned
000000138		Somewhat knowledgeable	Not very likely	30.00	Very likely	Electricity	11 to 15 years old	Owned
000000087		Somewhat knowledgeable	Not very likely	98.00	Not at all likely	Electricity	5 years or less	Owned
000000085		Very knowledgeable	Not at all likely	1.00	Not at all likely	Electricity	5 years or less	Owned
000000131		Not very knowledgeable	Not at all likely	2.00	Not at all likely	Electricity	6 to 10 years old	Owned
000000128		Not very knowledgeable	Not very likely	3.00	Not very likely	Electricity	5 years or less	Owned
000000065		Very knowledgeable	Not very likely	4.00	Not very likely	Electricity	5 years or less	Owned
000000119		Not very knowledgeable	Not at all likely	4.00	Not at all likely	Electricity	DK/NS (DO NOT READ)	Owned
000000058		Not very knowledgeable	Not at all likely	5.00	Not at all likely	Propane	DK/NS (DO NOT READ)	Owned
000000022		Not very knowledgeable	Not at all likely	6.00	Not at all likely	Electricity	5 years or less	Owned
000000106		Somewhat knowledgeable	Likely	6.00	Electricity	Not very likely	11 to 15 years old	Owned
000000005		Somewhat knowledgeable	Not at all likely	7.00	Not at all likely	Electricity	6 to 10 years old	Owned
000000031		Somewhat knowledgeable	Not very likely	7.00	Not very likely	Electricity	5 years or less	Owned
000000094		Somewhat knowledgeable	Likely	7.00	Very likely	Propane	5 years or less	Owned
000000043		Somewhat knowledgeable	Not at all likely	10.00	Not at all likely	Electricity	5 years or less	Owned
000000051		Not very knowledgeable	Very likely	12.00	Extremely likely	Electricity	6 to 10 years old	Owned
000000093		Not very knowledgeable	Not very likely	14.00	Extremely likely	Electricity	DK/NS (DO NOT READ)	Owned
000000113		Somewhat knowledgeable	Likely	15.00	Very likely	Electricity	6 to 10 years old	Owned
000000037		Not very knowledgeable	Not very likely	20.00	Extremely likely	Electricity	5 years or less	Owned
000000082		Not very knowledgeable	Likely	20.00	Electricity	Not very likely	5 years or less	Owned
000000112		Somewhat knowledgeable	Not at all likely	20.00	Very likely	Electricity	16 to 25 years old	Owned
000000052		Somewhat knowledgeable	Likely	29.00	Likely	Electricity	16 to 25 years old	Owned
000000137		Somewhat knowledgeable	Not very likely	30.00	Very likely	Electricity	11 to 15 years old	Owned
000000047		Not very knowledgeable	Not very likely	98.00	Not at all likely	Electricity	11 to 15 years old	Owned
000000110		Somewhat knowledgeable	Not very likely	98.00	Not very likely	Electricity	5 years or less	Owned
000000114		Somewhat knowledgeable	Not very likely	98.00	Not very likely	Electricity	6 to 10 years old	Owned

RecordNo	natural gas water heater costs about \$1,700 including taxes depending on the complexity of the installation. However, with natural gas, you could save up to ALL = \$250 compared to propane water heating costs every year, or Selwyn, Hidden Valley, Neustadt, Sandford = \$50 / Cherry Valley = \$15 compared to electric water heating costs. The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per	natural gas water heater costs about \$1,700 including taxes depending on the complexity of the installation. However, with natural gas, you could save up to <ALL = \$250> compared to propane water heating costs every year, or <Selwyn, Hidden Valley, Neustadt, Sandford = \$50 / Cherry Valley = \$15> compared to electric water heating costs. The federal carbon pricing program will result in	gas requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace or boiler is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution	requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments	gas requires some initial investment by the property owner. The cost of converting your existing heating system to natural gas is likely in the range of \$400 to \$1,000 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly	investment by the property owner. The cost of converting a residential heating system to a high efficiency natural gas furnace and adding ducting is likely to be about \$12,500 including taxes depending on the specific style and/or size of your premise. Another option would be to install a natural gas fireplace or space heater to heat the main living area, at an estimated cost of \$4,500 - \$5,000. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments
000000002	Likely					
000000140	Extremely likely					
000000059		Likely				
000000123	Not at all likely					
000000064	Not at all likely		Not at all likely			
000000111	Not very likely				Likely	
000000134	Not very likely		Likely			
000000126	Not very likely		Not very likely			
000000010	Likely					
000000118	Likely					
000000114	Likely					
000000047	Extremely likely					
000000070	Extremely likely					
000000157		Extremely likely				
000000006	Very likely					
000000018	Not very likely					
000000107	Very likely					
000000095	Likely					
000000015	Not very likely					
000000041		Not very likely				
000000118	Not very likely					
000000007	Not very likely					
000000048	Not at all likely					
000000002	Not at all likely				Very likely	
000000008	Not at all likely				Not very likely	
000000039	Not at all likely				Not at all likely	
000000092	Not at all likely					Not at all likely
000000138	Not at all likely		Extremely likely			
000000087	Not at all likely			Not very likely		
000000085	Not very likely				Extremely likely	
000000131	Not very likely				Not at all likely	
000000128	Not very likely				Very likely	
000000065	Not very likely				Extremely likely	
000000119	Not very likely				Extremely likely	
000000058	Not very likely				Extremely likely	
000000022	Not very likely				Extremely likely	
000000106	Not very likely				Extremely likely	
000000005	Not very likely				Likely	
000000031	Not very likely				Extremely likely	
000000094	Not very likely				Extremely likely	
000000043	Not very likely				Extremely likely	
000000051	Not very likely		Extremely likely			
000000093	Not very likely		Very likely			
000000113	Not very likely		Extremely likely			
000000037	Not very likely		Very likely			
000000082	Not very likely				Extremely likely	
000000112	Not very likely		Very likely			
000000052	Not very likely		Very likely			
000000137	Not very likely		Extremely likely			
000000047	Not very likely				Extremely likely	
000000110	Not very likely				Extremely likely	
000000114	Not very likely				Extremely likely	



RecordNo	to cost about \$4,500-\$5,500 if you already have forced air ductwork and \$12,500 if you don't, including taxes. A natural gas fireplace or wall heater would also cost about \$4,500-\$5,500. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, savings will likely be minimal from switching your wood-	or boiler is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork or a boiler, and \$12,500 if you were to install a new forced air system requiring ductwork, including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of	could consider using natural gas as a supplemental heating source. The cost of a high efficiency natural gas furnace is in the range of \$4,500 to \$5,500 including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500. In addition to the cost of supplementing your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on	requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace or boiler is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you	requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save	requires some initial investment by the property owner. The cost of converting your existing heating system to natural gas is likely in the range of \$400 to \$1,000 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your SPACE AND WATER heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average
000000002						
000000140						
000000059						
000000123	Not very likely					
000000064						
000000111						
000000134						
000000126						
000000010					Not very likely	
000000118						Extremely likely
000000114						Very likely
000000047						Extremely likely
000000070				Very likely		
000000157						Extremely likely
000000006		Very likely				
000000018						
000000107						
000000095						
000000015	Likely					
000000041	Likely					
000000118	Not very likely					
000000007	Not very likely					
000000048	Not at all likely					
000000002						
000000008						
000000039						
000000092						
000000138						
000000087						
000000085						
000000131						
000000128						
000000065						
000000119						
000000058						
000000022						
000000106						
000000005						
000000031						
000000094						
000000043						
000000051						
000000093						
000000113						
000000037						
000000082						
000000112						
000000052						
000000137						
000000047						
000000110						
000000114						

RecordNo	initial investment by the property owner. The cost of converting a residential heating system to a high efficiency natural gas furnace and adding ducting is likely to be about \$12,500 including taxes depending on the specific style and/or size of your premise. Another option would be to install a natural gas fireplace or space heater to heat the main living area, at an estimated cost of \$4,500 - \$5,500.	furnace is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork and \$12,500 if it doesn't, including taxes. A natural gas fireplace or wall heater would also cost about \$4,500-\$5,500.	gas furnace or boiler is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork or a boiler, and \$12,500 if you were to install a new forced air system requiring ductwork, including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.	system could consider using natural gas as a supplemental heating source. The cost of a high efficiency natural gas furnace is in the range of \$4,500 to \$5,500 including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.	
	In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into	In addition to the cost of converting your SPACE AND WATER heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas	In addition to the cost of converting your SPACE AND WATER heating, an average home	In addition to the cost of supplementing your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you	H9a. You indicated that you are unlikely to convert your heating system to natural gas. Can you explain why? (PROBE) Are there any other reasons?
000000002					
000000140		Extremely likely			
000000059		Likely			
000000123					Don't like natural gas
000000064					Not interested/ have no plans to change
000000111					
000000134					
000000126					Other: (SPECIFY)
000000010					Too expensive
000000118					
000000114					
000000047					
000000070					
000000157					
000000006			Very likely		
000000018					
000000107		Extremely likely			
000000095		Very likely			
000000015					
000000041					
000000118					Not worth it
000000007					Not worth it
000000048					Not worth it
000000002					
000000008					Too expensive
000000039					Don't like natural gas
000000092					Don't like natural gas
000000138					
000000087					Not worth it
000000085					
000000131					Not interested at this time/ maybe in the future
000000128					
000000065					
000000119					
000000058					
000000022					
000000106					
000000005					
000000031					
000000094					
000000043					
000000051					
000000093					
000000113					
000000037					
000000082					
000000112					
000000052					
000000137					
000000047					
000000110					
000000114					

H9a. You indicated that you are unlikely to convert your heating system to natural gas. Can you explain why? (PROBE) Are there any other reasons? (VERBATIM ANSWERS FOR THOSE WHO ANSWERED "OTHER" - ADDITIONAL MENTIONS)			list of appliances that could be powered by natural gas. For each appliance, please tell me if you would be extremely interested, very interested, interested, not very interested or not at all interested in natural gas for the appliance. [RANDOMIZE]						
RecordNo	H9a. You indicated that you are unlikely to convert your heating system to natural gas. Can you explain why? (PROBE) Are there any other reasons? (VERBATIM ANSWERS FOR THOSE WHO ANSWERED "OTHER" - ADDITIONAL MENTIONS)	H9a. You indicated that you are unlikely to convert your heating system to natural gas. Can you explain why? (PROBE) Are there any other reasons? (VERBATIM ANSWERS FOR THOSE WHO ANSWERED "OTHER" - ADDITIONAL MENTIONS)	E1. You indicated that you are likely to convert to natural gas. Assuming gas service is available Prior to 2026, when would you likely convert?	E2 Oven, Range or Stove	E2 Clothes Dryer	E2 BBQ	E2 (Other, Specify)	E2 (Other, Specify)	
0000000002			Within the first 12 months	Not at all interested	Not at all interested	Not at all interested	None/No other appliance		
0000000140			Within the first 12 months	Interested	Interested	Interested	Other Appliance	FURNACE	
0000000059			Within 1 to 2 years	Not very interested	Not very interested	Not at all interested	None/No other appliance		
0000000123		Other: (SPECIFY)							
0000000064									
0000000111			After 3 years	Not at all interested	Very interested	Very interested	None/No other appliance		
0000000134			Within the first 12 months	Very interested	Not very interested	Not at all interested	None/No other appliance		
0000000126	WHEN IT DOES COME AND I AM STILL ABLE TO LIVE AT MY HOME WE COULD CHANGE OVER.								
0000000010									
0000000118			Within the first 12 months	DK/NS (DO NOT READ)	Not very interested	Interested	None/No other appliance		
0000000114			Within 1 to 2 years	Extremely interested	Extremely interested	Not at all interested	None/No other appliance		
0000000047			Within the first 12 months	Not at all interested	Interested	Not very interested	Other Appliance	BACK UP GENERATOR	
0000000070			Within the first 12 months	Very interested	Not at all interested	Interested	None/No other appliance		
0000000157			Within the first 12 months	Not very interested	Interested	Very interested	Other Appliance	UNIT HEATER IN THE SH	
0000000006			Within the first 12 months	Interested	Very interested	Very interested	None/No other appliance		
0000000018			Within the first 12 months	Interested	Not very interested	Very interested	None/No other appliance		
0000000107			Within the first 12 months	Interested	Not very interested	Interested	None/No other appliance		
0000000095			Within the first 12 months	Very interested	Interested	Interested	None/No other appliance		
0000000015			After 3 years	Not at all interested	Not at all interested	Not at all interested	None/No other appliance		
0000000041			Within 1 to 2 years	Interested	Extremely interested	Extremely interested	None/No other appliance		
0000000118		Not interested at this time/ maybe in the future							
0000000007		Not interested/ have no plans to change							
0000000048		Too expensive							
0000000002			Within the first 12 months	Not very interested	Not very interested	Interested	None/No other appliance		
0000000008									
0000000039		Other: (SPECIFY)							
0000000092		Not interested/ have no plans to change							
0000000138			Within the first 12 months	Not at all interested	Not at all interested	Not at all interested	None/No other appliance		
0000000087									
0000000085			Within the first 12 months	Not at all interested	Not at all interested	Interested	None/No other appliance		
0000000131									
0000000128			Within the first 12 months	Very interested	Interested	Interested	None/No other appliance		
0000000065			Within the first 12 months	Interested	Very interested	Interested	None/No other appliance		
0000000119			Within the first 12 months	Not at all interested	Not very interested	Not at all interested	None/No other appliance		
0000000058			Within the first 12 months	Not at all interested	Not at all interested	Not at all interested	None/No other appliance		
0000000022			Within the first 12 months	Not very interested	Not very interested	Not very interested	None/No other appliance		
0000000106			Within 1 to 2 years	Not very interested	Not very interested	Not very interested	None/No other appliance		
0000000005			Within 2 to 3 years	Interested	Not very interested	Interested	None/No other appliance		
0000000031			Within the first 12 months	Very interested	Interested	Interested	Other Appliance	Overhead Heater	
0000000094			Within the first 12 months	Extremely interested	Not very interested	Interested	None/No other appliance		
0000000043			Within the first 12 months	Interested	Not at all interested	Not at all interested	None/No other appliance		
0000000051			Within the first 12 months	Not very interested	Not very interested	Interested	None/No other appliance		
0000000093			Within the first 12 months	Not very interested	Not very interested	Interested	None/No other appliance		
0000000113			Within the first 12 months	Interested	Interested	Interested	None/No other appliance		
0000000037			Within the first 12 months	Interested	Not very interested	Not very interested	None/No other appliance		
0000000082			Within 1 to 2 years	Not very interested	Very interested	Not at all interested	None/No other appliance		
0000000112			Within the first 12 months	Not at all interested	Not very interested	Not very interested	None/No other appliance		
0000000052			Within the first 12 months	Interested	Interested	Not at all interested	None/No other appliance		
0000000137			Within the first 12 months	Not very interested	Not at all interested	Interested	None/No other appliance		
0000000047			Within 1 to 2 years	Interested	Very interested	Interested	None/No other appliance		
0000000110			Within the first 12 months	Interested	Not very interested	Not very interested	None/No other appliance		
0000000114			Within the first 12 months	Not very interested	Not at all interested	Very interested	None/No other appliance		



<b>RecordNo</b>	<b>E2 E (Other, Specify)</b>
000000002	
000000140	Extremely interested
000000059	
000000123	
000000064	
000000111	
000000134	
000000126	
000000010	
000000118	
000000114	
000000047	Extremely interested
000000070	
000000157	Very interested
000000006	
000000018	
000000107	
000000095	
000000015	
000000041	
000000118	
000000007	
000000048	
000000002	
000000008	
000000039	
000000092	
000000138	
000000087	
000000085	
000000131	
000000128	
000000065	
000000119	
000000058	
000000022	
000000106	
000000005	
000000031	Very interested
000000094	
000000043	
000000051	
000000093	
000000113	
000000037	
000000082	
000000112	
000000052	
000000137	
000000047	
000000110	
000000114	

RecordNo	D1. Which of the following best describes the style of your house? Is it a ...? oA bungalow or one-story ranch oA raised ranch oA split level oA two story oA three-story house oSome other style	D2. In order to have some idea as to the approximate size of your home in square feet (not including any unfinished basement space) can you tell me how many square feet your home is? Please enter five 9s (99999) if you don't know	D3. In what year was your house built? Your best estimate is fine. [ENTER YEAR] Please enter 9999 if you Don't know	D3a. Which statement best describes the occupancy of this dwelling? oOccupied mostly in the summer months oOccupied mostly in the winter months oOccupied occasionally year round oDon't know	D3b. For approximately how many months did you use this residence during 2021?	D4. How many adults 18 years or over do you have living in your household, including yourself? Enter 99 if you would like to leave blank.	D5. And how many children 17 years or younger, if any, do you have living in your household? Enter 99 if you would like to leave blank.	D6. In what year were you born? [RECORD YEAR] Enter 9999 if you would like to leave blank.	D6a. Can you please tell me into which of the following age groups you fall? Are you...? o18 to 24 o25 to 34 o35 to 44 o45 to 54 o55 to 64 o65 or over oRefuse	following best describes your total household income before taxes? oUnder \$20,000 o\$20,000 to less than \$40,000 o\$40,000 to less than \$60,000 o\$60,000 to less than \$80,000 o\$80,000 to less than \$100,000 o\$100,000 to less than \$120,000 o\$120,000 to less than \$140,000 o\$140,000 or more
000000002	A bungalow or one story ranch	1700.00	2012.00	Occupied all-year round		2.00	0.00	1952.00		REFUSED
0000000140	Some other style	2400.00	1830.00	Occupied all-year round		1.00	0.00	1959.00		Under \$20,000
0000000059	A two story	2500.00	1908.00	Occupied all-year round		2.00	0.00	1949.00		\$40,000 to less than \$60,000
0000000123	Some other style	99999.00	9999.00	DK/NS (DO NOT READ)	99.00	99.00	99.00	9999.00	REFUSED	REFUSED
0000000064	A two story	2300.00	1925.00	Occupied all-year round		1.00	0.00	1941.00		\$80,000 to less than \$100,000
0000000111	Some other style	1000.00	1966.00	Occupied all-year round		2.00	0.00	1966.00		\$100,000 to less than \$120,000
0000000134	A two story	2000.00	1885.00	Occupied all-year round		1.00	0.00	1964.00		\$100,000 to less than \$120,000
0000000126	Or a three story house	1100.00	1922.00	Occupied all-year round		2.00	0.00	1953.00		REFUSED
0000000010	Or a three story house	99999.00	2000.00	Occupied all-year round		3.00	1.00	1969.00		REFUSED
0000000118	A two story	1000.00	1945.00	Occupied all-year round		3.00	0.00	1964.00		\$40,000 to less than \$60,000
0000000114	A two story	1800.00	1895.00	Occupied all-year round		1.00	0.00	1951.00		\$20,000 to less than \$40,000
0000000047	A bungalow or one story ranch	1500.00	1967.00	Occupied all-year round		1.00	0.00	1963.00		\$100,000 to less than \$120,000
0000000070	A bungalow or one story ranch	1400.00	1957.00	Occupied all-year round		2.00	0.00	1950.00		\$60,000 to less than \$80,000
0000000157	A two story	1500.00	1910.00	Occupied all-year round		2.00	3.00	1985.00		\$80,000 to less than \$100,000
0000000006	A bungalow or one story ranch	3500.00	1986.00	Occupied all-year round		2.00	0.00	1954.00		\$80,000 to less than \$100,000
0000000018	A bungalow or one story ranch	1100.00	1967.00	Occupied all-year round		2.00	0.00	1955.00		\$40,000 to less than \$60,000
0000000107	A two story	2400.00	1845.00	Occupied all-year round		3.00	0.00	1964.00		\$60,000 to less than \$80,000
0000000095	A split level	2200.00	1979.00	Occupied all-year round		3.00	0.00	1958.00		REFUSED
0000000015	A bungalow or one story ranch	1800.00	1980.00	Occupied all-year round		2.00	0.00	1946.00		\$60,000 to less than \$80,000
0000000041	A two story	2000.00	1880.00	Occupied all-year round		2.00	3.00	1974.00		\$80,000 to less than \$100,000
0000000118	A split level	2500.00	1970.00	Occupied all-year round		2.00	0.00	1938.00		\$80,000 to less than \$100,000
0000000007	A two story	99999.00	1948.00	Occupied all-year round		1.00	0.00	1948.00		\$60,000 to less than \$80,000
0000000048	A bungalow or one story ranch	1800.00	1965.00	Occupied all-year round		3.00	1.00	1976.00		\$80,000 to less than \$100,000
0000000002	A split level	99999.00	1820.00	Occupied all-year round		1.00	0.00	1986.00		REFUSED
0000000008	A bungalow or one story ranch	1000.00	1896.00	Occupied all-year round		2.00	0.00	1951.00		\$60,000 to less than \$80,000
0000000039	A bungalow or one story ranch	1200.00	1963.00	Occupied all-year round		2.00	0.00	9999.00	REFUSED	REFUSED
0000000092	Or a three story house	2400.00	1874.00	Occupied all-year round		2.00	0.00	1955.00	REFUSED	\$120,000 to less than \$140,000
0000000138	A two story	1000.00	1900.00	Occupied all-year round		2.00	2.00	1949.00		\$80,000 to less than \$100,000
0000000087	A two story	1500.00	1950.00	Occupied all-year round		1.00	0.00	1991.00		\$40,000 to less than \$60,000
0000000085	Or a three story house	2000.00	1899.00	Occupied all-year round		2.00	4.00	1989.00		\$120,000 to less than \$140,000
0000000131	A two story	3000.00	1920.00	Occupied all-year round		2.00	0.00	1949.00		\$20,000 to less than \$40,000
0000000128	A bungalow or one story ranch	900.00	9999.00	Occupied all-year round		2.00	99.00	1968.00		REFUSED
0000000065	A two story	2400.00	1875.00	Occupied all-year round		2.00	2.00	1981.00		\$100,000 to less than \$120,000
0000000119	A two story	1500.00	1867.00	Occupied all-year round		3.00	1.00	1971.00		\$60,000 to less than \$80,000
0000000058										
0000000022	A two story	1600.00	1875.00	Occupied all-year round		3.00	1.00	1964.00		\$80,000 to less than \$100,000
0000000106										
0000000005	A split level	1200.00	2015.00	Occupied all-year round		2.00	0.00	1957.00		\$80,000 to less than \$100,000
0000000031	A two story	1450.00	1875.00	Occupied all-year round		2.00	0.00	1959.00		REFUSED
0000000094	A bungalow or one story ranch	850.00	9999.00	Occupied all-year round		2.00	0.00	1969.00		\$80,000 to less than \$100,000
0000000043										
0000000051	A two story	4400.00	1881.00	Occupied all-year round		2.00	0.00	1956.00		\$80,000 to less than \$100,000
0000000093	A bungalow or one story ranch	900.00	1968.00	Occupied all-year round		2.00	0.00	1992.00		\$100,000 to less than \$120,000
0000000113	A split level	1200.00	1834.00	Occupied all-year round		2.00	0.00	1962.00		\$80,000 to less than \$100,000
0000000037	A two story	1500.00	1875.00	Occupied all-year round		2.00	0.00	9999.00	55 to 64	REFUSED
0000000082	Or a three story house	99999.00	1917.00	Occupied all-year round		3.00	2.00	1954.00		\$60,000 to less than \$80,000
0000000112	A bungalow or one story ranch	1100.00	1957.00	Occupied all-year round		2.00	0.00	1932.00		\$80,000 to less than \$100,000
0000000052	A split level	1500.00	1883.00	Occupied occasionally year round	9.00	1.00	0.00	1952.00		\$60,000 to less than \$80,000
0000000137	A two story	1200.00	1900.00	Occupied all-year round		2.00	2.00	1950.00		\$100,000 to less than \$120,000
0000000047	A two story	1100.00	9999.00	Occupied all-year round		1.00	0.00	1961.00		\$60,000 to less than \$80,000
0000000110	A two story	1300.00	1879.00	Occupied mostly in the summer months	6.00	2.00	0.00	1955.00		\$100,000 to less than \$120,000
0000000114	A two story	1200.00	1892.00	Occupied all-year round		2.00	2.00	1989.00		\$60,000 to less than \$80,000

RecordNo	LtCallDt	COMMUNITY	SCR3. Do you own or rent this property?	SCR5. Which of the following best describes the building (or buildings) at this location?	SCR6. On average, how much is your annual heating cost for this premise including taxes? Please enter 99999 if you would like to leave blank	H1A. What is the primary energy source of heat for this premise? Is it...? H1A. Other [SPECIFY]	H1B. What type of system provides the primary source of heat for this premise? Is it...?	H1B. What type of system provides the primary source of heat for this premise? Is it...? (RESPONSES FOR OIL)	H1B. What type of system provides the primary source of heat for this premise? Is it...? (RESPONSES FOR PROPANE)	H1B. What type of system provides the primary source of heat for this premise? Is it...? (RESPONSES FOR ELECTRICITY)
000000012	20220826	Neustadt	Own	Residential	3500.00	Oil	Oil Forced Air			
000000038	20220830	Neustadt	Own	Commercial	1500.00	Propane		Propane Forced Air		
000000072	20220902	Neustadt	Own	Residential	7000.00	Oil	Oil Forced Air			
000000132	20220913	Neustadt	Own	Residential	2350.00	Propane		Propane Forced Air		
000000136	20220914	Neustadt	Own	Residential	2000.00	Propane		Propane Forced Air		
000000100	20220908	Neustadt	Own	Commercial	5400.00	Propane		Propane Forced Air		
000000027	20220826	Neustadt	Own	Residential	2300.00	Electricity			Electric Forced Air	
000000083	20220904	Neustadt	Own	Residential	2200.00	Propane		Propane Forced Air		
000000045	20220829	Neustadt	Own	Commercial	1500.00	Propane		Propane Forced Air		
000000102	20220908	Neustadt	Own	Residential	2400.00	Propane		Propane Forced Air		
000000125	20220911	Neustadt	Own	Residential	2300.00	Propane		Propane Forced Air		
000000129	20220912	Neustadt	Own	Residential	4500.00	Propane		Propane Forced Air		
000000134	20220914	Neustadt	Own	Industrial	48000.00	Propane		Propane Forced Air		
000000117	20220910	Neustadt	Own	Residential	2000.00	Propane		Propane Forced Air		
000000003	20220824	Neustadt	Own	Residential	2300.00	Oil	Oil Forced Air			
000000010	20220824	Neustadt	Own	Residential	3000.00	Electricity			Electric Forced Air	
000000029	20220826	Neustadt	Own	Residential	99999.00	Oil	Oil Forced Air			
000000066	20220902	Neustadt	Own	Residential	4500.00	Propane		Propane Forced Air		
000000049	20220829	Neustadt	Own	Residential	2400.00	Propane		Propane Forced Air		
000000032	20220826	Neustadt	Own	Residential	2200.00	Propane		Propane Forced Air		
000000074	20220902	Neustadt	Own	Residential	4000.00	Oil	Oil Forced Air			
000000121	20220910	Neustadt	Own	Residential	1800.00	Oil	Oil Boiler (Hot Water Radiators)			
000000024	20220826	Neustadt	Own	Residential	99999.00	Oil	Oil Forced Air			
000000035	20220826	Neustadt	Own	Residential	99999.00	Electricity			Electric Baseboard	
000000028	20220826	Neustadt	Own	Residential	1300.00	Propane		Propane Forced Air		
000000050	20220829	Neustadt	Own	Both Residence and a Business	1500.00	Propane		Propane Forced Air		
000000070	20220902	Neustadt	Own	Residential	1600.00	Heat pump such as a geothermal system				
000000096	20220907	Neustadt	Own	Both Residence and a Business	11000.00	Propane		Propane Forced Air		
000000023	20220826	Neustadt	Own	Residential	99999.00	Propane		Propane Forced Air		
000000122	20220910	Neustadt	Own	Residential	1200.00	Oil	Oil Boiler (Hot Water Radiators)			
000000042	20220829	Neustadt	Own	Residential	2500.00	Propane		Propane Forced Air		
000000004	20220824	Neustadt	Own	Residential	2200.00	Propane		Propane Forced Air		
000000099	20220908	Neustadt	Own	Residential	2000.00	Propane		Propane Forced Air		
000000014	20220826	Neustadt	Own	Residential	2000.00	Propane		Propane Forced Air		
000000036	20220826	Neustadt	Own	Residential	2800.00	Propane		Propane Forced Air		
000000111	20220908	Neustadt	Own	Residential	1700.00	Propane		Propane Forced Air		
000000021	20220826	Neustadt	Own	Residential	3000.00	Propane		Propane Forced Air		
000000126	20220911	Neustadt	Own	Residential	650.00	Propane		Propane Forced Air		
000000109	20220908	Neustadt	Own	Residential	2500.00	Propane		Propane Boiler (Hot Water Radiators)		
000000115	20220908	Neustadt	Own	Residential	1200.00	Propane		Propane Forced Air		
000000025	20220826	Neustadt	Own	Residential	2000.00	Oil	Oil Forced Air			
000000068	20220902	Neustadt	Own	Residential	8000.00	Oil	Oil Forced Air			
000000044	20220829	Neustadt	Own	Commercial	9999.00	Propane		Propane Boiler (Hot Water Radiators)		
000000055	20220901	Neustadt	Own	Residential	99999.00	Propane		Propane Forced Air		
000000084	20220905	Neustadt	Own	Commercial	1500.00	Propane		Propane Forced Air		
000000016	20220826	Neustadt	Own	Residential	2500.00	Oil	Oil Boiler (Hot Water Radiators)			
000000054	20220901	Neustadt	Own	Residential	700.00	Electricity			Electric Forced Air	
000000079	20220903	Neustadt	Own	Residential	5000.00	Oil	Oil Forced Air			
000000089	20220906	Neustadt	Own	Residential	3500.00	Electricity			Electric Forced Air	
000000097	20220907	Neustadt	Own	Residential	2000.00	Oil	Oil Forced Air			
000000013	20220826	Neustadt	Own	Residential	3000.00	Propane		Propane Forced Air		
000000064	20220901	Neustadt	Own	Residential	1600.00	Propane		Propane Forced Air		

RecordNo	New 1. What kind of heat pump do you have?	New 2. How knowledgeable would you say that you are about heat pumps including air source heat pumps, geothermal or ground source heating and cooling systems for homes?	New 3: How likely would you be to seek out more information about installing a heat pump heating and cooling system for your home?	H2. How old is your heating system? Enter 98 if LESS THAN ONE YEAR. Enter 99 if Don't know	H3. How likely are you to replace your heating system in the next 2 years? Are you...? Extremely likely, Very likely, Likely, Not very likely, Not at all likely	W1. What is the MAIN fuel source for heating your water? W1 (Other)	W2. How old is your water heater?	W3. Is your water heater owned or rented?	
000000012		Not very knowledgeable	Not very likely	99.00	Very likely	Electricity	5 years or less	Owned	
000000038		Somewhat knowledgeable	Not at all likely	99.00	Not very likely	Electricity	DK/NS (DO NOT READ)	Owned	
000000072		Not very knowledgeable	Not very likely	99.00	Very likely	Electricity	5 years or less	Owned	
000000132		Not very knowledgeable	Not very likely	99.00	Not very likely	Electricity	DK/NS (DO NOT READ)	Owned	
000000136		Not very knowledgeable	Don't Know	99.00	DK/NS (DO NOT READ)	Electricity	5 years or less	Owned	
000000100		Not very knowledgeable	Don't Know	2.00	Not at all likely	Electricity	DK/NS (DO NOT READ)	Owned	
000000027		Not very knowledgeable	Not at all likely	4.00	Not at all likely	Electricity	6 to 10 years old	Owned	
000000083		Not very knowledgeable	Likely	4.00	Not very likely	Electricity	6 to 10 years old	Owned	
000000045		Not very knowledgeable	Not at all likely	5.00	Not very likely	Electricity	5 years or less	Owned	
000000102		Not very knowledgeable	Likely	7.00	Likely	Electricity	16 to 25 years old	Owned	
000000125		Somewhat knowledgeable	Likely	7.00	Likely	Electricity	5 years or less	Owned	
000000129		Somewhat knowledgeable	Not very likely	7.00	Likely	Electricity	11 to 15 years old	Owned	
000000134		Not very knowledgeable	Not very likely	7.00	Not very likely	Propane	6 to 10 years old	Owned	
000000117		Somewhat knowledgeable	Not very likely	10.00	Not very likely	Electricity	6 to 10 years old	Owned	
000000003		Somewhat knowledgeable	Not at all likely	12.00	Extremely likely	Electricity	6 to 10 years old	Owned	
000000010		Somewhat knowledgeable	Likely	13.00	Not at all likely	Electricity	11 to 15 years old	Owned	
000000029		Very knowledgeable	Not very likely	15.00	Not at all likely	Oil	5 years or less	Owned	
000000066		Not very knowledgeable	Not very knowledgeable	15.00	Not very likely	Electricity	5 years or less	Owned	
000000049		Not very knowledgeable	Not very likely	16.00	Not very likely	Electricity	6 to 10 years old	Owned	
000000032		Not very knowledgeable	Not at all likely	20.00	DK/NS (DO NOT READ)	Electricity	16 to 25 years old	Owned	
000000074		Not very knowledgeable	Not at all likely	20.00	Likely	Electricity	5 years or less	Owned	
000000121		Somewhat knowledgeable	Not very likely	20.00	Likely	Electricity	6 to 10 years old	Owned	
000000024		Not very knowledgeable	Not at all likely	40.00	Not very likely	Electricity	5 years or less	Owned	
000000035		Somewhat knowledgeable	Not very likely	60.00	Likely	Electricity	6 to 10 years old	Owned	
000000028		Not very knowledgeable	Not at all likely	98.00	Not at all likely	Electricity	5 years or less	Owned	
000000050		Not very knowledgeable	Not at all likely	98.00	Not at all likely	Electricity	16 to 25 years old	Owned	
000000070	Air Source Heat Pump			98.00	Not at all likely	Electricity	5 years or less	Owned	
000000096		Not very knowledgeable	Not very likely	98.00	Not at all likely	Electricity	5 years or less	Owned	
000000023		Never heard of it	Likely	99.00	Not very likely	Other (SPECIFY)	Unsure	DK/NS (DO NOT READ)	Owned
000000122		Somewhat knowledgeable	Not very likely	99.00	Likely	Electricity	6 to 10 years old	Owned	
000000042		Not very knowledgeable	Not at all likely	1.00	Not at all likely	Electricity	6 to 10 years old	Owned	
000000004		Not very knowledgeable	Not at all likely	2.00	Not very likely	Electricity	6 to 10 years old	Owned	
000000099		Not very knowledgeable	Likely	4.00	DK/NS (DO NOT READ)	Electricity	6 to 10 years old	Owned	
000000014		Not very knowledgeable	Not very likely	5.00	Not very likely	Propane	11 to 15 years old	Owned	
000000036		Very knowledgeable	Not at all likely	6.00	Likely	Electricity	5 years or less	Owned	
000000111		Somewhat knowledgeable	Not very likely	7.00	Not at all likely	Propane	6 to 10 years old	Owned	
000000021		Not very knowledgeable	Likely	8.00	Not very likely	Propane	11 to 15 years old	Owned	
000000126		Not very knowledgeable	Very likely	8.00	Very likely	Electricity	16 to 25 years old	Owned	
000000109		Not very knowledgeable	Not at all likely	12.00	Very likely	Propane	5 years or less	Owned	
000000115		Somewhat knowledgeable	Not at all likely	12.00	Not very likely	Propane	5 years or less	Owned	
000000025		Somewhat knowledgeable	Not very likely	15.00	Likely	Electricity	6 to 10 years old	Owned	
000000068		Not very knowledgeable	Not very likely	15.00	Very likely	Oil	6 to 10 years old	Owned	
000000044		Somewhat knowledgeable	Likely	18.00	Not very likely	Propane	11 to 15 years old	Owned	
000000055		Somewhat knowledgeable	Not at all likely	20.00	Likely	Electricity	6 to 10 years old	Owned	
000000084		Not very knowledgeable	Likely	20.00	Very likely	Electricity	16 to 25 years old	Owned	
000000016		Not very knowledgeable	Not at all likely	27.00	Not very likely	Oil	6 to 10 years old	Owned	
000000054		Somewhat knowledgeable	Very likely	30.00	Not at all likely	Electricity	5 years or less	Owned	
000000079		Somewhat knowledgeable	Not very likely	30.00	Extremely likely	Electricity	5 years or less	Owned	
000000089		Not very knowledgeable	Don't Know	30.00	DK/NS (DO NOT READ)	Electricity	16 to 25 years old	Owned	
000000097		Somewhat knowledgeable	Likely	55.00	Very likely	Electricity	11 to 15 years old	Owned	
000000013		Not very knowledgeable	Not at all likely	98.00	Not at all likely	Electricity	DK/NS (DO NOT READ)	Owned	
000000064		Somewhat knowledgeable	Extremely likely	98.00	Extremely likely	Electricity	DK/NS (DO NOT READ)	Owned	

RecordNo	natural gas water heater costs about \$1,700 including taxes depending on the complexity of the installation. However, with natural gas, you could save up to ALL = \$250 compared to propane water heating costs every year, or Selwyn, Hidden Valley, Neustadt, Sandford = \$50 / Cherry Valley = \$15 compared to electric water heating costs. The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per	natural gas water heater costs about \$1,700 including taxes depending on the complexity of the installation. However, with natural gas, you could save up to <ALL = \$250> compared to propane water heating costs every year, or <Selwyn, Hidden Valley, Neustadt, Sandford = \$50 / Cherry Valley = \$15> compared to electric water heating costs. The federal carbon pricing program will result in	gas requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace or boiler is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution	requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments	gas requires some initial investment by the property owner. The cost of converting your existing heating system to natural gas is likely in the range of \$400 to \$1,000 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly	investment by the property owner. The cost of converting a residential heating system to a high efficiency natural gas furnace and adding ducting is likely to be about \$12,500 including taxes depending on the specific style and/or size of your premise. Another option would be to install a natural gas fireplace or space heater to heat the main living area, at an estimated cost of \$4,500 - \$5,000. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments
000000012	Not very likely		Very likely			
000000038	Not very likely				Likely	
000000072	Not very likely		Extremely likely			
000000132	Not very likely				Very likely	
000000136	Not very likely				Likely	
000000100	Likely					
000000027	Likely					
000000083	Likely					
000000045	Likely					
000000102	Likely					
000000125	Likely					
000000129	Likely					
000000134	Likely					
000000117	Likely					
000000003	Likely					
000000010	Likely					
000000029	Likely					
000000066	Likely					
000000049	Likely					
000000032	Likely					
000000074	Likely					
000000121	Likely					
000000024	Likely					
000000035	Likely					
000000028	Likely					
000000050	Likely					
000000070	Likely					
000000096	Likely					
000000023	Likely					
000000122	Likely					
000000042	Very likely					
000000004	Very likely					
000000099	Very likely					
000000014	Very likely					
000000036	Very likely					
000000111	Very likely					
000000021	Very likely					
000000126	Very likely					
000000109	Very likely					
000000115	Very likely					
000000025	Very likely					
000000068	Very likely					
000000044	Very likely					
000000055	Very likely					
000000084	Very likely					
000000016	Very likely					
000000054	Very likely					
000000079	Very likely					
000000089	Very likely					
000000097	Very likely					
000000013	Very likely					
000000064	Very likely					



RecordNo	to cost about \$4,500-\$5,500 if you already have forced air ductwork and \$12,500 if you don't, including taxes. A natural gas fireplace or wall heater would also cost about \$4,500-\$5,500. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, savings will likely be minimal from switching your wood-	or boiler is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork or a boiler, and \$12,500 if you were to install a new forced air system requiring ductwork, including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of	could consider using natural gas as a supplemental heating source. The cost of a high efficiency natural gas furnace is in the range of \$4,500 to \$5,500 including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500. In addition to the cost of supplementing your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on	requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace or boiler is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you	requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save	requires some initial investment by the property owner. The cost of converting your existing heating system to natural gas is likely in the range of \$400 to \$1,000 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your SPACE AND WATER heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average
000000012						
000000038						
000000072						
000000132						
000000136						
000000100						Likely
000000027					Likely	
000000083						Very likely
000000045						Extremely likely
000000102						Likely
000000125						Likely
000000129						Very likely
000000134						Very likely
000000117						Extremely likely
000000003				Very likely		
000000010					Likely	
000000029				Very likely		
000000066						Extremely likely
000000049						Extremely likely
000000032						Very likely
000000074				Likely		
000000121				Very likely		
000000024				Very likely		
000000035						
000000028						Not very likely
000000050						Very likely
000000070						
000000096						Very likely
000000023						Very likely
000000122				Very likely		
000000042						Very likely
000000004						Extremely likely
000000099						Extremely likely
000000014						Very likely
000000036						Extremely likely
000000111						Extremely likely
000000021						Extremely likely
000000126						Extremely likely
000000109						Extremely likely
000000115						Very likely
000000025				Very likely		
000000068				Extremely likely		
000000044						Extremely likely
000000055						Extremely likely
000000084						Very likely
000000016				Extremely likely		
000000054					Not very likely	
000000079				Likely		
000000089					Likely	
000000097				Very likely		
000000013						Extremely likely
000000064						Extremely likely

RecordNo	initial investment by the property owner. The cost of converting a residential heating system to a high efficiency natural gas furnace and adding ducting is likely to be about \$12,500 including taxes depending on the specific style and/or size of your premise. Another option would be to install a natural gas fireplace or space heater to heat the main living area, at an estimated cost of \$4,500 - \$5,500.	furnace is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork and \$12,500 if it doesn't, including taxes. A natural gas fireplace or wall heater would also cost about \$4,500-\$5,500.	gas furnace or boiler is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork or a boiler, and \$12,500 if you were to install a new forced air system requiring ductwork, including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.	system could consider using natural gas as a supplemental heating source. The cost of a high efficiency natural gas furnace is in the range of \$4,500 to \$5,500 including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.	
	In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into	In addition to the cost of converting your SPACE AND WATER heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas	In addition to the cost of converting your SPACE AND WATER heating, an average home	In addition to the cost of supplementing your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you	H9a. You indicated that you are unlikely to convert your heating system to natural gas. Can you explain why? (PROBE) Are there any other reasons?
000000012					
000000038					
000000072					
000000132					
000000136					
000000100					
000000027					
000000083					
000000045					
000000102					
000000125					
000000129					
000000134					
000000117					
000000003					
000000010					
000000029					
000000066					
000000049					
000000032					
000000074					
000000121					
000000024					
000000035	Likely				
000000028					Not worth it
000000050					
000000070					
000000096					
000000023					
000000122					
000000042					
000000004					
000000099					
000000014					
000000036					
000000111					
000000021					
000000126					
000000109					
000000115					
000000025					
000000068					
000000044					
000000055					
000000084					
000000016					
000000054					Don't like natural gas
000000079					
000000089					
000000097					
000000013					
000000064					

RecordNo	H9a. You indicated that you are unlikely to convert your heating system to natural gas. Can you explain why? (PROBE) Are there any other reasons? (VERBATIM ANSWERS FOR THOSE WHO ANSWERED "OTHER")	H9a. You indicated that you are unlikely to convert your heating system to natural gas. Can you explain why? (PROBE) Are there any other reasons? (VERBATIM ANSWERS FOR THOSE WHO ANSWERED "OTHER" - ADDITIONAL MENTIONS)	E1. You indicated that you are likely to convert to natural gas. Assuming gas service is available Prior to 2026, when would you likely convert?	list of appliances that could be powered by natural gas. For each appliance, please tell me if you would be extremely interested, very interested, interested, not very interested or not at all interested in natural gas for the appliance. [RANDOMIZE]	E2 Oven, Range or Stove	E2 Clothes Dryer	E2 BBQ	E2 (Other, Specify)	E2 (Other, Specify)
0000000012			Within the first 12 months	Interested	Not very interested	Not very interested	Interested	None/No other appliance	
0000000038			Within 2 to 3 years	Not at all interested	Not at all interested	Not at all interested	Not at all interested	None/No other appliance	
0000000072			Within the first 12 months	Not very interested	Not very interested	Not very interested	Not very interested	None/No other appliance	
0000000132			Within the first 12 months	Not at all interested	DK/NS (DO NOT READ)	Not very interested	Interested	None/No other appliance	
0000000136			Within 1 to 2 years	DK/NS (DO NOT READ)	DK/NS (DO NOT READ)	DK/NS (DO NOT READ)	Interested	None/No other appliance	
0000000100			Within 1 to 2 years	Not at all interested	Not at all interested	Not at all interested	Not at all interested	None/No other appliance	
0000000027			Within the first 12 months	Very interested	Interested	Not at all interested	Not at all interested	None/No other appliance	
0000000083			Within the first 12 months	Extremely interested	Not very interested	Extremely interested	Interested	None/No other appliance	
0000000045			Within the first 12 months	Interested	Interested	Not at all interested	Interested	None/No other appliance	
0000000102			Within 1 to 2 years	Not at all interested	Not at all interested	Interested	Not at all interested	None/No other appliance	
0000000125			Within the first 12 months	Very interested	Interested	Interested	Very interested	None/No other appliance	
0000000129			Within the first 12 months	Interested	Interested	Interested	Very interested	None/No other appliance	
0000000134			Within the first 12 months	Not at all interested	Not at all interested	Not at all interested	Not at all interested	Other Appliance	We have paint baking o
0000000117			Within the first 12 months	Not at all interested	Not at all interested	Not at all interested	Interested	None/No other appliance	
0000000003			Within the first 12 months	Interested	Not at all interested	Not at all interested	Not at all interested	None/No other appliance	
0000000010			Within 2 to 3 years	Interested	Extremely interested	Interested	Interested	None/No other appliance	
0000000029			Within the first 12 months	Not at all interested	Very interested	Interested	Interested	None/No other appliance	
0000000066			Within the first 12 months	Extremely interested	Extremely interested	Extremely interested	Extremely interested	None/No other appliance	
0000000049			Within the first 12 months	Very interested	Interested	Not very interested	Interested	None/No other appliance	
0000000032			Within the first 12 months	Not at all interested	Not at all interested	Interested	Not at all interested	Other Appliance	Generator
0000000074			Within 1 to 2 years	Not at all interested	Not at all interested	Not at all interested	Not at all interested	None/No other appliance	
0000000121			Within the first 12 months	Interested	Interested	Not very interested	Interested	None/No other appliance	
0000000024			Within the first 12 months	Not very interested	Not very interested	Not very interested	Interested	None/No other appliance	
0000000035			Within 2 to 3 years	Not very interested	Not very interested	Not very interested	Not very interested	None/No other appliance	
0000000028		Too expensive							
0000000050			Within the first 12 months	Interested	Very interested	Interested	Not at all interested	None/No other appliance	
0000000070									
0000000096			Within the first 12 months	Extremely interested	Not very interested	Not very interested	Interested	Other Appliance	Commercial Boiler - ext
0000000023			Within 2 to 3 years	Not very interested	Interested	Interested	Not very interested	None/No other appliance	
0000000122			Within the first 12 months	Interested	Interested	Not very interested	Interested	None/No other appliance	
0000000042			Within the first 12 months	Very interested	Very interested	Very interested	Very interested	None/No other appliance	
0000000004			Within the first 12 months	Interested	Interested	Interested	Interested	None/No other appliance	
0000000099			Within the first 12 months	Not at all interested	Very interested	Very interested	Interested	None/No other appliance	
0000000014			Within the first 12 months	Not at all interested	Not very interested	Not very interested	Not at all interested	None/No other appliance	
0000000036			Within the first 12 months	Extremely interested	Very interested	Not at all interested	Very interested	Other Appliance	Generator and pool
0000000111			Within the first 12 months	Not very interested	Not very interested	Not very interested	Not very interested	None/No other appliance	
0000000021			Within the first 12 months	Interested	Interested	Interested	Interested	None/No other appliance	
0000000126			Within the first 12 months	Very interested	Extremely interested	Very interested	Interested	Other Appliance	Fireplace in Cottage
0000000109			Within the first 12 months	Very interested	Not very interested	Not very interested	Not very interested	None/No other appliance	
0000000115			Within the first 12 months	Not very interested	Very interested	Not very interested	Very interested	None/No other appliance	
0000000025			Within the first 12 months	Interested	Not very interested	Not very interested	Interested	None/No other appliance	
0000000068			Within the first 12 months	Not very interested	Interested	Interested	Extremely interested	None/No other appliance	
0000000044			Within the first 12 months	Not at all interested	Not at all interested	Not at all interested	Not very interested	None/No other appliance	
0000000055			Within 1 to 2 years	Not at all interested	Interested	Interested	Interested	None/No other appliance	
0000000084			Within the first 12 months	Not very interested	Interested	Very interested	Very interested	Other Appliance	Washing Machine
0000000016			Within the first 12 months	Interested	Not very interested	Not very interested	Not very interested	None/No other appliance	
0000000054		Not interested at this time/ maybe in the future							
0000000079			Within the first 12 months	Extremely interested	Not very interested	Not very interested	Not very interested	None/No other appliance	
0000000089			Within the first 12 months	Extremely interested	Very interested	Extremely interested	Interested	None/No other appliance	
0000000097			Within the first 12 months	Very interested	Very interested	Not very interested	Interested	None/No other appliance	
0000000013			Within the first 12 months	Interested	Very interested	Not very interested	Very interested	None/No other appliance	
0000000064			Within the first 12 months	Interested	Not at all interested	Interested	Extremely interested	None/No other appliance	



RecordNo	E2 E (Other, Specify)
000000012	
000000038	
000000072	
000000132	
000000136	
000000100	
000000027	
000000083	
000000045	
000000102	
000000125	
000000129	
000000134	Very interested
000000117	
000000003	
000000010	
000000029	
000000066	
000000049	
000000032	Extremely interested
000000074	
000000121	
000000024	
000000035	
000000028	
000000050	
000000070	
000000096	Extremely interested
000000023	
000000122	
000000042	
000000004	
000000099	
000000014	
000000036	Very interested
000000111	
000000021	
000000126	Extremely interested
000000109	
000000115	
000000025	
000000068	
000000044	
000000055	
000000084	Very interested
000000016	
000000054	
000000079	
000000089	
000000097	
000000013	
000000064	

RecordNo	D1. Which of the following best describes the style of your house? Is it a ...? oA bungalow or one-story ranch oA raised ranch oA split level oA two story oA three-story house oSome other style	D2. In order to have some idea as to the approximate size of your home in square feet (not including any unfinished basement space) can you tell me how many square feet your home is? Please enter five 9s (99999) if you don't know	D3. In what year was your house built? Your best estimate is fine. [ENTER YEAR] Please enter 9999 if you Don't know	D3a. Which statement best describes the occupancy of this dwelling? oOccupied all-year round oOccupied mostly in the summer months oOccupied mostly in the winter months oOccupied occasionally year round oDon't know	D3b. For approximately how many months did you use this residence during 2021?	D4. How many adults 18 years or over do you have living in your household, including yourself? Enter 99 if you would like to leave blank.	D5. And how many children 17 years or younger, if any, do you have living in your household? Enter 99 if you would like to leave blank.	D6. In what year were you born? [RECORD YEAR] Enter 9999 if you would like to leave blank.	D6a. Can you please tell me into which of the following age groups you fall? Are you...? o18 to 24 o25 to 34 o35 to 44 o45 to 54 o55 to 64 o65 or over oRefuse	following best describes your total household income before taxes? oUnder \$20,000 o\$20,000 to less than \$40,000 o\$40,000 to less than \$60,000 o\$60,000 to less than \$80,000 o\$80,000 to less than \$100,000 o\$100,000 to less than \$120,000 o\$120,000 to less than \$140,000 o\$140,000 or more
000000012	A bungalow or one story ranch	1500.00	1974.00	Occupied all-year round		1.00	0.00	1959.00		\$40,000 to less than \$60,000
000000038										
000000072	A two story	9999.00	1920.00	Occupied all-year round		2.00	2.00	1981.00		\$80,000 to less than \$100,000
000000132	A two story	9999.00	1859.00	Occupied all-year round		1.00	99.00	1967.00		\$40,000 to less than \$60,000
000000136	A bungalow or one story ranch	1025.00	1965.00	Occupied all-year round		99.00	0.00	1965.00		REFUSED
000000100										
000000027	A bungalow or one story ranch	1200.00	1980.00	Occupied all-year round		3.00	0.00	1954.00		REFUSED
000000083	A bungalow or one story ranch	2850.00	1976.00	Occupied all-year round		2.00	2.00	1988.00		\$140,000 or more
000000045										
000000102	A bungalow or one story ranch	1300.00	1965.00	Occupied all-year round		2.00	0.00	9999.00	55 to 64	REFUSED
000000125	A two story	1400.00	1875.00	Occupied all-year round		2.00	0.00	1959.00		REFUSED
000000129	A two story	2500.00	1862.00	Occupied all-year round		2.00	0.00	1988.00		\$100,000 to less than \$120,000
000000134										
000000117	A two story	1400.00	9999.00	Occupied all-year round		2.00	0.00	1955.00		REFUSED
000000003	A two story	900.00	1860.00	Occupied all-year round		2.00	0.00	1941.00		\$80,000 to less than \$100,000
000000010	A two story	2500.00	1901.00	Occupied all-year round		2.00	2.00	1974.00		\$100,000 to less than \$120,000
000000029	A two story	1800.00	1954.00	Occupied all-year round		4.00	0.00	1965.00		REFUSED
000000066	A bungalow or one story ranch	2200.00	2002.00	Occupied all-year round		2.00	1.00	1979.00		\$100,000 to less than \$120,000
000000049	A split level	2400.00	1994.00	Occupied all-year round		2.00	0.00	1962.00		\$40,000 to less than \$60,000
000000032	A bungalow or one story ranch	1100.00	1899.00	Occupied all-year round		1.00	0.00	1952.00		\$60,000 to less than \$80,000
000000074	A split level	2000.00	1975.00	Occupied all-year round		2.00	0.00	1964.00		\$60,000 to less than \$80,000
000000121	A two story	1900.00	1975.00	Occupied all-year round		1.00	0.00	1945.00		\$40,000 to less than \$60,000
000000024	A split level	9999.00	9999.00	Occupied all-year round		1.00	0.00	1949.00		\$60,000 to less than \$80,000
000000035	A bungalow or one story ranch	9999.00	1971.00	Occupied all-year round		2.00	0.00	1947.00		REFUSED
000000028	A split level	1500.00	1880.00	Occupied all-year round		2.00	0.00	1954.00		\$80,000 to less than \$100,000
000000050	A two story	9999.00	1896.00	Occupied all-year round		2.00	0.00	1975.00		\$60,000 to less than \$80,000
000000070	A raised ranch	2000.00	1969.00	Occupied all-year round		2.00	3.00	1976.00		\$80,000 to less than \$100,000
000000096	Some other style	22000.00	1859.00	Occupied all-year round		99.00	99.00	1969.00		REFUSED
000000023	A two story	1600.00	9999.00	Occupied all-year round		2.00	0.00	2000.00		\$80,000 to less than \$100,000
000000122	A bungalow or one story ranch	900.00	1995.00	Occupied all-year round		1.00	0.00	1955.00		REFUSED
000000042	A two story	1100.00	1898.00	Occupied all-year round		2.00	0.00	1970.00		\$60,000 to less than \$80,000
000000004	A split level	1800.00	1800.00	Occupied all-year round		1.00	0.00	1948.00		\$60,000 to less than \$80,000
000000099	A two story	9999.00	1910.00	Occupied all-year round		2.00	2.00	1983.00		\$140,000 or more
000000014	A two story	2500.00	1911.00	Occupied all-year round		2.00	0.00	1953.00		\$80,000 to less than \$100,000
000000036	A bungalow or one story ranch	1000.00	1985.00	Occupied all-year round		2.00	2.00	1985.00		\$80,000 to less than \$100,000
000000111	A bungalow or one story ranch	1400.00	2015.00	Occupied all-year round		2.00	0.00	1964.00		\$80,000 to less than \$100,000
000000021	A two story	1800.00	1870.00	Occupied all-year round		2.00	1.00	1975.00		\$60,000 to less than \$80,000
000000126	A two story	1800.00	1896.00	Occupied all-year round		5.00	0.00	1962.00		\$140,000 or more
000000109	A two story	1700.00	1999.00	Occupied all-year round		2.00	3.00	1976.00		\$100,000 to less than \$120,000
000000115	A two story	1700.00	1886.00	Occupied all-year round		2.00	3.00	1987.00		\$60,000 to less than \$80,000
000000025	A bungalow or one story ranch	800.00	9999.00	Occupied all-year round		1.00	0.00	1954.00		\$60,000 to less than \$80,000
000000068	A bungalow or one story ranch	1800.00	1956.00	Occupied all-year round		6.00	0.00	1965.00		\$80,000 to less than \$100,000
000000044										
000000055	A bungalow or one story ranch	1200.00	1980.00	Occupied all-year round		2.00	3.00	1987.00		\$80,000 to less than \$100,000
000000084										
000000016	A bungalow or one story ranch	1600.00	1978.00	Occupied all-year round		2.00	0.00	1960.00		\$100,000 to less than \$120,000
000000054	A bungalow or one story ranch	1200.00	1992.00	Occupied all-year round		2.00	0.00	1954.00		\$60,000 to less than \$80,000
000000079	A two story	9999.00	1850.00	Occupied all-year round		2.00	0.00	1952.00		REFUSED
000000089	A bungalow or one story ranch	1300.00	1992.00	Occupied all-year round		2.00	0.00	1961.00		\$80,000 to less than \$100,000
000000097	A bungalow or one story ranch	1400.00	1970.00	Occupied all-year round		2.00	0.00	1960.00		REFUSED
000000013	A bungalow or one story ranch	1800.00	1972.00	Occupied all-year round		2.00	2.00	1982.00		\$80,000 to less than \$100,000
000000064	A bungalow or one story ranch	1200.00	9999.00	Occupied all-year round		2.00	1.00	1990.00		\$100,000 to less than \$120,000

RecordNo	LtCallDt	COMMUNITY	SCR3. Do you own or rent this property?	SCR5. Which of the following best describes the building (or buildings) at this location?	SCR6. On average, how much is your annual heating cost for this premise including taxes? Please enter 99999 if you would like to leave blank	H1A. What is the primary energy source of heat for this premise? Is it...? H1A. Other [SPECIFY]	H1B. What type of system provides the primary source of heat for this premise? Is it...?	H1B. What type of system provides the primary source of heat for this premise? Is it...? (RESPONSES FOR OIL)	H1B. What type of system provides the primary source of heat for this premise? Is it...? (RESPONSES FOR PROPANE)	H1B. What type of system provides the primary source of heat for this premise? Is it...? (RESPONSES FOR ELECTRICITY)
000000017	20220826	Neustadt	Own	Residential	2000.00	Propane		Propane Forced Air		
000000053	20220829	Neustadt	Own	Residential	1600.00	Propane		Propane Boiler (Hot Water Radiators)		
000000063	20220901	Neustadt	Own	Residential	1700.00	Propane		Propane Forced Air		
000000135	20220914	Neustadt	Own	Farm	3900.00	Propane		Propane Forced Air		
000000034	20220826	Neustadt	Own	Residential	2100.00	Propane		Propane Forced Air		
000000104	20220908	Neustadt	Own	Residential	4500.00	Propane		Propane Boiler (Hot Water Radiators)		
000000105	20220908	Neustadt	Own	Residential	4500.00	Propane		Propane Boiler (Hot Water Radiators)		
000000086	20220905	Neustadt	Own	Residential	3000.00	Propane		Propane Forced Air		
000000011	20220824	Neustadt	Own	Residential	2000.00	Propane		Propane Forced Air		
000000076	20220903	Neustadt	Own	Residential	3000.00	Propane		Propane Forced Air		
000000067	20220902	Neustadt	Own	Both Residence and a Business	7500.00	Propane		Propane Forced Air		
000000060	20220901	Neustadt	Own	Residential	99999.00	Propane		Propane Forced Air		
000000091	20220906	Neustadt	Own	Commercial	3456.00	Propane		Propane Forced Air		
000000061	20220901	Neustadt	Own	Residential	2000.00	Oil	Oil Forced Air			
000000120	20220910	Neustadt	Own	Residential	2000.00	Propane		Propane Forced Air		
000000123	20220910	Neustadt	Own	Residential	2000.00	Propane		Propane Forced Air		
000000056	20220901	Neustadt	Own	Residential	99999.00	Propane		Propane Forced Air		
000000088	20220905	Neustadt	Own	Both Residence and a Business	6000.00	Propane		Propane Boiler (Hot Water Radiators)		
000000103	20220908	Neustadt	Own	Residential	3000.00	Propane		Propane Forced Air		
000000009	20220824	Neustadt	Own	Residential	2000.00	Propane		Propane Forced Air		
000000069	20220902	Neustadt	Own	Residential	2500.00	Oil	Oil Forced Air			
000000057	20220901	Neustadt	Own	Residential	1500.00	Oil	Oil Forced Air			
000000124	20220911	Neustadt	Own	Residential	5000.00	Propane		Propane Forced Air		
000000020	20220826	Neustadt	Own	Residential	4000.00	Oil	Oil Forced Air			

RecordNo	New 1. What kind of heat pump do you have?	New 2. How knowledgeable would you say that you are about heat pumps including air source heat pumps, geothermal or ground source heating and cooling systems for homes?	New 3: How likely would you be to seek out more information about installing a heat pump heating and cooling system for your home?	H2. How old is your heating system? Enter 98 if LESS THAN ONE YEAR. Enter 99 if Don't know	H3. How likely are you to replace your heating system in the next 2 years? Are you...? Extremely likely, Very likely, Likely, Not very likely, Not at all likely	W1. What is the MAIN fuel source for heating your water? W1 (Other)	W2. How old is your water heater?	W3. Is your water heater owned or rented?
000000017		Not very knowledgeable	Not very likely	99.00	Likely	Propane	6 to 10 years old	Owned
000000053		Not very knowledgeable	Not very likely	99.00	Not at all likely	Electricity	6 to 10 years old	Owned
000000063		Never heard of it	Extremely likely	99.00	DK/NS (DO NOT READ)	Propane	5 years or less	Owned
000000135		Not very knowledgeable	Likely	99.00	Likely	Propane	5 years or less	Owned
000000034		Not very knowledgeable	Not at all likely	2.00	Not at all likely	Propane	5 years or less	Owned
000000104		Very knowledgeable	Don't Know	2.00	Not at all likely	Propane	5 years or less	Owned
000000105		Very knowledgeable	Don't Know	2.00	Extremely likely	Propane	5 years or less	Owned
000000086		Not very knowledgeable	Not at all likely	3.00	Not at all likely	Electricity	6 to 10 years old	Owned
000000011		Not very knowledgeable	Not very likely	5.00	Not at all likely	Electricity	DK/NS (DO NOT READ)	Owned
000000076		Not very knowledgeable	Very likely	6.00	Not at all likely	Electricity	DK/NS (DO NOT READ)	Owned
000000067		Somewhat knowledgeable	Extremely likely	9.00	Not very likely	Propane	6 to 10 years old	Owned
000000060		Somewhat knowledgeable	Not very likely	10.00	Not at all likely	Propane	6 to 10 years old	Owned
000000091		Somewhat knowledgeable	Not very likely	11.00	Very likely	Electricity	6 to 10 years old	Owned
000000061		Somewhat knowledgeable	Likely	20.00	Likely	Electricity	DK/NS (DO NOT READ)	Owned
000000120		Not very knowledgeable	Not at all likely	20.00	Very likely	Electricity	5 years or less	Owned
000000123		Somewhat knowledgeable	Not at all likely	25.00	DK/NS (DO NOT READ)	Electricity	16 to 25 years old	Owned
000000056		Not very knowledgeable	Not at all likely	98.00	Not at all likely	Propane	5 years or less	Owned
000000088		Somewhat knowledgeable	Not very likely	99.00	Likely	Propane	11 to 15 years old	Owned
000000103		Not very knowledgeable	Don't Know	99.00	Very likely	Propane	5 years or less	Owned
000000009		Not very knowledgeable	Not very likely	10.00	Not at all likely	Electricity	6 to 10 years old	Rented
000000069		Somewhat knowledgeable	Not very likely	50.00	Not very likely	Electricity	5 years or less	Rented
000000057		Not very knowledgeable	Not at all likely	10.00	Not at all likely	Electricity	DK/NS (DO NOT READ)	Rented
000000124		Somewhat knowledgeable	Likely	2.00	Not very likely	Electricity	5 years or less	Rented
000000020		Very knowledgeable	Not at all likely	40.00	Extremely likely	Electricity	6 to 10 years old	Rented

RecordNo	natural gas water heater costs about \$1,700 including taxes depending on the complexity of the installation. However, with natural gas, you could save up to ALL = \$250 compared to propane water heating costs every year, or Selwyn, Hidden Valley, Neustadt, Sandford = \$50 / Cherry Valley = \$15 compared to electric water heating costs. The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per	natural gas water heater costs about \$1,700 including taxes depending on the complexity of the installation. However, with natural gas, you could save up to <ALL = \$250> compared to propane water heating costs every year, or <Selwyn, Hidden Valley, Neustadt, Sandford = \$50 / Cherry Valley = \$15> compared to electric water heating costs. The federal carbon pricing program will result in	gas requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace or boiler is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution	requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments	gas requires some initial investment by the property owner. The cost of converting your existing heating system to natural gas is likely in the range of \$400 to \$1,000 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly	investment by the property owner. The cost of converting a residential heating system to a high efficiency natural gas furnace and adding ducting is likely to be about \$12,500 including taxes depending on the specific style and/or size of your premise. Another option would be to install a natural gas fireplace or space heater to heat the main living area, at an estimated cost of \$4,500 - \$5,000. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments
000000017	Very likely					
000000053	Very likely					
000000063	Very likely					
000000135	Very likely					
000000034	Extremely likely					
000000104	Extremely likely					
000000105	Extremely likely					
000000086	Extremely likely					
000000011	Extremely likely					
000000076	Extremely likely					
000000067	Extremely likely					
000000060	Extremely likely					
000000091	Extremely likely					
000000061	Extremely likely					
000000120	Extremely likely					
000000123	Extremely likely					
000000056	Extremely likely					
000000088	Extremely likely					
000000103	Extremely likely					
000000009		Not at all likely				Likely
000000069		Not very likely	Not very likely			
000000057		Likely				
000000124		Very likely				
000000020		Extremely likely				



RecordNo	to cost about \$4,500-\$5,500 if you already have forced air ductwork and \$12,500 if you don't, including taxes. A natural gas fireplace or wall heater would also cost about \$4,500-\$5,500. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, savings will likely be minimal from switching your wood-	or boiler is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork or a boiler, and \$12,500 if you were to install a new forced air system requiring ductwork, including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500. In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of	could consider using natural gas as a supplemental heating source. The cost of a high efficiency natural gas furnace is in the range of \$4,500 to \$5,500 including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500. In addition to the cost of supplementing your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on	requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace or boiler is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you	requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save	requires some initial investment by the property owner. The cost of converting your existing heating system to natural gas is likely in the range of \$400 to \$1,000 including taxes depending on the type of equipment you currently have. In addition to the cost of converting your SPACE AND WATER heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average
000000017						Very likely
000000053						Extremely likely
000000063						Extremely likely
000000135						Very likely
000000034						Extremely likely
000000104						Extremely likely
000000105						Extremely likely
000000086						Extremely likely
000000011						Very likely
000000076						Likely
000000067						Extremely likely
000000060						Extremely likely
000000091						Very likely
000000061				Very likely		
000000120						Extremely likely
000000123						Likely
000000056						Extremely likely
000000088						Extremely likely
000000103						Extremely likely
000000009						
000000069						
000000057				Extremely likely		
000000124						Extremely likely
000000020				Extremely likely		

RecordNo	<p>initial investment by the property owner. The cost of converting a residential heating system to a high efficiency natural gas furnace and adding ducting is likely to be about \$12,500 including taxes depending on the specific style and/or size of your premise. Another option would be to install a natural gas fireplace or space heater to heat the main living area, at an estimated cost of \$4,500 - \$5,500.</p> <p>In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into</p>	<p>furnace is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork and \$12,500 if it doesn't, including taxes. A natural gas fireplace or wall heater would also cost about \$4,500-\$5,500.</p> <p>In addition to the cost of converting your SPACE AND WATER heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas</p>	<p>gas furnace or boiler is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork or a boiler, and \$12,500 if you were to install a new forced air system requiring ductwork, including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.</p> <p>In addition to the cost of converting your SPACE AND WATER heating, an average home</p>	<p>system could consider using natural gas as a supplemental heating source. The cost of a high efficiency natural gas furnace is in the range of \$4,500 to \$5,500 including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.</p> <p>In addition to the cost of supplementing your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you</p>	<p>H9a. You indicated that you are unlikely to convert your heating system to natural gas. Can you explain why? (PROBE) Are there any other reasons?</p>
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000000017  
000000053  
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000000124  
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Too expensive

RecordNo	H9a. You indicated that you are unlikely to convert your heating system to natural gas. Can you explain why? (PROBE) Are there any other reasons? (VERBATIM ANSWERS FOR THOSE WHO ANSWERED "OTHER")	H9a. You indicated that you are unlikely to convert your heating system to natural gas. Can you explain why? (PROBE) Are there any other reasons? (VERBATIM ANSWERS FOR THOSE WHO ANSWERED "OTHER" - ADDITIONAL MENTIONS)	E1. You indicated that you are likely to convert to natural gas. Assuming gas service is available Prior to 2026, when would you likely convert?	list of appliances that could be powered by natural gas. For each appliance, please tell me if you would be extremely interested, very interested, interested, not very interested or not at all interested in natural gas for the appliance. [RANDOMIZE]	E2 Oven, Range or Stove	E2 Clothes Dryer	E2 BBQ	E2 (Other, Specify)	E2 (Other, Specify)
0000000017			Within the first 12 months	Interested	Not very interested	Not very interested	Interested	None/No other appliance	
0000000053			Within the first 12 months	Interested	Interested	Interested	Interested	None/No other appliance	
0000000063			Within the first 12 months	Very interested	Very interested	Very interested	Very interested	None/No other appliance	
0000000135			Within the first 12 months	Interested	Interested	Interested	Interested	None/No other appliance	
0000000034			Within the first 12 months	Not very interested	Not very interested	Interested	Not very interested	None/No other appliance	
0000000104			Within the first 12 months	Extremely interested	Not at all interested	Not at all interested	Extremely interested	Other Appliance	hot tub heater
0000000105			Within the first 12 months	Extremely interested	Not at all interested	Not at all interested	Extremely interested	None/No other appliance	
0000000086			Within the first 12 months	Not at all interested	Extremely interested	Interested	Interested	None/No other appliance	
0000000011			Within the first 12 months	Extremely interested	Not very interested	Not very interested	Not very interested	None/No other appliance	
0000000076			Within the first 12 months	Not at all interested	Interested	Interested	Interested	None/No other appliance	
0000000067			Within the first 12 months	Extremely interested	Extremely interested	Extremely interested	Extremely interested	Other Appliance	Garage heater
0000000060			Within the first 12 months	Not at all interested	Not very interested	Not very interested	Not very interested	None/No other appliance	
0000000091			Within the first 12 months	Not at all interested	Not very interested	Not at all interested	Not at all interested	None/No other appliance	
0000000061			Within the first 12 months	Not at all interested	Interested	Extremely interested	Interested	None/No other appliance	
0000000120			Within the first 12 months	Interested	Not very interested	Not at all interested	Very interested	None/No other appliance	
0000000123			Within the first 12 months	Not at all interested	Not very interested	Not at all interested	Not at all interested	Other Appliance	BACK UP GENERATOR
0000000056			Within the first 12 months	Very interested	Very interested	Very interested	Very interested	None/No other appliance	
0000000088			Within the first 12 months	Extremely interested	Extremely interested	Interested	Not very interested	None/No other appliance	
0000000103			Within the first 12 months	Very interested	Extremely interested	Extremely interested	Very interested	None/No other appliance	
0000000009			Within 1 to 2 years	Extremely interested	Not very interested	Not very interested	Very interested	None/No other appliance	
0000000069									
0000000057			Within the first 12 months	DK/NS (DO NOT READ)	DK/NS (DO NOT READ)	DK/NS (DO NOT READ)	DK/NS (DO NOT READ)	None/No other appliance	
0000000124			Within 1 to 2 years	DK/NS (DO NOT READ)	Interested	Not very interested	Interested	None/No other appliance	
0000000020			Within the first 12 months	Not very interested	Not very interested	Not very interested	Not very interested	None/No other appliance	



<b>RecordNo</b>	<b>E2 E (Other, Specify)</b>
000000017	
000000053	
000000063	
000000135	
000000034	
000000104	Extremely interested
000000105	
000000086	
000000011	
000000076	
000000067	Extremely interested
000000060	
000000091	
000000061	
000000120	
000000123	Extremely interested
000000056	
000000088	
000000103	
000000009	
000000069	
000000057	
000000124	
000000020	

RecordNo	D1. Which of the following best describes the style of your house? Is it a ...? oA bungalow or one-story ranch oA raised ranch oA split level oA two story oA three-story house oSome other style	D2. In order to have some idea as to the approximate size of your home in square feet (not including any unfinished basement space) can you tell me how many square feet your home is? Please enter five 9s (99999) if you don't know	D3. In what year was your house built? Your best estimate is fine. [ENTER YEAR] Please enter 9999 if you Don't know	D3a. Which statement best describes the occupancy of this dwelling? oOccupied all-year round oOccupied mostly in the summer months oOccupied mostly in the winter months oOccupied occasionally year round oDon't know	D3b. For approximately how many months did you use this residence during 2021?	D4. How many adults 18 years or over do you have living in your household, including yourself? Enter 99 if you would like to leave blank.	D5. And how many children 17 years or younger, if any, do you have living in your household? Enter 99 if you would like to leave blank.	D6. In what year were you born? [RECORD YEAR] Enter 9999 if you would like to leave blank.	D6a. Can you please tell me into which of the following age groups you fall? Are you...? o18 to 24 o25 to 34 o35 to 44 o45 to 54 o55 to 64 o65 or over oRefuse	following best describes your total household income before taxes? oUnder \$20,000 o\$20,000 to less than \$40,000 o\$40,000 to less than \$60,000 o\$60,000 to less than \$80,000 o\$80,000 to less than \$100,000 o\$100,000 to less than \$120,000 o\$120,000 to less than \$140,000 o\$140,000 or more
000000017	A two story	1800.00	9999.00	Occupied all-year round		2.00	0.00	1955.00		\$80,000 to less than \$100,000
000000053	A two story	1600.00	9999.00	Occupied all-year round		2.00	0.00	9999.00	35 to 44	REFUSED
000000063	A two story	99999.00	9999.00	Occupied all-year round		2.00	0.00	1994.00		\$100,000 to less than \$120,000
000000135										
000000034	A bungalow or one story ranch	1200.00	1970.00	Occupied all-year round		1.00	0.00	1935.00		REFUSED
000000104	A bungalow or one story ranch	1800.00	2021.00	Occupied all-year round		4.00	99.00	1961.00		\$80,000 to less than \$100,000
000000105	A bungalow or one story ranch	1800.00	2021.00	Occupied all-year round		3.00	1.00	1960.00		\$80,000 to less than \$100,000
000000086	A two story	1200.00	1860.00	Occupied all-year round		2.00	0.00	1971.00		\$40,000 to less than \$60,000
000000011	A two story	99999.00	1900.00	Occupied all-year round		2.00	0.00	1955.00		REFUSED
000000076	A bungalow or one story ranch	99999.00	1950.00	Occupied all-year round		1.00	0.00	1991.00		\$60,000 to less than \$80,000
000000067	A two story	4500.00	2013.00	Occupied all-year round		3.00	0.00	1963.00		\$140,000 or more
000000060	A two story	99999.00	9999.00	Occupied all-year round		1.00	0.00	1950.00		REFUSED
000000091										
000000061	A two story	99999.00	1915.00	Occupied all-year round		2.00	2.00	1979.00		REFUSED
000000120	A bungalow or one story ranch	1400.00	1985.00	Occupied all-year round		3.00	0.00	1954.00		\$80,000 to less than \$100,000
000000123	A two story	1250.00	1890.00	Occupied all-year round		1.00	0.00	1952.00		Under \$20,000
000000056	A bungalow or one story ranch	2500.00	1970.00	Occupied all-year round		2.00	0.00	1990.00		REFUSED
000000088	A raised ranch	3000.00	2009.00	Occupied all-year round		2.00	5.00	1987.00		REFUSED
000000103	Or a three story house	99999.00	9999.00	Occupied all-year round		1.00	2.00	1996.00		\$20,000 to less than \$40,000
000000009	A bungalow or one story ranch	1400.00	9999.00	Occupied all-year round		2.00	0.00	1943.00		\$40,000 to less than \$60,000
000000069	A bungalow or one story ranch	1000.00	1970.00	Occupied all-year round		2.00	0.00	1963.00		REFUSED
000000057	A bungalow or one story ranch	2100.00	1993.00	Occupied all-year round		3.00	0.00	1973.00		\$60,000 to less than \$80,000
000000124	A two story	1400.00	1920.00	Occupied all-year round		2.00	2.00	9999.00	25 to 34	REFUSED
000000020	A bungalow or one story ranch	1496.00	1960.00	Occupied all-year round		1.00	0.00	1947.00		\$80,000 to less than \$100,000



ATTENTION NEUSTADT-AREA RESIDENTS

SHARE YOUR OPINION REGARDING NATURAL GAS SERVICE  
EXPANSION IN YOUR AREA

PLEASE TAKE OUR ONLINE SURVEY - INVITATION ENCLOSED



Enbridge  
500 Consumers Road  
North York, Ontario M2J 1P8  
Canada

August 2022

**Subject: Natural Gas expansion within your community**

Dear Resident:

Enbridge Gas has asked Forum Research to conduct a survey to help evaluate the feasibility of extending the natural gas system to homes and businesses similar to yours. **This online survey will run from August 23<sup>rd</sup> – September 18<sup>th</sup>, 2022, with the intention of gauging your interest in connecting to natural gas, should it become available in your community.**

We are only able to accept one survey response from each property. Survey respondents must be 18 years or older and the person most responsible for making energy decisions for your property. Your survey responses will be held in confidence and only shared with Enbridge Gas in aggregate for reporting and decision-making purposes.

Although we thank all respondents for completing the survey, completing the survey does not guarantee that your property will be served by natural gas as part of this project. In addition, please know that completing the survey is not an application for natural gas service.

If you have any questions about the survey, please reach out to us at [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com) or visit us online at [enbridgegas.com/savewithgas](http://enbridgegas.com/savewithgas).

To access the survey, please enter the following into your browser:  
<https://survey.forumresearch.com/SE/1/UGMD/>

Many thanks in advance for your time.

*Ahmed Al-Amyy* P.Eng., PMP

Supervisor, Community Expansion  
Capital Development & Delivery

**Community Expansion Survey**  
***Selwyn, Hidden Valley, Cherry Valley, Neustadt, Sandford***

**INTRODUCTION**

Thank you for taking part in this survey! Forum Research on behalf of Enbridge Gas is conducting this survey to assist in determining whether natural gas will be expanded to your community. We are looking to hear from people 18 and over who are responsible for making energy decisions for their property. This survey should take approximately 6-7 minutes. Please be assured that we are not selling anything and the information you provide to us will be aggregated with others for reporting purposes. Please note that completing the survey does not guarantee that your property will be served by natural gas as part of this project. In addition, please know that completing the survey is not an application for natural gas service. This survey includes cost saving estimates for switching to natural gas, as well as cost estimates for converting or replacing water heating and space heating equipment. Actual costs may vary based on market factors and your specific needs and preferences. No specific savings or cost amount is guaranteed. Click on the arrow below to continue.

Yes, continue.

Refuse

If this is not your location → Thank and terminate

**COMMUNITY**

Please select the community and street you live in.

**Cherry Valley**

Sandy Hook Rd (County Rd 1)

Ridge Rd

County Road 1

County Rd 10

County Rd 11

Thompson Rd

County Rd 18

Fennell Crest

Factory Lane

Chourney Lane

Sandy Lane

Miller Road

CON 1

CON 2

Chourney Lane

Eames Road

Beckwith Street

Barratt's Lane

Martin Street

Mowbray Road

Curry Lane



**Other (Please specify)** \_\_\_\_\_

**Hidden Valley**

Hidden Valley Rd  
Mount Pleasant Court  
Skyline Dr  
Slalom Dr  
Woodland Dr  
Lakeview Cres  
Valley Rd  
Chalet Cres  
Turner Dr  
Highway 60  
Morgans Rd

**Other (Please specify)** \_\_\_\_\_

**Neustadt**

Grey Road 10 (Regional)  
Grey Road 28  
John Street  
Barbara Street  
Adam Street  
Mill Street  
Jacob Street  
William Street  
Forler Street  
Stephana Street  
Enoch Street  
Queen Street  
Concession Road 10 E  
Concession Road 17  
Concession Road 16  
Concession Road 18  
Gey Road 9  
Normanby Bentinck Ext  
David Winkler Pky

**Other (Please specify)** \_\_\_\_\_

**Sandford**

Concession Road 3  
Alsop PL  
Ball Rd  
Concession Rd 5  
Concession Rd 6  
James PL  
Lundy Dr

Moore St  
Sandford Rd  
Smith Dr  
Taylor Dr  
Bolton Dr  
Centre RD  
Davis Drive  
Concession Rd 4  
**Other (Please specify)** \_\_\_\_\_

**8<sup>th</sup> Line (Selwyn Township)**

8th Line  
7<sup>th</sup> Line  
9<sup>th</sup> line  
Merlenor CRT  
Buckhorn Rd  
Centre Line  
Holden Rd  
Concession 8  
Selwyne Rd  
County Road 23  
**Other (Please specify)** \_\_\_\_\_

**SCR3.** Do you own or rent this property?

Own

Rent (option to enter contact info for property owner) → Thank and terminate

Do not live in the area → Thank and terminate

**SCR5. Which of the following best describes the building (or buildings) at this location?**

Agriculture

Commercial

Farm

Industrial

Residential

Both Residence and a Business

**SCR6. On average, how much is your annual heating cost for this premise including taxes?**

**SECTION H: Heating**

**H1A. What is the primary energy source of heat for this premise? Is it...?**

[RANDOMIZE]

Oil

Propane

Electricity  
Wood  
Heat pump such as a geothermal system  
No heating  
Other [SPECIFY]

**H1B. What type of system provides the primary source of heat for this premise?  
Is it...?**

**IF H1A = OIL THEN ASK**

Oil Forced Air  
Oil Boiler (Hot Water Radiators)  
Oil fireplace

**IF H1A = PROPANE THEN ASK**

Propane Forced Air  
Propane Boiler (Hot Water Radiators)  
Propane fireplace

**IF H1A = ELECTRICITY THEN ASK**

Electric Forced Air,  
Electric Baseboard,  
Heat pump such as a geothermal system

**IF H1A = WOOD THEN ASK**

Wood Forced Air, or  
Wood Stoves/Fireplace  
Outdoor wood furnace

**No heating system**

**OR SOMETHING ELSE [SPECIFY]**

**IF H1B = NO HEATING SYSTEM, SKIP TO H8, ELSE CONTINUE**

Other [SPECIFY]

**IF H1A = "HEAT PUMP SUCH AS A GEOTHERMAL SYSTEM" THEN ASK NEW 1  
NEW 1. What kind of heat pump do you have?**

Geothermal or ground source heat pump  
Air Source Heat Pump  
Other [SPECIFY]

**IF H1A IS NOT "HEAT PUMP SUCH AS A GEOTHERMAL SYSTEM" THEN ASK  
NEW 2**

**New 2. How knowledgeable would you say that you are about heat pumps  
including air source heat pumps, geothermal or ground source heating and  
cooling systems for homes?**

Very knowledgeable

Somewhat knowledgeable  
Not very knowledgeable  
Never heard of it

**IF NEW 2 = “NOT VERY KNOWLEDGEABLE” OR “NEVER HEARD OF IT” THEN:**

**READ/DISPLAY:** A heat pump is an electrically driven device that can provide heating by transferring thermal energy from the earth or air into your home. Many heat pumps can also operate in the opposite direction, cooling the home by removing the heat from the inside and sending it outdoors or into the ground. Common types are air source heat pumps and ground source heat pumps (sometimes called geothermal systems). Many homes in moderate climates can rely on these systems to heat or cool their homes year-round; however, in colder climates a specialized “cold climate” heat pump or a supplementary heating source is usually needed.

Because heat pumps use electricity to move thermal energy to heat and cool your home, they are more efficient than traditional heating and cooling systems which could result in lower annual operating costs compared to other energy sources. However, these systems can have a high upfront cost, and may require modification to ducting designed for a forced-air furnace or central air conditioning system to distribute hot and cold air in your home. Upgrades to your electrical panel may also be required to accommodate a heat pump. Government incentives are currently available to bring down the cost.

**IF H1A IS NOT “HEAT PUMP SUCH AS A GEOTHERMAL SYSTEM” THEN ASK**

New 3: How likely would you be to seek out more information about installing a heat pump heating and cooling system for your home?

Extremely likely  
Very likely  
Likely  
Not very likely  
Not at all likely  
Don't Know

**H2. How old is your heating system?**

**H3. How likely are you to replace your heating system in the next 2 years? Are you...?**

Extremely likely  
Very likely  
Likely  
Not very likely  
Not at all likely

## **SECTION W: Water Heating**

### **ASK ALL**

Now, I would like to ask you a few questions about your water heater.

#### **W1. What is the MAIN fuel source for heating your water?**

Propane

Oil

Electricity

Wood

Geothermal/Ground source

Other: **[SPECIFY]**

#### **W2. How old is your water heater?**

5 years or less

6 to 10 years old

11 to 15 years old

16 to 25 years old

Over 25 years old

Don't know

#### **W3. Is your water heater owned or rented?**

Owned

Rented

Don't Know

#### **[ASK W5 IF W3=OWNED]**

**W5.** The purchase and installation of a typical natural gas water heater costs about \$1,700 including taxes depending on the complexity of the installation. However, with natural gas, you could save up to <ALL = \$250> compared to propane water heating costs every year, or <Selwyn, Hidden Valley, Neustadt, Sandford = \$50 / Cherry Valley = \$15> compared to electric water heating costs.

The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030. This could diminish savings relative to an electric water heater. Federal carbon charges also apply to propane.

Considering this, how likely are you to convert your water heater to natural gas?

Would you say you are...?

Extremely likely

Very likely

Likely

Not very likely

Not at all likely

**[ASK W5a IF W3=RENTED]**

**W5a.** Natural Gas water heaters can also be rented. Typical monthly rental rates range from \$23 per month to \$30 per month including taxes. Depending on the specific style of your premises, the property owner may incur additional expenses for the conversion. However, with natural gas, you could save up to <ALL = \$250> compared to propane water heating costs every year, or <Selwyn, Hidden Valley, Neustadt, Sandford = \$50 / Cherry Valley = \$15> compared to electric water heating costs.

The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030. This could diminish savings relative to an electric water heater. Federal carbon charges also apply to propane.

Considering this, how likely are you to convert your water heater to natural gas? Would you say you are...?

Extremely likely

Very likely

Likely

Not very likely

Not at all likely

**SECTION H1: LIKELIHOOD TO CONNECT SPACE HEATING ONLY**

**[ASK H5 IF H1B = OIL FORCED AIR OR OIL BOILER AND W5 OR W5a = NOT VERY LIKELY OR NOT AT ALL LIKELY OR W3="DON'T KNOW"]**

**H5.** Converting your heating system to natural gas requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace or boiler is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have.

In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save approximately <Selwyn, Hidden Valley, Sandford = \$2,100 / Neustadt = \$2,000 / Cherry Valley = \$1,800> per year by switching heating equipment to natural gas. Savings are likely greater for businesses. Considering this, how likely are you to convert your heating system to natural gas? Would you say...?

Extremely likely

Very likely

Likely

Not very likely  
Not at all likely

[ASK H5a IF H1B = ELECTRIC FORCE AIR AND W5 OR W5a = NOT VERY LIKELY OR NOT AT ALL LIKELY OR W3="DON'T KNOW"]

**H5a.** Converting your heating system to natural gas requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have.

In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save approximately <Selwyn, Hidden Valley, Sandford = \$150 / Neustadt = \$200 / Cherry Valley = \$45> per year by switching electric heating equipment to natural gas. Savings are likely greater for businesses.

The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030. This could diminish savings relative to an electric water heater. Considering this, how likely are you to convert your heating system to natural gas? Would you say...?

Extremely likely  
Very likely  
Likely  
Not very likely  
Not at all likely

[ASK H6 IF H1B = PROPANE FORCED AIR OR PROPANE BOILER AND W5 OR W5a = NOT VERY LIKELY OR NOT AT ALL LIKELY OR W3="DON'T KNOW"]

**H6.** Converting your heating system to natural gas requires some initial investment by the property owner. The cost of converting your existing heating system to natural gas is likely in the range of \$400 to \$1,000 including taxes depending on the type of equipment you currently have.

In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save approximately <Selwyn, Hidden Valley, Sandford = \$800 / Neustadt = \$800 / Cherry Valley = \$400> per year by switching heating equipment to natural gas. Savings are likely greater for businesses. Considering this, how likely are you to convert your heating system to natural gas? Would you say...?

Extremely likely  
Very likely  
Likely  
Not very likely  
Not at all likely

[ASK H7 IF H1B = ELECTRIC BASEBOARD AND W5 OR W5a = NOT VERY LIKELY OR NOT AT ALL LIKELY OR W3="DON'T KNOW"]

**H7.** Converting your heating system to natural gas requires some initial investment by the property owner. The cost of converting a residential heating system to a high efficiency natural gas furnace and adding ducting is likely to be about \$12,500 including taxes depending on the specific style and/or size of your premise. Another option would be to install a natural gas fireplace or space heater to heat the main living area, at an estimated cost of \$4,500-\$5,500.

In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save approximately <Selwyn, Hidden Valley, Sandford = \$150 / Neustadt = \$200 / Cherry Valley = \$45> per year by switching electric heating equipment to natural gas. Savings are likely greater for businesses.

The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030. This could diminish savings relative to electricity. Considering this, how likely are you to convert your heating system to natural gas? Would you say...?

Extremely likely  
Very likely  
Likely  
Not very likely  
Not at all likely

[ASK H7a IF H1A = WOOD AND W5 OR W5a = NOT VERY LIKELY OR NOT AT ALL LIKELY OR W3="DON'T KNOW"]

**H7a.** Installing a high efficiency natural gas furnace is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork and \$12,500 if you don't, including taxes. A natural gas fireplace or wall heater would also cost about \$4,500-\$5,500.

In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the



surcharge added, savings will likely be minimal from switching your wood-fired heating equipment to natural gas. However, you wouldn't need to split or store wood.

Considering this, how likely are you to convert your heating system to natural gas?

Would you say...?

Extremely likely

Very likely

Likely

Not very likely

Not at all likely

[ASK H8 IF H1B = NO HEATING SYSTEM, OIL FIREPLACE, PROPANE FIREPLACE, OR "SOMETHING ELSE AND W5 OR W5a = NOT VERY LIKELY OR NOT AT ALL LIKELY OR W3="DON'T KNOW"]

**H8.** Installing a high efficiency natural gas furnace or boiler is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork or a boiler, and \$12,500 if you were to install a new forced air system requiring ductwork, including taxes.

Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.

In addition to the cost of converting your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home could save <Selwyn, Hidden Valley, Sandford = 9% or more / Neustadt = 12% or more / Cherry Valley = 3% or more> by switching heating equipment to natural gas. Savings are likely greater for businesses. Considering this, how likely are you to convert your heating system to natural gas? Would you say...?

Extremely likely

Very likely

Likely

Not very likely

Not at all likely

[ASK H9 IF H1A or H1B = "HEAT PUMP SUCH AS A GEOTHERMAL SYSTEM"]

**H9.** Homeowners with a heat pump heating and cooling system could consider using natural gas as a supplemental heating source. The cost of a high efficiency natural gas furnace is in the range of \$4,500-\$5,500 including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.

In addition to the cost of supplementing your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, a typical home costs <Selwyn, Hidden Valley, Sandford, Cherry Valley = \$1,500 / Neustadt = \$1,350> per year to fully heat with natural gas. Costs would be less if using natural gas for supplemental heating only.

The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030. Considering this, how likely are you to connect to natural gas? Would you say...?

- Extremely likely
- Very likely
- Likely
- Not very likely
- Not at all likely

## **SECTION H2: LIKELIHOOD TO CONNECT SPACE AND WATER HEATING**

[ASK H5-WWH IF H1B = OIL FORCED AIR OR OIL BOILER AND W5 OR W5a = EXTREMELY LIKELY, VERY LIKELY OR LIKELY]

**H5 - WWH.** Converting your heating system to natural gas requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace or boiler is in the range of \$4,500 to \$5,500 including taxes depending on the type of equipment you currently have.

In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save approximately <Selwyn, Hidden Valley, Sandford = \$2,800 / Neustadt = \$2,650 / Cherry Valley = \$2,400> per year by switching space and water heating to natural gas. Savings are likely greater for businesses. Considering this, how likely are you to convert your space and water heating systems to natural gas? Would you say...?

- Extremely likely
- Very likely
- Likely
- Not very likely
- Not at all likely

[ASK H5a-WWH IF H1B = ELECTRIC FORCE AIR AND W5 OR W5a = EXTREMELY LIKELY, VERY LIKELY OR LIKELY]

**H5a - WWH.** Converting your heating system to natural gas requires some initial investment by the property owner. The cost of converting a residential heating system to a natural gas high efficiency furnace is in the range of \$4,500-\$5,500 including taxes depending on the type of equipment you currently have.

In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the

pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save <Selwyn, Hidden Valley, Sandford = \$200 / Neustadt = \$250 / Cherry Valley = \$60> per year by switching space and water heating to natural gas. Savings are likely greater for businesses.

The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030. This could diminish savings relative to electricity. Considering this, how likely are you to convert your space and water heating systems to natural gas? Would you say...?

Extremely likely  
Very likely  
Likely  
Not very likely  
Not at all likely

[ASK H6-WWH IF H1B = PROPANE FORCED AIR OR PROPANE BOILER AND W5 OR W5a = EXTREMELY LIKELY, VERY LIKELY OR LIKELY ]

**H6 - WWH.** Converting your heating system to natural gas requires some initial investment by the property owner. The cost of converting your existing heating system to natural gas is likely in the range of \$400 to \$1,000 including taxes depending on the type of equipment you currently have.

In addition to the cost of converting your SPACE AND WATER heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save <ALL except Cherry Valley = \$1,050, Cherry Valley = \$550> per year by switching space and water heating to natural gas. Savings are likely greater for businesses. Considering this, how likely are you to convert your space and water heating systems to natural gas? Would you say...?

Extremely likely  
Very likely  
Likely  
Not very likely  
Not at all likely

[ASK H7-WWH IF H1B = ELECTRIC BASEBOARD AND W5 OR W5a = EXTREMELY LIKELY, VERY LIKELY OR LIKELY ]

**H7 - WWH.** Converting your heating system to natural gas requires some initial investment by the property owner. The cost of converting a residential heating system to a high efficiency natural gas furnace and adding ducting is likely to be about \$12,500 including taxes depending on the specific style and/or size of your premise. Another

option would be to install a natural gas fireplace or space heater to heat the main living area, at an estimated cost of \$4,500-\$5,500.

In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home will save <Selwyn, Hidden Valley, Sandford = \$200 / Neustadt = \$250 / Cherry Valley = \$60> per year by switching space and water heating to natural gas. Savings are likely greater for businesses.

The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030. This could diminish savings relative to electricity. Considering this, how likely are you to convert your space and water heating systems to natural gas? Would you say...?

- Extremely likely
- Very likely
- Likely
- Not very likely
- Not at all likely

[ASK H7a-WWH IF H1A = WOOD AND W5 OR W5a = EXTREMELY LIKELY, VERY LIKELY OR LIKELY ]

**H7a - WWH.** Installing a high efficiency natural gas furnace is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork and \$12,500 if it doesn't, including taxes. A natural gas fireplace or wall heater would also cost about \$4,500-\$5,500.

In addition to the cost of converting your space and water heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, savings will likely be minimal from switching your wood-fired equipment to natural gas. However, you wouldn't need to split or store wood. Considering this, how likely are you to convert your space and water heating systems to natural gas? Would you say...?

- Extremely likely
- Very likely
- Likely
- Not very likely
- Not at all likely

[ASK H8-WWH IF H1B = NO HEATING SYSTEM, OIL FIREPLACE, PROPANE FIREPLACE, OR "SOMETHING ELSE AND W5 OR W5a = EXTREMELY LIKELY, VERY LIKELY OR LIKELY]

**H8 - WWH.** Installing a high efficiency natural gas furnace or boiler is likely to cost about \$4,500-\$5,500 if you already have forced air ductwork or a boiler, and \$12,500 if you were to install a new forced air system requiring ductwork, including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500 - \$5,500.

In addition to the cost of converting your SPACE AND WATER heating, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, an average home could save <Selwyn, Hidden Valley, Sandford = 9% or more / Neustadt = 12% or more / Cherry Valley = 3% or more> per year by switching space and water heating to natural gas. Savings are likely greater for businesses. Considering this, how likely are you to convert your space and water heating systems to natural gas? Would you say...?

- Extremely likely
- Very likely
- Likely
- Not very likely
- Not at all likely

[ASK H9 - WWH IF H1A or H1B = "HEAT PUMP SUCH AS A GEOTHERMAL SYSTEM"]

**H9 - WWH.** Homeowners with a heat pump heating and cooling system could consider using natural gas as a supplemental heating source. The cost of a high efficiency natural gas furnace is in the range of \$4,500-\$5,500 including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.

In addition to the cost of supplementing your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, a typical home costs <Selwyn, Hidden Valley, Sandford, Cherry Valley = \$2,000 / Neustadt = \$1,800> per year for water heating and to fully heat with natural gas. Cost would be less if using natural gas for supplemental heating only.

The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030.

Considering this, how likely are you to connect to natural gas? Would you say...?

- Extremely likely
- Very likely

Likely  
Not very likely  
Not at all likely

[ASK H9A IF H5 / H5a / H6 / H7 / H7A / H8 / H5-WWH / H5a-WWH / H6-WWH / H7-WWH/ H7A-WWH / H8-WWH= NOT VERY LIKELY OR NOT AT ALL LIKELY]

**H9a.** You indicated that you are unlikely to convert your heating system to natural gas.

Can you explain why?

Don't like natural gas  
Not interested/ have no plans to change  
Not interested at this time/ maybe in the future  
Not worth it  
Plan on building a new home (or facility) / moving  
Too expensive  
Other: [SPECIFY]

## **SECTION E: EXPANSION TIMELINE**

[ASK E1 AND E2 IF EXTREMELY LIKELY, VERY LIKELY, OR LIKELY FOR ANY OF H5/H5a/H6/H7/H7a/H8/ H5-WWH/H5a-WWH/H6-WWH/H7-WWH/H7a-WWH/H8-WWH]

**E1.** You indicated that you are likely to convert to natural gas. Assuming gas service is available Prior to 2026, when would you likely convert?

Within the first 12 months  
Within 1 to 2 years  
Within 2 to 3 years  
After 3 years

**E2.** I am going to read you a list of appliances that could be powered by natural gas. For each appliance, please tell me if you would be extremely interested, very interested, interested, not very interested or not at all interested in natural gas for the appliance.

[RANDOMIZE]

Fireplace  
Oven, range or stove  
Clothes dryer  
BBQ  
Other [SPECIFY]

Extremely interested  
Very interested  
Interested  
Not very interested  
Not at all interested

ASK QUESTIONS IN SECTION D IF SCR5 = RESIDENCE OR "RESIDENCE AND BUSINESS"

SECTION D: DEMOGRAPHICS

I just have a few additional questions for you that will help us group your answers with others who have also participated in the research. As a reminder, your answers will be kept completely confidential and they will not be tied back to you.

**D1. Which of the following best describes the style of your house? Is it a ...?**

A bungalow or one-story ranch

A raised ranch

A split level

A two story

A three-story house

Some other style

**D2. In order to have some idea as to the approximate size of your home in square feet (not including any unfinished basement space) can you tell me how many square feet your home is?**

**D3. In what year was your house built? Your best estimate is fine.**

**D3a. Which statement best describes the occupancy of this dwelling?**

Occupied all-year round

Occupied mostly in the summer months

Occupied mostly in the winter months

Occupied occasionally year round

Don't know

[SKIP TO D4 IF D3A = OCCUPIED ALL YEAR ROUND, ELSE CONTINUE]

**D3b. For approximately how many months did you use this residence during 2021?**

**D4. How many adults 18 years or over do you have living in your household, including yourself?**

**D5. And how many children 17 years or younger, if any, do you have living in your household?**

**D6. In what year were you born?**

[ASK D6a IF REFUSE/DON'T KNOW AT D6, ELSE SKIP TO D7]

**D6a. Can you please tell me into which of the following age groups you fall? Are you...?**

18 to 24

25 to 34

35 to 44  
45 to 54  
55 to 64  
65 or over  
Refuse

**D7. And lastly, which of the following best describes your total household income before taxes?**

Under \$20,000  
\$20,000 to less than \$40,000  
\$40,000 to less than \$60,000  
\$60,000 to less than \$80,000  
\$80,000 to less than \$100,000  
\$100,000 to less than \$120,000  
\$120,000 to less than \$140,000  
\$140,000 or more  
Refuse

ASK QUESTIONS IN SECTION E IF SCR5 = COMMERCIAL BUSINESS, INDUSTRIAL BUSINESS, OR FARM/AGRIBUSINESS

**SECTION E: FIRMOGRAPHICS**

There are just a few additional questions for you that will help us group your answers with others who have also participated in the research. As a reminder, your answers will be kept completely confidential and they will not be tied back to you.

**E2. What is the approximate square footage of the indoor floor space of the main building including basement and storage, but not including parking or loading areas?** Please consider only the area that is affected by a heating system.

**E3. What is the age of the main building at this location (of the first/second/third building)?**

1 YEAR OR LESS,  
2 TO 5 YEARS,  
6 TO 10 YEARS,  
11 TO 20 YEARS,  
21 TO 30 YEARS,  
31 TO 40 YEARS,  
MORE THAN 40 YEARS OLD,  
DON'T KNOW  
REFUSE

**DB3. How many floors does the building have?**

**E1. How many buildings (are at this location?)**



One

Two

Three

Other (Specify) \_\_\_\_\_

Part of a building

Don't know

Refuse

**Thank you for your feedback. We appreciate your willingness to participate in this survey.**

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, Attachment 3 (Forum Research Report)

Question(s):

- a) Please provide a detailed list of any difference in the Forum survey questions as between the survey run in Neustadt and those run in Sandford, Selwyn and Hidden Valley, including different introductory information provided to respondents.
- b) For each difference between the surveys that did not arise from energy price differences as between the locations, please explain the reason for the different wording used in Neustadt.

Response:

- a) The survey used in Neustadt was identical to the survey used in Sandford, Selwyn, and Hidden Valley with the exception of differences in some of the cost savings estimates presented. These differences were the result of the regional energy costs assumptions applicable to each project area. Cost savings estimates differed for Neustadt in the following survey questions: H5, H5a, H6, H7, H8, H9, H5-WWH, H5a-WWH, H7-WWH, H8-WWH, H9-WWH. The full text for each question, including the cost savings presented for respondents in Neustadt, Sandford, Selwyn, and Hidden Valley, can be found in the survey instrument at Attachment 3 to Exhibit I.ED-7.
- b) There were no differences between the surveys other than those arising from energy price differences.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, Attachment 4 (Forum Research Report)

Preamble:

These questions are for Forum Research.

Question(s):

- a) Please provide all excerpts from all materials provided to residents that provide details on the comparative cost-effectiveness of heating with electric air source heat pumps versus gas.
- b) Please individually indicate whether respondents were informed of the following facts. If yes, please provide the precise text used in the materials or survey script:

Information Communicated to Customers		
Information	Whether communicated to the city (Y/N)	If no, why not; if yes, where & when
(i) That the federal government is offering \$5,000 rebates for customers to switch to high-efficiency electric heat pumps, which are not available for gas furnaces. <sup>1</sup>		
(ii) That the federal government is offering an <i>additional</i> \$5,000 in rebates for customers to switch from oil to high-efficiency electric heat pumps if they earn a median income or lower (e.g. \$122,000 after-tax income for a family of 4 in Ontario) through the Oil to Heat Pump Affordability Program. <sup>2</sup>		
(iii) That the federal government is now providing up to \$40,000 in interest free loans, which can be put towards conversions to electric heat pumps, and not gas equipment, through the Greener Homes Loan. <sup>3</sup>		
(iv) That heat pumps could save a customer approximately \$1,200 in annual heating costs versus a gas furnace for a		

<sup>1</sup> EB-2022-0249, Exhibit I.ED.20 & Exhibit I.ED.5.

<sup>2</sup> EB-2022-0249, Exhibit I.ED.20 & Exhibit I.ED.5.

<sup>3</sup> EB-2022-0249, Exhibit I.ED.20 & Exhibit I.ED.5.

	house with a moderate heat load (or whatever Enbridge's estimated savings are). <sup>4</sup>		
(v)	That Enbridge may charge customers for a connection depending on the distance of the building from the road		
(vi)	That heat pumps result in lower annual energy costs compared to traditional gas equipment for home heating		
(vii)	That heat pumps significantly reduce summer cooling costs.		
(viii)	That natural gas is a potent greenhouse gas and its combustion generates approximately 1/3 <sup>rd</sup> of Ontario's greenhouse gas emissions. <sup>5</sup>		
(ix)	That heat pumps result in far less greenhouse gas emissions than gas furnaces. <sup>6</sup>		

Response:

The following responses were provided by Enbridge Gas:

- a) Information regarding electric heat pumps was communicated through the survey only. The Forum survey contained two questions with comparative cost-effectiveness information, as well as one question with introductory information about electric heat pumps. The purpose of each question and question wording is provided in Table 1 below:

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<sup>4</sup> EB-2022-0249, Exhibit I.ED.16, Attachment 7, Ottawa, 4 Ton Heating Load, "Cost savings" row, averaged; EB-2022-0249, Exhibit I.ED.5.

<sup>5</sup> EB-2022-0249, Exhibit I.ED.5.

<sup>6</sup> *Ibid.*

Table 1  
Forum Research Survey Heat Pump Information

Line No.	Survey Question	Purpose of Question	Survey Text
1	NEW 2	<p>Provided respondents who indicated they were not very knowledgeable about heat pumps or had never heard of them with an introduction to the technology.</p>	<p>A heat pump is an electrically driven device that can provide heating by transferring thermal energy from the earth or air into your home. Many heat pumps can also operate in the opposite direction, cooling the home by removing the heat from the inside and sending it outdoors or into the ground. Common types are air source heat pumps and ground source heat pumps (sometimes called geothermal systems). Many homes in moderate climates can rely on these systems to heat or cool their homes year-round; however, in colder climates a specialized “cold climate” heat pump or a supplementary heating source is usually needed.</p> <p>Because heat pumps use electricity to move thermal energy to heat and cool your home, they are more efficient than traditional heating and cooling systems which could result in lower annual operating costs compared to other energy sources. However, these systems can have a high upfront cost, and may require modification to ducting designed for a forced-air furnace or central air conditioning system to distribute hot and cold air in your home. Upgrades to your electrical panel may also be required to accommodate a heat pump. Government incentives are currently available to bring down the cost.</p>
2	H9	<p>Gauged interest in connecting to natural gas among respondents currently using a heat pump as their primary heating source. This version of the question was provided to respondents not interested in switching their water heater to natural gas.</p>	<p>Homeowners with a heat pump heating and cooling system could consider using natural gas as a supplemental heating source. The cost of a high efficiency natural gas furnace is in the range of \$4,500-\$5,500 including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.</p> <p>In addition to the cost of supplementing your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, a typical home costs \$1,350 per year to fully heat with natural gas. Costs would be less if using natural gas for supplemental heating only.</p> <p>The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030. Considering this, how likely are you to connect to natural gas? Would you say...?</p> <p>Extremely likely          Very likely          Likely          Not very likely          Not at all likely</p>

Table 1 (Continued)\*  
 Forum Research Survey Heat Pump Information

3	H9 - WWH	Gauged interest in connecting to natural gas among respondents currently using a heat pump as their primary heating source. This version of the question was shown to respondents interested in switching their water heater to natural gas.	<p>Homeowners with a heat pump heating and cooling system could consider using natural gas as a supplemental heating source. The cost of a high efficiency natural gas furnace is in the range of \$4,500-\$5,500 including taxes. Alternatively, a natural gas fireplace or wall heater would cost about \$4,500-\$5,500.</p> <p>In addition to the cost of supplementing your heating equipment, an average home would be required to make a financial contribution toward the cost of constructing the pipeline, which will be split into monthly payments based on how much gas you use. With the surcharge added, a typical home costs \$1,800 per year for water heating and to fully heat with natural gas. Cost would be less if using natural gas for supplemental heating only.</p> <p>The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030. Considering this, how likely are you to connect to natural gas? Would you say...?</p> <p>Extremely likely        Very likely        Likely        Not very likely        Not at all likely</p>
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- b) Some of the “facts” provided by ED within the interrogatory are over-simplifications and omit other important considerations and therefore could be misleading. For example, ED identifies annual operating costs of electric heat pumps and the rebates available to offset upfront capital costs of electric heat pumps but ignores information regarding upfront capital costs of electric heat pumps. As with any capital investment, upfront capital costs are an important consideration, not just annual operating costs. Enbridge Gas does not necessarily accept the statements made by ED as complete/accurate representations of the information. Enbridge Gas is not responding to the validity or accuracy of ED’s statements and is rather providing responses to the direct questions posed by ED.

Table 2  
Information Communicated to Customers in the Forum Research Survey

Information	Whether communicated to the city (Y/N)	If no, why not; if yes, where & when
(i) – (iii)	N	Enbridge Gas did not communicate these specific rebate amounts or details as there are several different rebates available with different qualifiers. It would be difficult to communicate these details effectively in the survey format and within a reasonable survey length. Enbridge Gas instead communicated the existence of incentives broadly by including the phrase, “Government incentives are currently available to bring down the cost” in question “New 2”. Full question text is provided in part a) above.
(iv)	N	The information within the interrogatory ignores information regarding upfront capital costs of electric heat pumps and therefore could be misleading. As with any capital investment, upfront capital costs are an important consideration, not just annual operating costs.
(v)	N	The information within the interrogatory is misleading because extra line charges do not always apply. When extra line charges apply, they can vary significantly by situation and are therefore difficult to communicate in the survey format. Comprehensive information is readily available on the Enbridge Gas community expansion website, including information regarding the extra length charge under the FAQ section: ‘What does it cost to install a natural gas pipeline to connect my home?’ <sup>7</sup>
(vi)	Y	Question “New 2” communicated that heat pumps could result in lower annual operating costs for heating. Excerpt: “Because heat pumps use electricity to move thermal energy to heat and cool your home, they are more efficient than traditional heating and cooling systems which could result in lower annual operating costs compared to other energy sources.” The full question text is provided in part a) above.
(vii)	N	Question “New 2” communicated that heat pumps could result in lower annual operating costs for cooling but did not state savings would be significant. Excerpt: “Because heat pumps use electricity to move thermal energy to heat and cool your home, they are more efficient than traditional heating and cooling systems which could result in lower annual operating costs compared to other energy sources.” The full question text is provided in part a) above.
(viii)	N	Since the objective of the survey was to gauge interest in connecting to natural gas among residential homeowners, Enbridge Gas focused on the financial implications of emissions for heating by communicating information about the federal carbon charge to respondents that identified using an electric water or space heating system (including heat pumps). While this information does not directly communicate that natural gas is a source of greenhouse gas emissions, it is implied by the applicability of the carbon charge to natural gas. Excerpt: “The federal carbon pricing program will result in increases to natural gas prices over time. The federal carbon charge is currently 9.79 cents per cubic meter, making up approximately 15% of the total natural gas bill for a typical home. The federal carbon charge will increase each year, reaching 18.11 cents per cubic meter in 2025 and 32.40 cents per cubic meter in 2030.” This wording is included in the following questions: W5, W5a, H5a, H7, H9, H5a-WWH, H7-WWH, and H9-WWH. The full text for these questions is provided in the survey questionnaire at Exhibit I.ED-7, Attachment 3. The full question text for H9 and H9-WWH is also provided in part a) above.

<sup>7</sup> <https://www.enbridgegas.com/residential/new-customers/community-expansion/faq>

Table 2 (Continued)\*  
Information Communicated to Customers in the Forum Research Survey

(ix)	N	The information within the interrogatory is misleading because the emissions from heat pumps and natural gas furnaces depend on the carbon intensity of the energy source used. A furnace using renewable natural gas could have lower emissions than a heat pump powered by electricity, for example.
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ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, Attachment 4 (Forum Research Report)

Question(s):

- a) Please complete the following table showing the typical or average costs for a home to convert to natural gas space heating from different existing heating systems, including all costs, such as ductwork required for conversions from electric baseboards. Please include both Enbridge's best estimates and the figures provided to customers in the Forum surveys.

<b>Cost of Converting to Natural Gas Space Heating</b>			
Existing Equipment	Enbridge best estimate	Figure used in Forum survey	Source for cost estimate underlying the Forum survey
Electric baseboards (no ductwork)			
Electric forced-air furnace			
Electric heat pump			
Oil furnace			
Propane furnace			

Response:

Enbridge Gas does not have the requested information with respect to actual homes in the Project area. Enbridge Gas cautions against drawing conclusions regarding actual homes in the Project area using general or theoretical estimates/averages, as conversion costs for actual homes can vary. General or theoretical estimates/averages should be used for illustrative purposes only.

Regarding general illustrative estimates:

- Enbridge Gas has not established "best estimates" delineated in the manner sought by ED (i.e., by specific existing non-natural gas configuration to natural gas). Please see Table 2 in the response at Exhibit I.ED-28, part a), for an

estimated range of potential all-in conversion costs to natural gas configurations, encompassing a variety existing non-natural gas configurations.

- Regarding the Forum survey, please see Table 1. The illustrative cost estimates used do not rely on formal sources; rather they are based on Enbridge Gas's general understanding of the illustrative cost estimates.

Table 1  
Cost of Converting to Natural Gas Space Heating

Existing Equipment	Figure used in Forum survey
Electric baseboards (no ductwork)	\$12,500
Electric forced-air furnace	\$4,500-\$5,500
Electric heat pump	\$4,500-\$5,500 (for natural gas furnace as supplemental heating)
Oil furnace	\$4,500-\$5,500
Propane furnace	\$400 to \$1,000 (for conversion of existing equipment)

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, Attachment 4 (Forum Research Report)

Question(s):

- (a) Please reproduce the customer attachment forecast broken down by the current customer primary heating system/fuel. Please make and state assumption as necessary (e.g. Enbridge may estimate the fuel type of connecting customers based on the proportions of customers with that fuel type indicating an interest in converting to gas in the surveys). Please provide the underlying calculations. We are most interested in the overall totals after 10 years, but please also provide the annual breakdown if possible.

Response:

- a) Enbridge Gas does not forecast attachments by existing fuel type and therefore cannot provide the requested information. Likelihood to connect to natural gas, broken out by incumbent primary heating fuel source, is provided in the Forum Research report found at Exhibit B, Tab 1, Schedule 1, Attachment 3, Table 2.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E

Question(s):

- a) Please provide a copy of the most recent eight quarterly reports for schedule 2 community expansion projects that Enbridge is required to prepare and submit pursuant to s. 10.1(1) or O. Reg. 24/19.
- b) If there are any discrepancies between the information in the quarterly reports pertaining to the Neustadt project and the information in this application, please detail those in a table with a reconciliation of the differences.

Response:

- a) Please refer to Attachment 1 to this response for a copy of the most recent eight quarterly reports for schedule 2 community expansion projects.
- b) There is one minor discrepancy between the information provided in the most recent quarterly report pertaining to the Neustadt Community Expansion Project and the information in this Application. Table 1 shows a reconciliation of the minor discrepancy. The target construction start date is in Q2 2024 and was correctly reported in this Application. Accordingly, Enbridge Gas will correct the minor discrepancy in the next upcoming NGEP quarterly report.

Table 1

Minor Discrepancy in the Target Construction Start  
in the LTC Application vs. NGEP Quarterly Reports

Line No.		Target Construction Start
1	LTC Application	Q2 2024
2	NGEP Quarterly Report	Q3 2024

**Natural Gas Expansion Program - Quarterly Report for NGE Phase 2 Projects**  
 Submitted to Ministry of Energy pursuant to O. Reg. 451/21 under the Ontario Energy Board Act, 1998  
 Last Modified: September 25, 2023

1. Kawartha Lakes		Q4 2021	Q1 2022	Q2 2022	Q3 2022**	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		In Progress	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Q1 2022	Q1 2022	Complete	Complete	Complete	Complete	Complete	Complete
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Requested	Requested
	Other	Required	Required	Required	Required	Required	Required	Requested	Requested
	Municipal Consent	Required	Required	Required	Required	Required	Required	Requested	Requested
	Special Road Permit	Required	Required	Required	Required	Required	Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Scheduled for Q2 2022	Scheduled for Q2 2022	Scheduled for Q2 2023	Scheduled for Q2 2023	Scheduled for Q3 2023	Scheduled for Q1 2024	Scheduled for Q1 2024	Scheduled for Q1 2024
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Q1 2024	Q1 2024	Q1 2024	Q1 2024	Q1 2024	Q1 2024	Q3 2024	Q3 2024
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	3854	3854	3854	3854	3854	3589	3517*	3517
	Commercial Forecast	120	120	120	120	120	185	170*	170
	Institutional Forecast	1	1	1	1	1	1	1*	1
	Agricultural Forecast	1	1	1	1	1	1	0*	0
	Industrial Forecast	2	2	2	2	2	2	1*	1
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.**		0	0	0	0	0	0	0	0

\*the revised count of 3689 is due to the 2022 market research results and associated project scope refinement

\*\*amount received from IESO

The Leave To Construction application for the Kawartha Lakes Community Expansion project (Bobcaygeon) was adjourned in Q3 2022 to allow EGI to refresh its market research and include additional information as requested by intervenors.

Natural Gas Expansion Program - Quarterly Report for NGEP Phase 2 Projects  
 Submitted to Ministry of Energy pursuant to O. Reg. 451/21 under the Ontario Energy Board Act, 1998  
 Last Modified: September 25, 2023

2. Amherstburg		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Q3 2023	Q4 2023	Q4 2023
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Required	Required	Required	Required	Required	Required	Required	Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Not Required	Not Required	Not Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Scheduled for Q2 2024	Scheduled for Q3 2024	Scheduled for Q4 2024
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Q3 2024	Q4 2024	Q4 2024
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	92	92	92	92	92	92	92	92
	Commercial Forecast	0	0	0	0	0	0	0	0
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	0	0	0	0	0	0	0	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

Natural Gas Expansion Program - Quarterly Report for NGE Phase 2 Projects  
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 Last Modified: September 25, 2023

4. Burk's Falls		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	Complete	Complete
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Requested	Complete	Complete	Complete	Complete	Complete	Complete
	Special Road Permit (MTO)	Required	Requested	Requested	Complete	Complete	Complete	Complete	Complete
4. The schedule for construction of the project and the progress made in the preceding quarter.		Scheduled for Q3 2022	Scheduled for Q3 2022	Scheduled for Q4 2022	Construction In Progress	Construction Complete	Construction Complete	Construction Complete	Construction Complete
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Q4 2022	Q4 2022	Q4 2022	Q4 2022	Q4 2022	Complete	Complete	Complete
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	39	39	39	39	39	39	39	39
	Commercial Forecast	2	2	2	2	2	2	2	2
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	0	0	0	0	0	0	0	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	10	10	10	10
	Commercial Actual	0	0	0	0	1	1	1	1
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO



Natural Gas Expansion Program - Quarterly Report for NGEP Phase 2 Projects  
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 Last Modified: September 25, 2023

5. Caledon		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	None	None
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Required	Required	Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	94	94	94	94	94	94	94	94
	Commercial Forecast	2	2	2	2	2	2	2	2
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	4	4	4	4	4	4	4	4
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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6. Burlington		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Q2 2022	Q3 2022	Q4 2024	Q4 2024	Q4 2024	Q4 2024	Q4 2024	Q4 2024
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Required	Required	Required	Required	Required	Required	Required	Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Scheduled for Q4 2023	Scheduled for Q4 2023	Schedule Under Development	Schedule Under Development	Schedule Under Development	Schedule Under Development	Schedule Under Development	Schedule Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	100	92	92	92	92	92	92	92
	Commercial Forecast	3	1	1	1	1	1	1	1
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	0	0	0	0	0	0	0	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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7. East Hawkesbury Township		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	None	None
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	299	299	299	299	299	299	299	299
	Commercial Forecast	15	15	15	15	15	15	15	15
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	1	1	1	1	1	1	1	1
	Industrial Forecast	3	3	3	3	3	3	3	3
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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8. East Gwillimbury		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Q4 2023	Q4 2023
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Required	Required	Required	Required	Required	Required	Required	Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Required	Required	Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	391	391	391	391	391	391	391	391
	Commercial Forecast	19	19	19	19	19	19	19	19
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	3	3	3	3	3	3	3	3
	Industrial Forecast	9	9	9	9	9	9	9	9
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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9. Bonnechere Valley		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Q4 2022	Q1 2023	Q1 2023	Q1 2023	Q2 2023	Q3 2023	Complete
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Required	Required	Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Scheduled for Q2 2024	Scheduled for Q2 2024	Scheduled for Q2 2024	Scheduled for Q3 2024
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Q3 2025	Q2 2026	Q2 2026	Q3 2026
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	581	581	581	581	581	584*	584*	656
	Commercial Forecast	79	79	79	79	79	70*	70*	63
	Institutional Forecast	3	3	3	3	3	0*	0*	2
	Agricultural Forecast	1	1	1	1	1	2*	2*	2
	Industrial Forecast	10	10	10	10	10	10	10	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.**		0	0	0	0	0	0	0	0

\*the revised count of 723 customers is based on forecast refinement

\*\*amount received from IESO

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10. South Glengarry Township		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	None	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Required	Required	Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	71	71	71	71	71	71	71	71
	Commercial Forecast	4	4	4	4	4	4	4	4
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	2	2	2	2	2	2	2	2
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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11. Grimsby-Lincoln		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Not Required	Not Required	Not Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Not Required	Required	Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	0	0	0	0	0	0	0	0
	Commercial Forecast	2	2	2	2	2	2	2	2
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	7	7	7	7	7	7	7	7
	Industrial Forecast	0	0	0	0	0	0	0	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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12. Haldimand		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	In Progress	In Progress	In Progress	In Progress	In Progress	Complete	Complete
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Q1 2022	Complete	Complete	Complete	Complete	Complete	Complete	Complete
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Complete	Complete	Complete	Complete	Complete	Complete	Complete
	Other	Required	Required	Requested	Requested	Complete	Complete	Complete	Complete
	Municipal Consent	Required	Required	Required	Complete	Complete	Complete	Complete	Complete
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Scheduled for Q3 2022	Scheduled for Q3 2022	Scheduled for Q3 2022	Scheduled for Q4 2022	Construction In Progress	Construction Complete	Construction Complete	Construction Complete
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Q4 2022	Q4 2022	Q4 2022	Q1 2023	Complete	Complete	Complete
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	108	112	112	112	112	112	112	112
	Commercial Forecast	1	0	0	0	0	0	0	0
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	0	0	0	0	0	0	0	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	6	64	64
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	\$ 2,827,923.00	Funding received in Q4 2022	Funding received in Q4 2022	Funding received in Q4 2022

\*amount received from IESO



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13. City of Hamilton		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Not Required	Required	Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Not Required	Required	Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Schedule Under Development	Schedule Under Development	Schedule Under Development	Schedule Under Development	Schedule Under Development	Schedule Under Development	Construction in progress
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Q4 2023 & Q4 2024	Q4 2023 & Q4 2024
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	0	0	0	0	0	0	0	0
	Commercial Forecast	12	12	12	12	12	12	12	12
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	0	0	0	0	0	0	0	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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14. Hunstville		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Q4 2022	Q4 2022	Q4 2022	Q4 2022	Complete	Complete	Complete
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Complete	Complete
	Other	Not Required	Required	Required	Required	Required	Required	Required	Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Requested	Requested
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q3 2023
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Q3 2023	Q3 2023	Q3 2023	Q4 2023	Q4 2023	Q4 2023
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	103	103	103	103	110	110	130	130
	Commercial Forecast	0	0	0	0	0	0	0	0
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	0	0	0	0	0	0	0	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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15. Kenora District		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		In Progress	In Progress	In Progress	Complete	Complete	Complete	Complete	Complete
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Not Required	Requested	Complete	Complete	Complete	Complete	Complete	Complete
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Requested	Complete	Complete	Complete	Complete	Complete	Complete
	Special Road Permit (MTO)	Required	Requested	Complete	Complete	Complete	Complete	Complete	Complete
4. The schedule for construction of the project and the progress made in the preceding quarter.		Scheduled for Q2 2022	Scheduled for Q3 2022	Scheduled for Q3 2022	Construction Complete	Construction Complete	Construction Complete	Construction Complete	Construction Complete
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Q3 2022	Q3 2022	Q3 2022	Complete	Complete	Complete	Complete	Complete
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	27	27	27	33	33	33	33	33
	Commercial Forecast	2	2	2	2	2	2	2	2
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	1	1	1	1	1	1	1	1
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	27	32	32	32	32	32
	Commercial Actual	0	0	2	3	3	3	3	3
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	1	1	1	1	1	1
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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16. Drummond		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Required	Required	Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	282	282	282	282	282	282	282	282
	Commercial Forecast	40	40	40	40	40	40	40	40
	Institutional Forecast	2	2	2	2	2	2	2	2
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	10	10	10	10	10	10	10	10
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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17. Merrickville-Wolford		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Q1 2024
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Required	Required	Required	Required	Required	Required	Required	Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	58	58	58	58	58	58	58	58
	Commercial Forecast	6	6	6	6	6	6	6	6
	Institutional Forecast	2	2	2	2	2	2	2	2
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	3	3	3	3	3	3	3	3
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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18. Mohawks of the Bay of Quinte		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		In Progress	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Q4 2022	Q4 2022	Q4 2022	Q4 2022	Complete	Complete	Complete
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Requested	Requested
	Other	Required	Required	Required	Required	Required	Required	Requested	Complete
	Municipal Consent	Required	Required	Required	Required	Required	Required	Requested	Complete
	Special Road Permit	Required	Required	Required	Required	Required	Required	Required	Complete
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Scheduled for Q2 2023	Scheduled for Q2 2023	Scheduled for Q2 2023	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q4 2023
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	124	124	124	166	166	166	166	166
	Commercial Forecast	2	1	1	11	11	11	11	11
	Institutional Forecast	2	1	1	1	1	1	1	1
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	3	0	0	1	1	1	1	1
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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19. West Grey		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Q3 2023	Q3 2023	Q3 2023
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Scheduled for Q2 2024	Scheduled for Q2 2025	Scheduled for Q3 2024
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Q3 2024	Q4 2025	Q1 2025
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	188	188	188	188	208	182	182	201
	Commercial Forecast	28	28	28	28	25	34	34	26
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	1	1	1	1	1	1	1	0
	Industrial Forecast	2	2	2	2	2	2	2	3
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project. *		0	0	0	0	0	0	0	0

\*amount received from IESO

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20. Perth East		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	Complete	Complete
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Complete	Complete	Complete	Complete	Complete	Complete	Complete
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Complete	Complete	Complete	Complete	Complete	Complete	Complete
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Scheduled for Q2 2022	Scheduled for Q2 2022	Construction Complete	Construction Complete	Construction Complete	Construction Complete	Construction Complete	Construction Complete
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Q2 2022	Q2 2022	Complete	Complete	Complete	Complete	Complete	Complete
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	35	35	35	37	37	37	37	37
	Commercial Forecast	5	5	5	3	3	3	3	3
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	1	1	1	0	0	0	0	0
	Industrial Forecast	3	3	3	0	0	0	0	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	37	37	37	37	38	39
	Commercial Actual	0	0	3	3	3	3	4	4
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	\$ 814,850	0	0	0	0	0

\*amount received from IESO



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21. Prince Edward County		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Q2 2023	Q2 2023	Q3 2023	Q1 2024
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Required	Required	Required	Required	Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Scheduled for Q4 2023	Scheduled for Q4 2023	Scheduled for Q1 2024	Scheduled for Q1 2025	Scheduled for Q2 2025
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Q1 2024	Q3 2024	Q3 2024	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	134	134	134	134	180	180	187	187
	Commercial Forecast	13	13	13	13	15	15	15	15
	Institutional Forecast	1	1	1	1	1	1	1	1
	Agricultural Forecast	1	1	1	1	0	0	0	0
	Industrial Forecast	3	3	3	3	2	2	1	1
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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22. Red Rock First Nation		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	In Progress	In Progress	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Required	Required	Required	Required	Required	Required	Required	Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Required	Required	Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	68	68	68	68	68	68	68	68
	Commercial Forecast	9	9	9	9	9	9	9	9
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	0	0	0	0	0	0	0	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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23. Uxbridge Township		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	In Progress	In Progress	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Q1 2023	Q2 2023	Q2 2023	Q3 2023	Q3 2023
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Schedule Under Development	Schedule Under Development	Schedule Under Development	Scheduled for Q1 2024	Scheduled for Q2 2024	Scheduled for Q2 2024	Scheduled for Q2 2024	Scheduled for Q3 2024
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Q1 2025	Q1 2025	Q1 2025	Q1 2025
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	130	130	130	130	168	174	174	174
	Commercial Forecast	6	6	6	6	7	7	7	7
	Institutional Forecast	1	1	1	1	1	1	1	1
	Agricultural Forecast	1	1	1	1	1	1	1	1
	Industrial Forecast	2	2	2	2	0	0	0	0
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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24. Selwyn Township		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Q2 2022	Q2 2022	Q4 2022	Q4 2022	Q4 2022	Complete	Complete	Complete
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Complete	Complete
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Requested	Complete
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Scheduled for Q4 2022	Scheduled for Q4 2022	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q3 2023	Scheduled for Q4 2023
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Q2 2023	Q2 2023	Q1 2024	Q1 2024	Q1 2024	Q1 2024	Q1 2024	Q1 2024
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	54	60	60	55	66	66	66	66
	Commercial Forecast	8	17	17	17	14	14	14	14
	Institutional Forecast	0	0	0	0	0	0	0	0
	Agricultural Forecast	1	0	0	1	1	1	1	1
	Industrial Forecast	14	0	0	5	6	6	6	6
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

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25. Severn		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	In Progress	In Progress
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required	Required
	Other	Required	Required	Required	Required	Required	Required	Required	Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Required	Required	Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	678	678	678	678	678	678	678	678
	Commercial Forecast	38	38	38	38	38	38	38	38
	Institutional Forecast	1	1	1	1	1	1	1	1
	Agricultural Forecast	0	0	0	0	0	0	0	0
	Industrial Forecast	6	6	6	6	6	6	6	6
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0	0

\*amount received from IESO

Natural Gas Expansion Program - Quarterly Report for NGE Phase 2 Projects  
 Submitted to Ministry of Energy pursuant to O. Reg. 451/21 under the Ontario Energy Board Act, 1998  
 Last Modified: September 25, 2023

26. St. Charles		Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	None
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit	Not Required	Not Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	143	143	143	143	143	143	143
	Commercial Forecast	17	17	17	17	17	17	17
	Institutional Forecast	1	1	1	1	1	1	1
	Agricultural Forecast	0	0	0	0	0	0	0
	Industrial Forecast	1	1	1	1	1	1	1
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0

\*amount received from IESO

Natural Gas Expansion Program - Quarterly Report for NGE Phase 2 Projects  
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 Last Modified: September 25, 2023

27. Ottawa		Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		Complete	Complete	Complete	Complete	Complete	Complete	Complete
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Complete	Complete	Complete	Complete	Complete	Complete	Complete
	Special Road Permit	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Scheduled for Q2 2022	Construction Complete	Construction Complete	Construction Complete	Construction Complete	Construction Complete	Construction Complete
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Q3 2022	Complete	Complete	Complete	Complete	Complete	Complete
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	10	10	10	10	10	10	10
	Commercial Forecast	0	0	0	0	0	0	0
	Institutional Forecast	0	0	0	0	0	0	0
	Agricultural Forecast	0	0	0	0	0	0	0
	Industrial Forecast	1	1	1	1	1	1	1
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	11	11	11	11	11	11
	Commercial Actual	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0
	Industrial Actual	0	1	1	1	1	1	1
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0

\*amount received from IESO

Natural Gas Expansion Program - Quarterly Report for NGEP Phase 2 Projects  
 Submitted to Ministry of Energy pursuant to O. Reg. 451/21 under the Ontario Energy Board Act, 1998  
 Last Modified: September 25, 2023

28. Tweed		Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023
1. The status of any community consultations undertaken by the gas distributor in respect of the project.		None	None	None	None	None	None	None
2. The expected timeline for the filing of an application for leave to construct a hydrocarbon line under section 90 of the Act, if such an application is required.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
3. Progress updates on every necessary approval and permit for the project other than the leave to construct referred to above.	Environmental	Required	Required	Required	Required	Required	Required	Required
	Other	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Municipal Consent	Required	Required	Required	Required	Required	Required	Required
	Special Road Permit - MTO	Not Required	Not Required	Required	Required	Required	Required	Required
4. The schedule for construction of the project and the progress made in the preceding quarter.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
5. Confirmation of the date on which the project is anticipated to come into service or the date on which the project came into service, as applicable.		Under Development	Under Development	Under Development	Under Development	Under Development	Under Development	Under Development
6a. The number of consumers in each of the following classes who are anticipated to be connected to the gas distributor's natural gas distribution system as a result of the project. Forecasted customer connections (10-year forecast).	Residential Forecast	54	54	54	54	54	54	54
	Commercial Forecast	4	4	4	4	4	4	4
	Institutional Forecast	0	0	0	0	0	0	0
	Agricultural Forecast	2	2	2	2	2	2	2
	Industrial Forecast	2	2	2	2	2	2	2
6b. The number of consumers in each of the following classes who have been connected. The number of services installed will be provided each quarter (totals are cumulative).	Residential Actual	0	0	0	0	0	0	0
	Commercial Actual	0	0	0	0	0	0	0
	Institutional Actual	0	0	0	0	0	0	0
	Agricultural Actual	0	0	0	0	0	0	0
	Industrial Actual	0	0	0	0	0	0	0
7. The amounts in any variance accounts established by the gas distributor under subsection 4 (2) in respect of the project.*		0	0	0	0	0	0	0

\*amount received from IESO



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Page 2

Question(s):

- a) Please provide a table providing a table with a full reconciliation as between the estimated project costs in Table 1 and the amount estimated in the Company's original project proposal to the Government of Ontario (2019/2020) for funding under Phase 2 of the NGEF (EB-2019-0255).
- b) Please provide the complete copy of the above-referenced project proposal.
- c) Please provide the 40-year DCF table underling the project proposal to the Government of Ontario (2019/2020) for funding under Phase 2 of the NGEF (EB-2019-0255)

Response:

- a) Please see Attachment 1.
- b) Please see response at Exhibit I.STAFF-1, Attachment 1.
- c) Please see Attachment 2.

Estimated Project Costs: Original Project Proposal vs. Application

Item No	Description	Project Cost - ORIGINAL			Project Cost - APPLICATION		
		Pipeline Costs	Ancillary Costs	Total	Pipeline Costs	Ancillary Costs	Total
1	Material	\$ 293,332.00	\$ 104,406.00	\$ 397,738.00	\$ 274,518.77	\$ 57,406.48	\$ 331,925.25
2	Labour and Construction	\$ 4,130,339.34	\$ 1,207,325.00	\$ 5,337,664.34	\$ 2,904,266.73	\$ 2,207,495.17	\$ 5,111,761.90
3	Outside Services	\$ 438,480.00		\$ 438,480.00	\$ 1,252,438.00	\$ 130,762.49	\$ 1,383,200.49
4	Land, Permits, Approvals and Consultations	\$ 13,198.00		\$ 13,198.00	\$ 11,000.00	\$ -	\$ 11,000.00
5	Direct Overheads	\$ 151,670.00	\$ 79,499.00	\$ 231,169.00	\$ 149,545.67	\$ 46,494.89	\$ 196,040.56
6	Contingency	\$ 1,005,403.87	\$ 278,246.00	\$ 1,283,649.87	\$ 459,176.92	\$ 227,234.50	\$ 686,411.42
7	Sub-Total	<b>\$ 6,032,423.21</b>	<b>\$ 1,669,476.00</b>	<b>\$ 7,701,899.21</b>	<b>\$ 5,050,946.08</b>	<b>\$ 2,669,393.53</b>	<b>\$ 7,720,339.62</b>
8	Interest During Construction	\$ 63,808.00	\$ 3,449.00	\$ 67,257.00	\$ 50,510.00	\$ 7,721.00	\$ 58,231.00
9	Total Project Costs	<b>\$ 6,096,231.21</b>	<b>\$ 1,672,925.00</b>	<b>\$ 7,769,156.21</b>	<b>\$ 5,101,456.08</b>	<b>\$ 2,677,114.53</b>	<b>\$ 7,778,570.62</b>









ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Page 1

Question(s):

- a) Please provide Enbridge's definition of "ancillary costs" as that term is used in Table 1. Please provide a full explanation.
- b) Please compare the concept of "ancillary costs" with allocated overhead, including a reconciliation of the concepts in a table if there is partial overlap.

Response:

- a) Generally, ancillary costs include all project costs not directly related to the pipeline facilities that require an order of the OEB granting leave to construct. Ancillary facilities include but are not limited to the construction of facilities for individual customer services and stations (e.g., pressure regulation, measurement, odorization).

In the case of the proposed Project, the facilities associated with ancillary costs include:

- Customer services (contractor labour, construction, and meter/regulator installation).
- b) There is no correlation between ancillary costs and overheads. Ancillary costs refer to natural gas asset types whereas project overheads account for the labour cost associated with full time employees and contingent workers supporting the project.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Page 1

Question(s):

- a) Please provide a table of figures showing, without rounding: the gross capital cost, the gross O&M costs over 40 years, the NPV of the O&M costs over 40 years, the subsidy, the gross revenue over 40 years, and the NPV of the revenue over 40 years

Response:

- a) Please see Table 1

Table 1

Neustadt Community Expansion Project Costs and Revenue

Gross Capital Costs	\$ 7,778,572
Gross O&M Over 40 Years	\$ 1,015,932
NPV of O&M Over 40 Years	\$ 416,922
Subsidy	\$ 5,128,997
Gross Revenue (including SES) Over 40 Years	\$ 8,859,078
NPV of Revenue (including SES) Over 40 Years	\$ 3,757,704



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Page 1

Question(s):

a) Please complete the following table:

<b>Capital Costs Per Customer</b>	
Forecast gas customers (total)	
Total capital costs	
Capital costs per customer	

b) Please complete the following table:

<b>Capital and Operating Costs Per Customer</b>	
Forecast gas customers (total)	
Total capital costs and gross O&M costs over 40 years	
Capital and O&M costs per customer	

c) Please complete the following table:

<b>Capital and Operating Costs Per Customer (Excl. Costs Covered by the Subsidy)</b>	
Forecast gas customers (total)	
Total capital costs and gross O&M costs minus the subsidy from existing customers	
Capital and O&M costs per customer (excl. subsidy)	

d) Please complete the following table:

<b>NGEP Subsidy from Existing Customers</b>	
Forecast gas customers (total)	
NGEP subsidy	
NGEP subsidy per customer	

Response:

a) Please see Table 1 below.

<u>Table 1: Capital Costs Per Customer</u>	
Forecast gas customers (total)	230
Total capital costs	\$7,778,572
Capital costs per customer	\$33,820

b) Please see Table 2 below.

<u>Table 2: Capital and Operating Costs Per Customer</u>	
Forecast gas customers (total)	230
Total capital costs and gross O&M costs over 40 years	\$8,794,504
Capital and O&M costs per customer	\$38,237

c) Please see Table 3 below.

<u>Table 3: Capital and Operating Costs Per Customer (Excl. Costs Covered by the Subsidy)</u>	
Forecast gas customers (total)	230
Total capital costs and gross O&M costs minus the subsidy from existing customers	\$3,665,507
Capital and O&M costs per customer (excl. subsidy)	\$15,937

d) Please see Table 4 below.

<u>Table 4: NGEPSubsidy from Existing Customers</u>	
Forecast gas customers (total)	230
NGEP subsidy	\$5,128,997
NGEP subsidy per customer	\$22,300

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Page 1

Question(s):

- a) If there are significant revenue shortfalls or cost overruns in years 1 through 10 that Enbridge is unable to recoup from increasing the system expansion surcharge, does Enbridge undertake not to seek to recoup the amounts from existing Enbridge customers?
  
- b) If there are significant revenue shortfalls or cost overruns in years 11 through 40 that Enbridge is unable to recoup from increasing the system expansion surcharge, does Enbridge undertake not to seek to recoup the amounts from existing Enbridge customers?

Response:

a-b) Consistent with the direction in the OEB's EB-2020-0094 Decision,<sup>1</sup> upon placing the Project into service, Enbridge Gas will apply a 10-year rate stability period (RSP) during which the Company will bear the risk of the Project customer attachment and capital expenditure forecast vs. actuals. Enbridge Gas will file the actual costs and revenues of the Project with the OEB for consideration of inclusion in rates in the rebasing application following the conclusion of the RSP. The OEB has also determined that it will consider any questions about the treatment of any revenue surplus or shortfall beyond the RSP at that same time.<sup>2</sup> For these reasons, it is premature and unnecessary for the Company to make any further commitments with regard to cost recovery at this time.

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<sup>1</sup> EB-2020-0094, Decision and Order, November 5, 2020, pp. 8-9.

<sup>2</sup> EB-2019-0188, Decision and Order, May 7, 2020, pp. 12-13; EB-2022-0156, Decision and Order, September 21, 2023, pp. 20-21; EB-2022-0248, September 21, 2023, p. 20; EB-2022-0249, September 21, 2023, pp. 19-20.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) Please reproduce the DCF table with an illustrative scenario where customer attachments each year are 50% of those forecast. Enbridge does not need to agree this scenario is likely – it is intended to illustrate the cost impacts.
- b) With respect to the response to (a), please provide (i) the revenue deficiency over the first 10 years (both gross and NPV) and the (ii) the revenue deficiency over the remaining 30 years (both gross and NPV).

Response:

a - b)

The Company respectfully declines to provide the requested information. The attachment scenario suggested by ED is arbitrary and has no basis and can likely only be used to draw oversimplified conclusions, as any adjustments made to the attachment forecast would result in other Project components/scope being reassessed/adjusted accordingly. The Company cautions against drawing conclusions based on selective modifications to components of the proposed Project, such as attachment forecasts, without consideration of all Project components in a holistic manner.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) Please complete the following table showing the outcomes in various scenarios in terms of the profitability index, NPV, and gross revenue deficiency. Enbridge does not need to agree these scenarios are likely.
- b) Please provide all analysis that Enbridge completed on the possibility that customers connect the new pipeline but later leave before the end of the 40-year revenue horizon. Please include estimates of the number and percentage of customers that are likely to do so and all underlying figures.

<b>Cost Impact of Different Customer Attachment / Revenue Scenarios</b>					
	Profitability index	NPV	Revenue deficiency (years 1-10)	Revenue deficiency (years 11-40)	Revenue deficiency (years 1-40)
Volumes plateau in year 5 and do not increase					
After year 10, 10 customers exit the system each year (net)					
Volumes are 20% less than forecast each year					

Response:

- a) The Company respectfully declines to provide the requested information. The scenarios suggested by ED are arbitrary and have no basis and can likely only be used to draw oversimplified conclusions, as any adjustments made to parameters like the attachment forecast would result in other Project components/scope being re-assessed/adjusted accordingly. The Company cautions against drawing conclusions based on selective modifications to components of the proposed Project, such as attachment forecasts, without consideration of all Project components in a holistic manner.
- b) The Company did not perform any such analysis.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) Please provide a full breakdown of the incremental capital costs shown in the DCF table, including a breakdown showing the connection costs included in the incremental capital.
- b) Please explain how the incremental capital figures in the DCF table were determined and provide all underlying figures and assumptions.
- c) Please indicate which of the following costs are included in the incremental capital costs shown in the DCF table:
  - i) The full cost of service lines, meters, regulators, and other capital needed to connect additional conversion customers (i.e. infills);
  - ii) The cost of service lines, meters, regulators, and other capital needed to connect additional conversion customers (i.e. infills), minus the extra length charges (ELC) that will be required by infill customers;
  - iii) The full cost of mains that are required in new developments that form part of the connection/revenue forecast;
  - iv) The full cost of mains that are required in new developments that form part of the connection/revenue forecast, minus contributions in aid of construction that will be required by developers;
  - v) Incremental overheads; and
  - vi) (vi) Normalized system reinforcement costs.

Response:

- a) Please see Attachment 1 to this response for the full breakdown of the incremental capital cost.

b) Please see Attachment 1 to this response. The incremental capital cost as presented in the DCF analysis at Exhibit E, Tab 1, Schedule 1, Attachment 2, is calculated by reducing the forecast of capital cost of the Project (approximately \$7.8 million) by NGEF funding (approximately \$5.1 million). The awarded NGEF funding offsets the overall cost of the Project, resulting in a net capital cost of \$2.6 million.

c)

- i) Included.
- ii) Included.
- iii) Not applicable. No new developments have been identified within the project area.
- iv) Not applicable. No new developments have been identified within the project area.
- v) Included. Incremental overheads are included at 5% of the gross cost for each asset type and have been presented separately for each facility type in Attachment 1 to this response.
- vi) Not Included. Normalized reinforcement costs are not applicable to community expansion projects.

Table 1  
Capital Expenditure

Line No.		Total	2022-2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
1	Distribution Pipeline/Supply Lateral	\$4,526,702	\$4,526,702	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2	Distribution Pipeline/Supply Lateral_Incremental overheads	\$226,335	\$226,335	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3	Reinforcement	\$331,830	\$331,830	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
4	Reinforcement_Incremental overheads	\$16,591	\$16,591	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
5	Ancillary Facilities_Customer Services	\$2,549,633	\$742,628	\$585,562	\$431,159	\$287,040	\$131,025	\$74,162	\$77,053	\$80,059	\$69,125	\$71,821
6	Ancillary Facilities_Customer Services_Incremental overheads	\$127,482	\$37,131	\$29,278	\$21,558	\$14,352	\$6,551	\$3,708	\$3,853	\$4,003	\$3,456	\$3,591
7	Gross Capital Costs	\$7,778,573	\$5,881,217	\$614,840	\$452,717	\$301,392	\$137,576	\$77,870	\$80,906	\$84,062	\$72,581	\$75,412
8	NGEP Funding	(\$5,128,997)	(\$2,564,499)	(\$2,564,499)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
9	Net Capital Costs	\$2,649,576	\$3,316,719	(\$1,949,659)	\$452,717	\$301,392	\$137,576	\$77,870	\$80,906	\$84,062	\$72,581	\$75,412



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Preamble:

These questions relate to the costs of individual customer attachments (i.e. dedicated service line and meter), the portion of those costs that will be borne via up-front payments by customers considering a switch to gas, and how this might impact the number of attachments as customers consider gas versus heat pumps.

Question(s):

- a) Please confirm that the Extra Length Charge applies in community expansion areas. If not, please explain, including an explanation as to when that changed, why that changed, and whether approval was sought from the OEB for that change.
- b) Please provide the details of the existing Extra Length Charge.
- c) Please confirm that the existing Extra Length Charge is insufficient to meet the 40-year revenue horizon maximum in EBO 188.
- d) What Extra Length Charge is Enbridge proposing to institute in 2024 in its current rates case?
- e) Please confirm how many intervenors in Enbridge's rates case have requested in their submissions (i) a higher Extra Length Charge than proposed by Enbridge and (ii) a lower extra length charge than proposed by Enbridge.
- f) Please provide a rough estimate of the Extra Length Charge that would be applicable to the buildings in the project area on average, at the high end, and at the low end.
- g) Please provide a table showing, for all the buildings in the project area, the approximate length of service line that will be required. If Enbridge does not have that information, please obtain it on an approximate basis using mapping tools. The list does not need to use addresses. Please use simplifying assumptions if Enbridge

wishes to do so (e.g. that the service line will run in a straight line from the edge of the shoulder to the nearest point on the house). [Note that this should not be onerous, and Environmental Defence would complete the task if it was permitted to submit evidence. We tested this task with Google Maps, and we were able to record measurements of approximately 5 buildings per minute.]

- h) Please add to the table from (g): the approximate Extra Length Charge that would apply for that building (pre-tax) and the total including tax (if tax is applied), for the existing ELC and the proposed ELC.
- i) Please explain how Enbridge determines the length for the purpose of calculating the Extra Length Charge. For instance, is the length measured from the actual gas main, or from some other point (e.g. the edge of the road or the edge of the shoulder)? For customers on the opposite side of the road as the main, do they or Enbridge cover the incremental costs of getting the service line underneath the road?

Response:

- a) Confirmed.
- b) Regarding the Project area specifically, the policy indicates that new residential customers connecting to existing mains are provided, at no cost, with a service connection up to a maximum of 30 meters. For services beyond this threshold, customers pay an Extra Length Charge (ELC) at a rate of \$45 per meter in excess of 30 meters.
- c) Enbridge Gas interprets the interrogatory to be asking whether the existing ELC described in part b) above will be insufficient to ensure a Project Profitability Index (PI) of 1.0. Not confirmed. The Project's PI of 1.0 is provided within the DCF analysis at Exhibit E, Tab 1, Schedule 1, Attachment 2.
- d) Determination of the ELC rate is contingent upon the OEB decision on the revenue horizon in EB-2022-0200. Enbridge Gas will propose new ELC rates based on the OEB decision in 2024 rebasing application.
- e) The proposals and submissions referenced by ED within the interrogatory are currently before the OEB in another proceeding and it remains to be determined by the OEB as to whether they will be accepted. As a result, it would not be of assistance to provide responses regarding proposals and submissions that are not within the scope of this proceeding, not in effect, and where the decision of the OEB is unknown.

f) – h)

Please see Attachment 1 to this response for the requested table. The table provides the following estimates for each building that Enbridge Gas could reasonably assess within the Project area, using information provided by Google Maps:

- Distance from property line to building line (m)
- Excess length over 30 m (m)
- Pre-tax ELC (\$)
- After-tax ELC (\$)

Please see the following for information, assumptions, and caveats regarding the analysis:

- The analysis was conducted using information provided by Google Maps and should be considered illustrative estimates and not precise information.
- Measurements were taken as a straight line from the property line to the front of the building.
- Property lines were assumed. Where possible, a landmark was used as a reference point (e.g., hydro poll, telecommunications box, or other relevant object).
- Vacant lots were assumed to be 30 m.
- Commercial lots were excluded as assumed to be “no cost”.

The analysis was conducted using the existing ELC policy described in part b) above. The ELC proposal referenced by ED within the interrogatory is currently before the OEB in another proceeding and it remains to be determined by the OEB as to whether it will be accepted. As a result, it would not be of assistance to provide analysis based on parameters that are not in effect and may not be approved by the OEB.

Approximately 92% of buildings included within the analysis were 30 m or less from the property line and therefore would not incur an ELC. The lowest ELC is \$0 (92% of buildings). The average after-tax ELC is \$2459.53. The highest after-tax ELCs are \$8593.65, \$6051.15, and \$4881.60.

- i) The length of the service for the purpose of ELC is measured from the customer's property line to the location where the gas meter is installed. This rule is designed to treat all customers fairly and customers have no advantage or disadvantage if the main line is on their side or the opposite side of the road.

Neustadt Community Expansion Project: Estimates of Extra Length Charges

Home Owner	Distance (Property Line to BL )	Excess length (Over 30 M )	Cost (\$45/M)	HST	Total
15	199	169	\$ 7,605.00	\$ 988.65	\$ 8,593.65
10	149	119	\$ 5,355.00	\$ 696.15	\$ 6,051.15
7	126	96	\$ 4,320.00	\$ 561.60	\$ 4,881.60
1	120	90	\$ 4,050.00	\$ 526.50	\$ 4,576.50
8	103	73	\$ 3,285.00	\$ 427.05	\$ 3,712.05
9	97	67	\$ 3,015.00	\$ 391.95	\$ 3,406.95
12	97	67	\$ 3,015.00	\$ 391.95	\$ 3,406.95
5	87	57	\$ 2,565.00	\$ 333.45	\$ 2,898.45
20	84	54	\$ 2,430.00	\$ 315.90	\$ 2,745.90
2	60	30	\$ 1,350.00	\$ 175.50	\$ 1,525.50
13	60	30	\$ 1,350.00	\$ 175.50	\$ 1,525.50
6	49	19	\$ 855.00	\$ 111.15	\$ 966.15
16	44	14	\$ 630.00	\$ 81.90	\$ 711.90
11	42	12	\$ 540.00	\$ 70.20	\$ 610.20
17	39	9	\$ 405.00	\$ 52.65	\$ 457.65
4	38	8	\$ 360.00	\$ 46.80	\$ 406.80
14	32.5	2.5	\$ 112.50	\$ 14.63	\$ 127.13
21	32	2	\$ 90.00	\$ 11.70	\$ 101.70
3	30.5	0.5	\$ 22.50	\$ 2.93	\$ 25.43
<b>Total Combined Values</b>		<b>919</b>	<b>\$ 41,355.00</b>	<b>\$ 5,376.15</b>	<b>\$ 46,731.15</b>
<b>Average Excess Footage beyond 30m</b>		<b>48.4</b>	<b>\$ 2,176.58</b>	<b>\$ 282.96</b>	<b>\$ 2,459.53</b>

<b>Legend</b>
B.L - Building Line
Farm & Residential

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Preamble:

EBO 188 Appendix B Guidelines state:

2. STANDARD TEST FOR FINANCIAL FEASIBILITY

The standard test for determining the financial feasibility at both the project and the portfolio level will be a DCF analysis, as set out below.

2.1 DCF Calculation and Common Elements

...

For capital costs, the common elements will be as follows:

- (a) an estimate of all costs directly associated with the attachment of the forecast customer additions, including costs of distribution mains, services, customer stations, distribution stations, land and land rights;
- (b) an estimate of incremental overheads applicable to distribution expansion at the portfolio level; and
- (c) an estimate of the normalized system reinforcement costs.

Question(s):

- a) Please provide a table showing for each year and as a total: (i) the incremental overheads and (ii) the normalized system reinforcement costs.
- b) Please reproduce the DCF table with rows breaking out the incremental capital costs as between direct costs, incremental overheads, and normalized system reinforcement costs. If any of those costs are not included, please reproduce the DCF table including those costs.
- c) If Enbridge did not include normalized system reinforcement cost, please fully explain why that is justified. Please refer to and attach and supporting document

d) Please provide maps showing the upstream pipelines in Ontario that feed the pipelines in the project area.

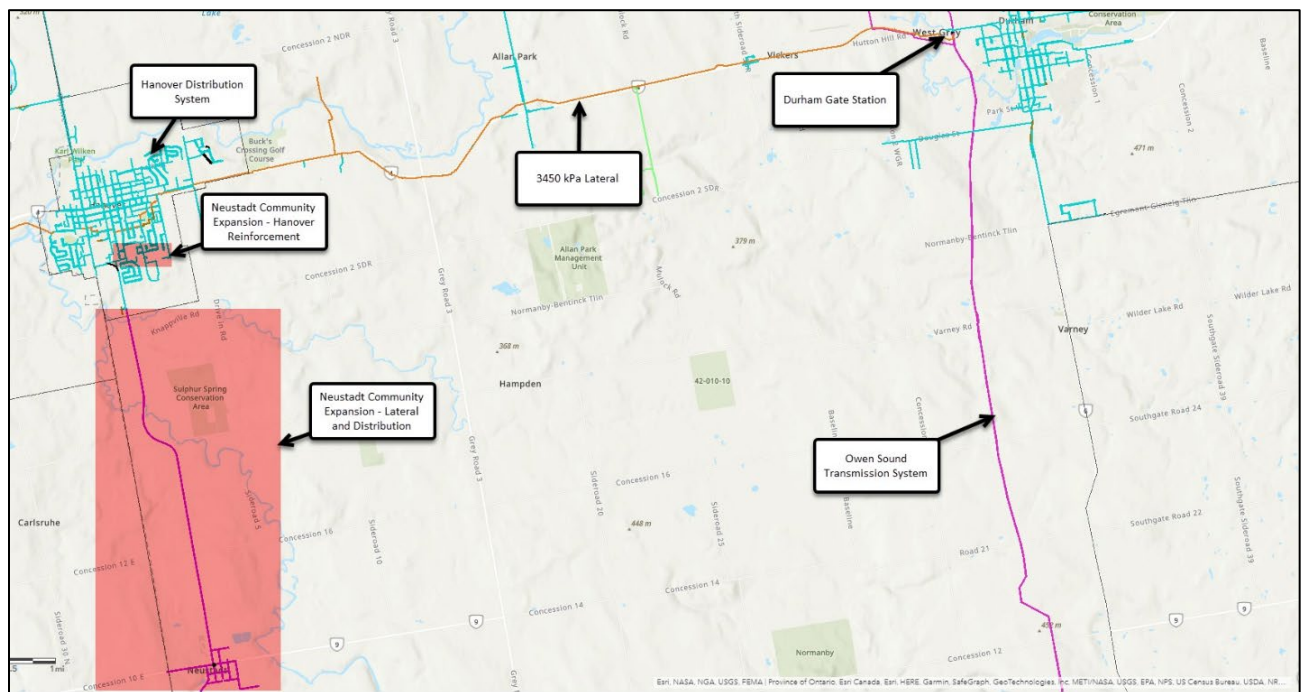
Response:

a) - c)

Please see the response at Exhibit I.ED-20 including Attachment 1.

d) Please see the highlighted areas in Figure 1. The Project will tie into the existing Nominal Pipe Size (NPS) 4 Intermediate pressure (IP) steel Enbridge Gas system on Grey Road 10 just north of Knappville Road. The pipeline will extend south along Grey Road 10 into the community of Neustadt. Below is a map showing upstream pipelines that feed the pipelines in the Project area. The Project ties into the Hanover Distribution System which is fed by the Durham Gate Station to the east, and is ultimately fed by the Owen Sound Transmission System.

Figure 1: Upstream Pipelines that Feed the Pipelines in the Project Area



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) For this project, what is the forecast average all-in cost to connect a new residential customer to the gas system, including the cost of the meter, regulator, the pipe serving that specific customer, and the installation costs? Please differentiate between conversions and new build customers if possible.
- b) Please provide a table showing, for each year, the forecast customer attachments, the estimated average cost to attach a customer (e.g., the meter, the pipe serving that customer only, labour, etc.), the estimated cost that will be covered by rates, and the estimated cost that will be covered by the customers directly.
- c) Please reproduce the DCF table with a row showing the customer attachment costs (i.e., the meter, the pipe serving that customer only, labour, etc.) for each year broken out from other costs. If those costs are not included, please reproduce the DCF table including those costs.
- d) What are the average incremental operational costs for Enbridge per average residential customer (e.g., billing, etc.). Please provide a breakdown of these costs.
- e) Are the costs in (c) included in the DCF table?

Response:

- a) There are several factors that influence the cost of servicing that can result in significant variability between projects. These factors include but are not limited to: site specific ground conditions (e.g., presence of rock), land parcel and building configuration, service length, location and depth of the connecting main (for tie in), and customer type (design varies based on connected load).

Project specific service estimates are prepared for each community expansion project based on measured average service lengths, general sizing for the project



and site conditions. These project-specific estimates more accurately reflect the cost of servicing in the proposed project area, which may differ from the Company's regional averages (established across a broader geographic location).

The estimated average all-in service cost for the Project is \$11,692 per customer.<sup>1</sup> Enbridge Gas does not have average all-in costs specific to new build or conversion customers within the Project area.

- b) Please see Table 1 below for information regarding forecast customer attachments and estimated costs to attach customers by year. Enbridge Gas is not able to provide the estimated cost to attach customers by the amount that would be covered by rates and the amount that would be covered by customers directly. Enbridge Gas is not able to provide those amounts as they are not reasonably attributable to the specific costs to attach a customer (e.g., the meter, the pipe serving that customer only) versus the costs for other components of the Project (e.g., mains) and are attributed to the Project in its entirety.

For example, customers who attach to the natural gas system as part of the Project will be charged a System Expansion Surcharge which is not attributable to the costs to attach the customer versus the cost for other components of the Project. Similarly, NGEF funding is also not attributable in this manner.

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<sup>1</sup> This figure includes residential, commercial, and industrial customer connection costs.

Table 1  
Service Cost for Residential Customers

Line No.	Description	Year										
		1	2	3	4	5	6	7	8	9	10	Total
1.0	Forecasted attachment	72	55	39	25	11	6	6	6	5	5	230
2.1	Average service cost/customer (\$CAD)	11,692	11,692	11,692	11,692	11,692	11,692	11,692	11,692	11,692	11,692	11,692
2.2	Average excess footage charge/customer (\$CAD)	(52)	(52)	(52)	(52)	(52)	(52)	(52)	(52)	(52)	(52)	(52)
2.3	Average net service cost/customer (\$CAD)	11,640	11,640	11,640	11,640	11,640	11,640	11,640	11,640	11,640	11,640	11,640
2.4	Estimated total net service cost (\$CAD)	838,053	640,180	453,945	290,991	128,036	69,838	69,838	69,838	58,198	58,198	2,677,115

Notes:

All values are rounded to the nearest dollar.

Row 1.0 represents the forecasted customer attachments per year.

Row 2.1 represents the average base capital cost per customer to install a service for the Project.

Row 2.2 represents the average excess footage charge per customer for the project (paid by customers). For the legacy Union Gas franchise area, this excess footage charge is \$45/m after the first 30 m from the property line. The new connection policy proposed in the rebasing application was not used in this analysis.

Row 2.3 represents the average net base capital cost per customer to install a service for the Project.

Row 2.4 represents the total net base capital cost for service installations for the forecasted customer attachment in the given year.

c) Please see Attachment 1 to the response at Exhibit I.ED-20.

d) The annual average incremental operational costs per average residential customer is shown in Table 2 below.

Table 2  
Annual Average Incremental Operational Costs

Line No.	Item	O&M Cost
1	Distribution Operations	\$49.45
2	Customer Care	\$56.16
3	Employee Benefits	\$6.81
4	Average Total O&M Cost per Residential Customer	\$112.42

e) Yes.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) What is the forecast average all-in cost to connect a new residential customer to the gas system, including the cost of the meter, regulator, the pipe serving that specific customer, and the installation costs? Please differentiate between conversions and new build customers if possible. Please provide figures for Enbridge as a whole, the Enbridge rate zones, and the Union rate zones, as available. Please also include a breakdown between direct costs, incremental overheads, and normalized system reinforcement costs.
- b) How much up-front capital can the revenue from an individual customer support while maintaining a PI of 1.

Response:

- a) The estimated average all-in service cost for the Neustadt Community Expansion Project is \$11,692 per customer.<sup>1</sup> Enbridge Gas does not have average all-in costs specific to new build or conversion customers within the Project area. Please see the response to Exhibit I.ED-23 part a).

The average cost to connect a home to the natural gas system in the EGD rate zone<sup>2</sup> is \$5,673 and Union rate zone<sup>3</sup> is \$8,097.<sup>4</sup>

Regarding the requested breakdown between direct costs, incremental overheads and normalized system reinforcement costs, please see the response to Exhibit I.ED-20 including Attachment 1.

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<sup>1</sup> Note: This figure includes residential, commercial and industrial customer connection costs.

<sup>2</sup> The average cost to connect a home in the EGD rate zone includes the weighted average cost of both new construction and existing homes and is based on the 2024 forecast revenues and costs.

<sup>3</sup> The average cost to connect a customer in the Union rate zones is the average cost of all types of customers including residential, commercial, apartments and industrial and is based on the 2024 forecast revenues and costs.

<sup>4</sup> EB-2022-0200, Exhibit JT3.11.

b) For the Project, the upfront capital that can be supported by an individual customer is \$11,520. This number is derived by dividing the net capital cost (\$2,649,575) by total forecast customers (230).

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) Please provide a table showing the full calculations and assumptions used to generate the revenue forecast from the customer attachment forecast. Please include, among other things, the annual customer attachments, annual customer totals, the use per customer, and the revenue generated per customer.
- b) If the customer attachment forecast underlying the DCF table differs from the one set out in Exhibit B, Tab 1, Schedule 1, Page 7, please explain and provide a reconciliation table.
- c) Does Enbridge agree that the number of customer attachments could be impacted by the relative cost-effectiveness of converting to gas versus converting to high-efficiency cold climate air source heat pumps? If not, please explain.
- d) Does Enbridge agree that the number of customer attachments could be impacted by customer perceptions of the relative cost-effectiveness of converting to gas versus converting to high-efficiency cold climate air source heat pumps? If not, please explain.
- e) Please explain the basis for all of the average use assumptions underlying the revenue forecast.
- f) Please provide the full underlying assumptions and calculations used to determine the average use figures for customers in this area.
- g) Please provide actual average use figures for the closest area to the project that Enbridge has data for.
- h) If average use figures are higher than the actual use for Enbridge customers overall, please explain
- i) Please provide average use figures for Enbridge customers generally and for the applicable rate zone.
- j) As a condition of approval, is Enbridge willing to bear all of the risk that the actual average use of customers in this project is lower than forecast?

Response:

- a) Please see Attachment 1.

- b) The customer attachment forecast does not differ.
- c-d) No. The attachment forecast is based on the energy interests expressed by actual residents and business-owners within the Project area, which intrinsically incorporate all factors including financial and non-financial considerations. The Company has no reason to believe that the attachment forecast is inaccurate.
- e-f) Typically, the average use for residential customers is estimated based on historical averages by dwelling type (e.g., single, semi-detached, townhouse), and characteristics such as square footage and number/type of equipment information are considered when available. There is no single, standard calculation methodology that applies in all circumstances. The average use estimation for non-residential (commercial/industrial) customers is made using various methods including historical knowledge of type of business, and potential connected load (where available) derived from field verification.
- g) The project team does not have access to data for a nearby or similar project to provide a timely response for this interrogatory. Additionally, each community is unique, so it is not appropriate or valuable to compare the data for a nearby community.
- h) The weighted average residential use for Neustadt of 2173 m<sup>3</sup>/yr as stipulated in Attachment 1 is on par with the Union rate zone typical average for a residential customer of 2200 m<sup>3</sup>/yr.
- i) The typical Residential Rate M1 average use is approximately 2,200 m<sup>3</sup>/yr. The Union rate zone average use is approximately 3,600m<sup>3</sup>/year (inclusive of all customer types). The overall Enbridge Gas average use is approximately 4000 m<sup>3</sup>/yr (inclusive of all customer types, sectors and rate classes)
- j) Please see response at Exhibit I.ED-42.













ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) Please describe all studies and analysis that Enbridge has undertaken to determine the likelihood of residential customers switching from gas to electric heat pumps before the end of the 40-year revenue horizon (if any). Please file any studies or assessments that were undertaken.
- b) Please confirm that customers with propane furnaces that attach to Enbridge's system will be able to convert their existing furnaces to burn methane gas without replacing those furnaces?
- c) What is the estimate average age of propane furnaces for Enbridge customers in the expansion area? Please base the average on the best available information, including the Innovative Research Group survey results, and confirm whether the answer has added three years to the average life to reflect the passage of three years since the survey was conducted.
- d) If a customer with a propane furnace converts it to methane gas to connect to Enbridge's system, please confirm that they could subsequently switch away from Enbridge's system in favour of an electric heat pump when their furnace reaches the end of its life.

Response:

- a) Enbridge Gas is not aware of, nor has it undertaken the requested analysis. The market survey results provided at Attachment 3 to Exhibit B, Tab 1, Schedule 1 are currently the best available information regarding potential customers' energy preferences in the Project Area. Customers are able to choose from all available energy sources the mix of energy that works best to meet their specific needs. A customer that is considering an electric heat pump may also choose retain their furnace as a backup to supplement their electric heating equipment.

- b) In vast majority of cases the answer is yes. The conversion of a furnace from propane to natural gas does not typically require an entirely new furnace. Customers should consult with a licensed HVAC contractor to confirm if their particular furnace is a good candidate for conversion. Typically, the only limiting factor would be the age of the furnace and if parts are readily available. In most cases furnaces 10 years of age or newer are good candidates for conversions.
- c) Enbridge Gas interprets the request as pertaining to prospective customers in the Neustadt project area and not existing Enbridge Gas customers. The average age of propane systems used as the primary heating source was 7.29 years when measured by the Forum survey between August 23 and September 18, 2022. For the purpose of calculating the average, responses of “less than one year old” were counted as 1.
- d) Confirmed.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) How Enbridge will track and report on variances in average use, and potential revenue shortfalls arising therefrom over time, and who will bear those risks as between the shareholder and ratepayer in light of the average use variance account?
- b) With respect to the revenue generated in the first 10 years, does Enbridge or do ratepayers bear the risk of average use being lower than forecast? Please explain. Please describe how the average use variance account is relevant to this question.
- c) With respect to the revenue generated in the final 30 years, does Enbridge or do ratepayers bear the risk of average use being lower than forecast? Please explain. Please describe how the average use variance account is relevant to this question

Response:

a - c)

Please see the response at Exhibit I.ED-42.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) Please provide Enbridge's best estimate of the relative cost-effectiveness of an average customer in the project area converting to an air-source cold climate heat pump versus gas. Please generate (i) the lifetime difference in total capital costs and operational costs (NPV) based on customer prices over the equipment lifetime and (ii) the difference in average annual operational costs over the equipment lifetime. Please include all material customer-facing costs and benefits, including energy costs, carbon costs, the Greener Homes Grant incentives for heat pumps, and the gains from more efficient summer cooling of an air source heat pump versus a traditional air conditioner. Please provide all calculations and assumptions. Please make assumptions and state caveats as necessary.
- b) Please re-run the cost comparison spreadsheet underlying (a) with the following assumptions:
  - i) Customer-facing gas and electricity prices for the project area are based on either: (A) the average price over the past 12 months inflated by 2% annually going forward or (B) the current prices inflated by 2% annually going forward;
  - ii) A carbon price forecast consistent with the IESO 2050 Pathways to Decarbonization Report, namely: that the carbon price "[c]ontinues rising by \$15/tonne from 2030-2035, and thereafter increases with the rate of inflation."
  - iii) The installed cost and performance (COP/HSPF & SEER) of the cold climate air source heat pump is based on the Moovair Central heat pumps;<sup>1</sup>
  - iv) The average SEER of an air conditioner is 13 (per EB-2021-0002, Exhibit I.10h.STAFF77);
  - v) Two scenarios for water heating: (A) the customer keeps their existing electric water heater and (B) the customer purchases a Rheem hybrid high-efficiency heat pump water heater;
  - vi) The customer's air conditioner is at 50% of its useful lifetime and its future replacement costs are avoided if the customer installs a heat pump; and
  - vii) The customer will incur the average Extra Length Charge if they switch to gas.

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<sup>1</sup> The specs for the Moovair central can be found here: <https://moovair.ca/central-moov-2022/>.



- c) Fall each scenario, please provide the lifetime NPV and the first-year annual operating costs for both options.
- d) Please provide the live spreadsheets containing these calculations.
- e) Please confirm that Moovair is a heat pump developed and sold by The Master Group, which is the largest independent HVAC-R distributor in Canada<sup>2</sup>. [To explain why we suggest using that model as a concrete example.]
- f) Do the average-use figures assumed in Enbridge's revenue forecast correspond to customers with gas for space heating only or also gas for other uses, such as water heating?
- g) Please confirm that there are over 430 models of centrally-ducted heat pumps on the Greener Homes Grant eligible equipment list with an HSPF (Region 5) of 10 or higher and that the top-rated Carrier 3-ton units have an HSPF (Region 5) of 11.3.
- h) Please confirm that there are over 270 models of centrally-ducted heat pumps rated for 30,000 BTUs or higher on the Greener Homes Grant eligible equipment list with an HSPF (Region 5) of 10 or higher.
- i) Please provide the conversion rate between region 4 and 5 HSPF figures and between HSPF and COP.
- j) Please provide a table for the duration of the customer attachment horizon with rows for:
  - i) The number of forecast attachments;
  - ii) The average capital cost per attachment (e.g., dedicated service line and meter);
  - iii) The amount of the attachment costs in (ii) covered by rates on average;
  - iv) The amount of the attachment costs in (ii) covered by the customer on average;
  - v) The total attachment costs (dedicated service line and meter) for each year; and
  - vi) A reconciliation of (v) with the incremental capital figures in the DCF table in E-1-1 Attachment 2
  - vii)

Response:

- a) The Company does not have information regarding annual fuel costs and/or customer lifetime cost-effectiveness for electric heat pumps, specific to the homes in the Project area. However, in Q1 2023 the Company engaged Guidehouse Inc. (Guidehouse) to provide an assessment of the annual operating costs of high-

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<sup>2</sup> <https://moovair.ca/why-moovair/>

efficiency electric cold climate air source heat pumps (ccASHP) within four Ontario climates (Windsor, Toronto, Ottawa, and Thunder Bay) at three peak winter design loads (2.5 tons, 4 tons, and 5 tons). The Guidehouse report can be found at Attachment 1 to this response. The spreadsheet model referenced on page 1 of the Guidehouse report is provided as a live Excel document at Attachment 2 to this response.

It is important to note that the scope of the Guidehouse report consisted of an assessment of annual operating costs and did not include an assessment of upfront capital costs which are required to conduct a customer lifetime cost-effectiveness analysis of converting a home to a high-efficiency electric ccASHP configuration.

Assessing the upfront costs required to convert a home to a high-efficiency electric ccASHP configuration requires consideration of several factors, which results in a more complex analysis than assessing the upfront costs required to convert a home to a natural gas furnace configuration. For example, in addition to the cost of the heat pump itself, a home could also require electrical panel upgrades, exterior service upgrades from the electric utility, internal wiring upgrades, duct work improvements, etc. Enbridge Gas understands that there is a wide range of potential upfront costs depending on the existing configuration of the home itself. For this reason, the Company is not able to provide an average upfront cost, which would be required to develop an average customer lifetime cost-effectiveness analysis. Any attempt to do so would result in an oversimplification of the conversion costs and would not necessarily be representative of the actual conversion costs for specific homes in the Project area.

In May 2023, the Company requested low-end and high-end upfront cost estimates from HVAC contractors for conversions to both high-efficiency electric ccASHP configurations and natural gas furnace configurations. The request for information from Enbridge Gas to HVAC contractors can be found at Attachment 3 to this response. Five HVAC contractors responded to Enbridge Gas's request, each providing low-end and high-end upfront cost estimates. A summary of the responses from HVAC contractors can be found at Attachment 4 to this response. The overall low-end and high-end results based on the information from HVAC contractors are provided in Table 1. Enbridge Gas cautions that the results are meant to be illustrative and that more refined research would be required to establish robust estimates/assumptions.

Table 1  
Upfront Costs

	Low-end Upfront Cost	High-end Upfront Cost
Conversion to Natural Gas Furnace Configuration	\$3,890	\$11,500
	Low-end Upfront Cost	High-end Upfront Cost
Conversion to High-Efficiency Electric ccASHP Configuration	\$11,400	\$50,500

Subject to meeting program eligibility requirements certain homeowners could be eligible for up to \$5,000 in grants from the federal government for qualifying electric air source heat pumps. See Table 2 for the inclusion of the grant to the low-end upfront cost scenario for the conversion to high-efficiency electric ccASHPs. Since not all applications are necessarily eligible for the grant, the high-end upfront cost scenario does not include the grant amount.<sup>3</sup>

Table 2  
Upfront Costs, including \$5,000 Federal Grant

	Low-end Upfront Cost (a)	High-end Upfront Cost (b)
Conversion to Natural Gas Furnace Configuration	\$3,890	\$11,500
	Low-end Upfront Cost (c)	High-end Upfront Cost (d)
Conversion to High-Efficiency Electric ccASHP Configuration	\$6,400	\$50,500

It should be noted that there is not necessarily a correlation between the upfront costs for conversions to high-efficiency electric ccASHP configurations and conversions to natural gas furnace configurations. More specifically, a home may require upfront costs to convert to a natural gas furnace configuration that is on the low-end of costs for that configuration, whereas that same home may require upfront costs to convert to a high-efficiency electric ccASHP that is on the high-end of costs for that configuration – and vice versa. For example, a home may not require any additional costs beyond the natural gas furnace itself to convert to a natural gas furnace configuration, whereas that same home may require additional costs beyond the electric heat pump to convert to a high-efficiency electric ccASHP (such as electrical panel upgrades, exterior service upgrades from the electric utility, internal wiring upgrades, duct work improvements, etc.). For this reason, a more accurate approach to assessing a home’s potential range of upfront conversion costs would

<sup>3</sup> The high-end up-front cost scenario reflects the high-end upfront cost that consumers may potentially incur to convert their home to a high-efficiency electric ccASHP configuration. As such, if not all electric heat pump applications are eligible for the grant, it would not be appropriate to include the grant in the potential high-end upfront cost scenario.

be to compare the low-end and high-end upfront costs of each configuration to each other (rather than comparing the low-end upfront cost of each configuration to each other, and the high-end upfront cost of each configuration to each other).

Using the figures in Table 2 and Table 3 provides the upfront cost comparison between (i) the low-end upfront cost of conversion to a high-efficiency electric ccASHP configuration compared to the high-end upfront cost of conversion to a natural gas furnace configuration, and (ii) the high-end upfront cost of conversion to a high-efficiency electric ccASHP configuration compared to the low-end upfront cost of conversion to a natural gas furnace configuration.

Table 3  
Upfront Cost Comparison

	Low-end Upfront Cost ( $e = c - b$ )	High-end Upfront Cost ( $f = d - a$ )
Conversion to High-Efficiency Electric ccASHP Configuration		
vs.	-\$5,100	\$46,610
Conversion to Natural Gas Furnace Configuration		

A negative figure in Table 3 above means the upfront cost for conversion to a high-efficiency electric ccASHP configuration is lower than the upfront cost for conversion to a natural gas furnace configuration. A positive figure means the upfront cost for conversion to a high-efficiency electric ccASHP configuration is higher than the upfront cost for conversion to a natural gas furnace configuration.

To provide ranges for the customer lifetime cost-effectiveness of converting a home to a high-efficiency electric ccASHP configuration compared to a natural gas furnace configuration, Enbridge Gas combined the upfront cost information in Table 3 with the annual operational cost information from the Guidehouse study. The following 12 scenarios were assessed.

- Toronto, low-end upfront cost, 2.5 ton
- Toronto, low-end upfront cost, 4 ton
- Toronto, low-end upfront cost, 5 ton
  
- Toronto, high-end upfront cost, 2.5 ton
- Toronto, high-end upfront cost, 4 ton
- Toronto, high-end upfront cost, 5 ton
  
- Ottawa, low-end upfront cost, 2.5 ton
- Ottawa, low-end upfront cost, 4 ton
- Ottawa, low-end upfront cost, 5 ton

- Ottawa, high-end upfront cost, 2.5 ton
- Ottawa, high-end upfront cost, 4 ton
- Ottawa, high-end upfront cost, 5 ton

Please see Attachment 5 to this response for details regarding the natural gas costs (including carbon costs) used in the assessment, provided as an Excel document with formulae intact. The natural gas costs used in the assessment are based on April 2023 QRAM for Rate 1 including SES. The carbon costs reflect the Federal carbon charge escalating to \$170/tCO<sub>2e</sub> by 2030.<sup>4</sup> The electricity costs used in the assessment are consistent with the approach described in response to Exhibit I.ED-1 parts c) – d) (i.e., 0.1133 \$/kWh).

It is important to note that the energy costs used in the analysis are a snapshot in time and thus may not be reflective of consumer expectations for long-term energy prices. For example, natural gas commodity prices experienced a significant short-term increase in 2022 due to various factors including geo-political conflicts and COVID-19 pandemic-related economic impacts. Such factors impacting the volatility and increase in natural gas prices observed in 2022 are considered to be unique and commodity prices are already stabilizing and declining relative to 2022.

See Table 4 for the customer lifetime cost-effectiveness of high-efficiency electric ccASHP configurations when compared to natural gas furnace configurations, based on the information described above. Please see Attachment 6 to this response for the calculations underlying the figures in Table 4, provided as an Excel document with formulae intact.<sup>5</sup>

Table 4  
Customer Lifetime Cost-Effectiveness of High-Efficiency Electric ccASHP Configurations when compared to Natural Gas Furnace Configurations<sup>6</sup>

Scenario	Customer Lifetime Cost-Effectiveness (Low-End Upfront Cost)	Customer Lifetime Cost-Effectiveness (High-End Upfront Cost)
Toronto, 2.5 ton	\$12,087	-\$39,623
Toronto, 4 ton	\$16,269	-\$35,441
Toronto, 5 ton	\$19,059	-\$32,651
Ottawa, 2.5 ton	\$12,674	-\$39,036
Ottawa, 4 ton	\$17,204	-\$34,506
Ottawa, 5 ton	\$20,219	-\$31,491

A positive figure in Table 4 above means the customer lifetime cost-effectiveness for conversion to a high-efficiency electric ccASHP configuration is more favourable

<sup>4</sup> <https://www.enbridgegas.com/en/residential/my-account/rates/federal-carbon-charge>

<sup>5</sup> Annual operational cost savings figures are not formulaic as they are outputs from the spreadsheet model.

<sup>6</sup> A 4% discount rate was used for the lifetime analysis.

when compared to conversion to a natural gas furnace configuration. A negative figure means the customer lifetime cost-effectiveness for conversion to a high-efficiency electric ccASHP configuration is less favourable when compared to conversion to a natural gas furnace configuration.

Based on the information in Table 4 above, conversion to a high-efficiency electric ccASHP configuration could be more cost-effective for space heating for some homeowners when compared to a conversion to a natural gas furnace configuration, whereas for other homeowners the natural gas solution would be more cost-effective.

Please note that the analysis does not consider water heating components which, if customers chose all-electric configurations, would require additional considerations (i.e., a comparison of upfront and operational costs for electric water heating solutions compared to natural gas water heating solutions).

Additionally, Enbridge Gas does not have information regarding high-efficiency electric ccASHPs with respect to summer space cooling. It should be noted that the inclusion of electric summer cooling to the cost-effectiveness analysis is complex as it would not only require a technical assessment of the performance efficiencies of electric summer cooling equipment types but also an assessment of the impact that electric heat pumps have on consumer energy bills for those consumers who would not opt for traditional electric summer cooling equipment with a natural gas furnace. Said differently, a home with a high-efficiency electric ccASHP configuration would have higher summer electricity cooling costs (i.e., higher energy costs) when compared to a home with a natural gas furnace configuration without air conditioning.

Notwithstanding cost-effectiveness analyses related to any energy solution (natural gas, electric heat pumps, or otherwise) Enbridge Gas submits that it is critical to assess the energy solution interests of actual residents and business-owners within the Project area. The Company cautions against relying on theoretical cost-effectiveness analyses as a solitary basis for determining consumer energy interests. Rather, the interests expressed by actual consumers within a particular Project area/community are directly reflective of those consumers' preferences and energy decisions as they inherently encompass all relevant factors, including financial and non-financial considerations.

- b)
- i. Enbridge Gas respectfully declines to provide the requested adjustments to the Company's analysis. There is no basis for the assumption that natural gas prices will increase annually by 2%. Natural gas prices vary based on several factors including market factors and do not typically escalate annually by a factor of 2%.
  - ii. Enbridge Gas respectfully declines to provide the requested adjustments to the Company's analysis. There is no basis for the assumption that carbon prices will

escalate annually by \$15/tonne from 2030-2035. Enbridge Gas is not aware of any announced policies indicating such. Enbridge Gas understands the source referenced by ED in the interrogatory to be part of a scenario analysis and not an expectation or forecast of carbon prices.

- iii. Regarding installed costs, Enbridge Gas could not identify installed cost figures within the source referenced by ED in the interrogatory, and as such cannot provide the requested adjustment to the Company's analysis. Regardless, Enbridge Gas cautions against making selective adjustments to the analyses based on information from a single manufacturer/distributor. Enbridge Gas submits that the upfront cost assumptions used in its analysis is more robust, as it relies on information from several HVAC contractors rather than a single manufacturer/distributor.

Regarding performance efficiency assumptions, Enbridge Gas respectfully declines to provide the requested adjustments to the Company's analysis, as it would be based on information from a single manufacturer/distributor. Enbridge Gas cautions against making selective adjustments to the analyses based on information from a single manufacturer/distributor. Enbridge Gas submits that the performance efficiency assumptions used in its analysis is more robust, as it relies on information from a variety of electric heat pump products rather than from a single manufacturer/distributor. To review the list of electric heat pump products incorporated in Enbridge Gas's analysis, please see the "All HP's NEEP Database" tab in Attachment 2 to this response.

- iv. As per the response to part a) above, Enbridge Gas does not have information regarding high-efficiency electric ccASHPs with respect to summer cooling, and the Company's analysis does not include summer cooling considerations. As such, Enbridge Gas is not able to include the requested summer cooling efficiency adjustments to the Company's analysis.
- v. As per the response to part a) above, the Enbridge Gas analysis does not consider water heating components. As such, Enbridge Gas is not able to include the requested water heating efficiency adjustments to the Company's analysis.
- vi. As per the response to part a) above, Enbridge Gas does not have information regarding high-efficiency electric ccASHPs with respect to summer cooling, and the Company's analysis does not include summer cooling considerations. As such, Enbridge Gas is not able to include the requested summer cooling efficiency adjustments to the Company's analysis.
- vii. Enbridge Gas respectfully declines to provide the requested adjustments to the Company's analysis. As per the response to part a) above, Enbridge Gas's analysis does not rely on average upfront cost assumptions when comparing the cost to convert a home to a high-efficiency electric ccASHP configuration versus a natural gas furnace configuration. Enbridge Gas understands that there is a wide

range of potential upfront costs depending on the existing configuration of the home itself. For this reason, the Company is not able to provide an average upfront cost, and adding an average cost as per ED's interrogatory request would be incongruent with the analysis.

c) - d)

Please see the responses to part b) above.

e) The website referenced by ED in the interrogatory claims that the Moovair is developed by the Master Group and that the Master Group is the largest independent distributor of HVAC-R products in the country, however Enbridge Gas has not independently verified the information.

f) The average-use figures assumed in Enbridge Gas's revenue forecast correspond to space heating and other uses, such as water heating.

g) Confirmed.

h) Confirmed.

i) The HSPF ratings for region 4 can be approximately converted to HSPF ratings for region 5 by dividing the region 4 HSPF by 1.15.

j)

i) Please see Exhibit B-1-1, Table 2.

ii) Please see the response at Exhibit I.ED-23 part a).

iii.-iv.) Please see the response at Exhibit I.ED-23 part b).

v.-vi.) Please see the response and Attachment 1 at Exhibit I.ED-20.





**To:** Enbridge Gas Inc.  
**From:** Guidehouse  
**Date:** May 19<sup>th</sup>, 2023

**Re:** Comparison of heat pump configurations - All-electric (including air source heat pump/electric resistance supplemental) and Hybrid (ASHP/gas furnace backup) performance for space heating in Ontario homes

## Introduction

This memo has been prepared by Guidehouse to examine the performance and operational costs of all-electric and hybrid air source pump systems for typical Ontario homes. The presented costs reflect anticipated annual heating utility costs for an average homeowner, which represent the cost of operating the heating equipment only (note actual utility bills may range due to a variety of site-specific factors). Capital costs including equipment first costs, infrastructure upgrade costs within the home, and installation costs are out of scope and not considered in this analysis. The analysis does not represent an all-in lifecycle cost analysis. Given that installation costs are highly dependent on initial conditions and highly variable, the average installation cost is not useful from a policy perspective, as it is not indicative of any actual consumer experience. Four different heat pump configurations have been assessed with three different system sizes across four locations in Ontario. The analysis will assist Enbridge in evaluating the performance trade-offs between all-electric heat pump systems and hybrid heat pump systems backed up with natural gas.

## Approach

Heat pump heating performance was calculated using a custom-built spreadsheet tool developed for this analysis. The spreadsheet tool, titled "Enbridge Heat Pump Model" herein referred to as "the spreadsheet model", has been delivered with this memo and contains additional details regarding the specific calculation methodologies used for this analysis.

Four different heat pump configurations were considered for this analysis:

- Hybrid Heating Heat Pump Coil with Existing Furnace
- Hybrid Heating Heat Pump with New Furnace
- Cold Climate Heat Pump
- Non-Cold Climate Heat Pump

System performance criteria was developed to fully characterize each of the systems including the development of capacity and efficiency performance curves, heat pump efficiencies, and supplemental heating efficiencies. Whole building energy modeling with EnergyPlus was used to model single family residential prototype models and generate hourly heating profiles for four locations across Ontario: Ottawa, Toronto, Windsor, and Thunder Bay. The system performance criteria in conjunction with the heating profiles from the energy model are used within the spreadsheet model to calculate hourly consumption of natural gas and electricity for each of the system configurations. Performance is calculated for each system type and location at three peak winter design loads: 30,000 Btu/hr (2.5 tons), 48,000 Btu/hr (4 tons), and 60,000 Btu/hr.

A baseline scenario with new 95% annual fuel utilization (AFUE) furnace serves as the comparator the heat pump systems are measured against. The following performance metrics are reported:

- Electricity/natural gas consumption
- Peak hourly consumption
- Energy cost/savings
- Greenhouse gas emissions

## System Characterization

Heat pump heating performance curves were developed for four heat pump configurations: hybrid heating heat pump coil with existing furnace, hybrid heating heat pump with new furnace, cold climate heat pump with electric resistance backup heating, and a traditional non-cold climate heat pump with electric resistance supplemental heating<sup>1</sup>. To define these system configurations and develop the performance curves needed to assess heating system performance, a large database of heat pump equipment and performance values (Northeast Energy Efficiency Partnerships - NEEP 2019 database, which contains more than 5,000 heat pump systems) was used to calculate the average market performance for each of the system configurations. The heat pump criteria used to define each scenario and stratify the NEEP database entries are as follows:

**Hybrid Heating Heat Pump Coil with Existing Furnace:** AHRI Type HRCU-A-C with centrally ducted configuration. Heat pump maintenance capacity (max 5°F/-15°C capacity divided by rated 47°F/8°C capacity) less than 80% - non cold climate heat pump.

**Hybrid Heating Heat Pump with New Furnace:** AHRI Type HRCU-A-CB with integrated furnace and centrally ducted configuration. Heat pump maintenance capacity (max 5°F/-15°C capacity divided by rated 47°F/8°C capacity) less than 80% - non cold climate heat pump.

**Cold Climate Heat Pump:** AHRI Type HRCU-A-CB and HMSV-A-CB AHRI type with centrally ducted configuration and maintenance capacity (max 5°F/-15°C capacity divided by rated 47°F/8°C capacity) greater than 80% - cold climate heat pump.

**Non-Cold Climate Heat Pump:** AHRI Type HRCU-A-CB and HMSV-A-CB AHRI type with centrally ducted configuration and maintenance capacity (max 5°F/-15°C capacity divided by rated 47°F/8°C capacity) less than 80%.

The supplemental heating system types considered are as follows:

**Hybrid Heating Heat Pump Coil with Existing Furnace:** Natural gas 90% AFUE.

**Hybrid Heating Heat Pump with New Furnace:** Natural gas 95% AFUE

**Cold Climate Heat Pump:** Electrical resistance

**Non-Cold Climate Heat Pump:** Electrical resistance

Note the hybrid heat pump performance is not the same between the two configurations. Table 1 includes the different performance metrics used for each system configuration, which are based on the market performance from the NEEP database. The coil only heat pumps that are installed with existing furnaces and new hybrid systems where the heat pump is sold integrated with the furnace have different average performances, which are reflected in this analysis.

Performance curves were generated for capacities and efficiencies at maximum and rated conditions (performance reported at 8°C, -8°C, and -15°C) for each of the four heat pump configurations, see the "Curve Data" tab in the spreadsheet model for details. Capacity and efficiency curves in combination with additional input criteria are used to extrapolate system performance metrics at ambient temperatures ranging from 16°C to -34°C (the lowest temperature experienced across the four climate locations). Additional input criteria include sizing ratios, heating load profile, heat pump efficiency, furnace efficiency, capacity, airflow rates, and fan power. In addition to capacity and efficiency curves, a defrost performance curve is also used to account for negative performance impacts attributed to defrost mode during operation below 4°C<sup>2</sup>. The heat pump efficiencies and sizing ratios defined in Table 1 were derived from the NEEP database with the remaining fields reflecting standard performance values.

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<sup>1</sup> Supplemental heating refers to heating that occurs in tandem with heat pump heating whereas backup heating refers to a heating source that meets 100% of the heating load without the heat pump running.

<sup>2</sup> Winkler, Jon. Laboratory Test Report for Fujitsu 12RLS and Mitsubishi FE12NA Mini-Split Heat Pumps.

**Table 1: Heat Pump Input Criteria**

System Configuration	Heat Pump COP at Rated Capacity at 47°F/8 °C <sup>(2)</sup>	Heat Pump COP at Max Capacity at 47°F/8°C <sup>(2)</sup>	Heat Pump Max Capacity Sizing Ratio <sup>1</sup>	Supplemental Efficiency	Fan Power (W/Ton)	Lockout Temp (C) <sup>(3)</sup>
Hybrid Heating Heat Pump Coil with Existing Furnace	3.4	3.1	1.08	90% AFUE	90	-18
Hybrid Heating Heat Pump Coil with New Furnace	4.0	3.8	1.08	95% AFUE	90	-18
Cold Climate Heat Pump	4.3	4.0	1.17	1 COP	90	-26
Non-Cold Climate Heat Pump	4.0	3.7	1.11	1 COP	90	-18

(1) Modern heat pumps are often variable capacity equipped with variable speed compressors. The rating performance values reflect the performance at rated conditions, but variable speed equipment is capable of modulating capacity beyond the rated values. The “Max” values in Table 1 are performance values achieved when the variable speed compressor is running at maximum speed.

(2) The efficiency values shown in Table 1 are consistent for all load sizes for each of the configurations

(3) The minimum temperature the heat pump can operate before the compressor shuts off

Heat pump controls were modeled based on smart controllers that automatically enable supplemental heating based on available capacity. A dynamic crossover strategy optimized for lowest operational cost is used to produce the results in this analysis where the supplemental heating is engaged when the heat pump heating cannot satisfy the heating load. If smart controllers were not used the temperature at which the hybrid heating systems switch from heat pump heating to furnace heating would be set to a fixed temperature by the HVAC contractor during installation. The most cost-effective switchover temperature will vary depending on utility rates, equipment performance, and load conditions and can vary home by home. HVAC contractors typically don’t have access to the information required to determine the optimal switchover temperature and often use the same conservative (higher) switchover temperature for all homes. This results in longer furnace runtimes and minimizes the potential benefit of the heat pumps.

## System Sizing

The results of this analysis include the performance of each heat pump configuration run at three different heating loads, 30,000 Btu/hr (2.5 tons), 48,000 Btu/hr (4 tons), and 60,000 Btu/hr (5 tons). These load sizes reflect low, medium, and large load conditions characterizing the full residential housing stock from small townhouses to large single family detached homes. The Canmet Air-Source Heat Pump Sizing and Selection Guide was used to determine the heating capacity for each heat pump configuration at the different load sizes – 2.5, 4, and 5 tons<sup>3</sup>. Different sizing guideline options were used for the different system configurations based on the supplemental/backup heating sources and heat pump prioritization.

Canmet guidelines option 4B, which utilizes a balanced heating and cooling approach, was used for the hybrid heating configurations resulting in a nominal heat pump heating capacity estimated at half a ton less than the design load. This analysis uses a simplified approach of a consistent half ton capacity reduction for all the system load sizes rather than changing the capacity reduction relative to load. Heat pump operation is prioritized during mild to moderate heating conditions while natural gas is used as the primary heating source during the coldest periods.

The non-cold climate heat pump configuration utilized sizing option 4C, which has an emphasis on heating. This sizing strategy resulted in a nominal heat pump capacity equal to the heating load. Electric resistance heating will supplement the heat pump with additional heating capacity during periods where the heating load cannot be met with heat pump heating alone.

For the cold climate heat pump configuration option 4D was used which sizes heating capacity based on the heating load at design conditions. This resulted in a nominal heat pump capacity half a ton larger than the heating load to account for the reduced capacity at colder temperatures ensuring nearly the entire heating load is met with heat pump and minimal electric resistance supplemental heating is used.

<sup>3</sup> <https://natural-resources.canada.ca/maps-tools-and-publications/tools/modelling-tools/toolkit-for-air-source-heat-pump-sizing-and-selection/23558>

**Load Profiles**

Whole building energy modeling was performed using the EnergyPlus simulation engine with US Department of Energy single family residential prototype energy models to generate hourly heating load profiles for each of the following weather locations: Toronto, Ottawa, Windsor, and Thunder Bay. These locations capture the range of heating load profiles found throughout Ontario. In order of lowest heating load to highest heating load the four weather locations are organized as follows: Windsor, Toronto, Ottawa, and Thunder Bay. See the “Weather Profiles” tab in the spreadsheet model for heating load profile details. TMYx weather files were used to simulate the energy models for each of the locations. TMYx weather files include hourly data and are based on recent 15-year weather data, which more accurately reflects current and changing weather profiles than traditional TMY weather files made up of 30 plus years of historic weather data.

The heating load profiles are used with the heat pump performance curves to calculate the hourly heating load, available heat pump heating capacity, heat pump heating efficiency, and heat pump supplemental heating coil run times. The peak demand is calculated as the maximum single hour consumption and the annual consumption is the combined total of all the hours of operation.

**Utility Costs**

Utility costs are based on Enbridge natural gas rates (EGD Rate 1) and Toronto time of use (TOU) electricity rates (as of May 2023), which were used to calculate the operational costs for each system configuration.<sup>4,5</sup> No assumptions have been made about forward price curves and utility rates for either natural gas or electricity, including increases in carbon costs. Note, utility costs can readily be updated in the “Utility Data” tab in the spreadsheet model to assess the impact of rate changes. While utility costs vary by region, the relative cost difference between electricity and natural gas is similar and regional differences in utility costs have a minimal impact on overall results.

**Table 2: Utility Pricing**

Electricity			
Electricity TOU Price Periods	Winter (Nov 1 Apr 30)	Summer (May 1 Oct 31)	Prices (c/kWh)
Off-Peak	Weekdays 7pm-7am, Weekends All Day	Weekdays 7pm-7am, Weekends All Day	10.0
Mid-Peak	Weekdays 11am-5pm	Weekdays 7am-11am and 5pm - 7am	12.8
On-Peak	Weekdays 7am - 11am and 5pm-7pm	Weekdays 11am-5pm	17.8
Natural Gas Rate (\$/m3)			
0.42			

**Carbon Emissions**

Marginal carbon emission rates for electricity generation are based on the Power Advisory Report “Marginal Greenhouse Gas Emission Factors for Ontario Electricity Generation and Consumption”<sup>6</sup> and natural gas carbon emission rates are based on the carbon content of the fuel, which is equivalent to 1.93 kg of CO<sub>2</sub>e per cubic meter of natural gas.<sup>7</sup>

<sup>4</sup> [https://www.enbridgegas.com/residential/my-account/rates?qad=1&gclid=CjwKCAjwge2iBhBBEiwAfXDDBR8ZtTx-o5AMck7eqhNsGF09TgHkGhWpLhwqPabwVtySQ8WVM95\\_NHhoCvdsQAvD\\_BwE](https://www.enbridgegas.com/residential/my-account/rates?qad=1&gclid=CjwKCAjwge2iBhBBEiwAfXDDBR8ZtTx-o5AMck7eqhNsGF09TgHkGhWpLhwqPabwVtySQ8WVM95_NHhoCvdsQAvD_BwE)

<sup>5</sup> <https://www.torontohydro.com/for-home/rates>

<sup>6</sup> [http://consortia.myescenter.com/CHP/Power\\_Advisory\\_Report\\_on\\_Marginal\\_Emission\\_Factors\\_for\\_Ontario\\_Electricity\\_Generation\\_Oct2020.pdf](http://consortia.myescenter.com/CHP/Power_Advisory_Report_on_Marginal_Emission_Factors_for_Ontario_Electricity_Generation_Oct2020.pdf)

<sup>7</sup> Environment and Climate Change Canada. (2022, April 14). 2022 National Inventory Report 1990-2020: Greenhouse Gas Sources and Sinks in Canada. Part 2. Table A6.1-1 and Table A6.1-3. <https://unfccc.int/documents/461919>

## Results

Table 3 through Table 18 show performance summary results including total energy consumption, peak demand, energy cost, and carbon emissions for all four scenarios at each location and for each heating load.<sup>8</sup>

### Key Findings

- The cold climate heat pump configuration emits the least CO<sub>2</sub> emissions of all system configurations regardless of location or load size.
- The cold climate heat pump has the best cost performance in Windsor (most mild climate) while the hybrid heating heat pump with new furnace is the cheapest to operate in Toronto, Ottawa, and Thunder Bay.
- Increase in electric peak demand is lower for hybrid heating systems with furnace backup than all electric system configurations with electric resistance supplemental heating.

Natural gas is approximately three times cheaper than electricity on a cost per unit energy basis, however the high efficiency of heat pump systems overcome the fuel pricing disparity resulting in net operational cost saving when using a heat pump in a moderate climate (COP > 3) compared to a furnace. While heat pump heating outperforms a furnace when operating at nameplate efficiencies the physical limitations of heat pump heating yields reduced efficiency and capacity at lower ambient temperatures ultimately requiring a supplemental heating source to satisfy the heating load. Note in Tables 7-18 the cold climate annual COP is often lower than the non-cold climate heat pump option because it spends more time running at lower temperatures with a lower efficiency. In contrast furnace efficiency is not impacted by ambient air temperature and operates at a consistent efficiency.

Between electric resistance (COP of 1) and natural gas furnace backup heating options, the furnace is more cost effective than electric resistance heating. Regions that are subject to extreme cold will experience lower average heat pump efficiencies and rely increasingly on supplemental heating sources compared to systems operating in more moderate climates. This means the system configurations that maximize heat pump operation and minimize electric resistance supplemental heating will have the best cost performance, which is supported in the modeling outputs shown below. The cold climate heat pump is the most cost-effective all electric option and the most cost effective overall for Windsor, the mildest simulated location, where no supplemental electric resistance heating is used. In Windsor both all-electric heat pump configurations can maintain an annual COP greater than 3 and operate at a lower cost than the hybrid configurations. The hybrid heat pump with a high efficiency furnace is the most cost-effective option for all other simulated weather locations - Toronto, Ottawa, and Thunder Bay, which experience colder temperatures and have a higher heating load requiring more supplemental heating resulting in lower average heat pump performance.

### Additional Considerations

In addition to thermal performance and operational cost there are several practical issues that must be considered when electrifying existing fossil fuel HVAC systems. Additional infrastructure updates may also be required within the home, and the costs associated with addressing any of these issues can vary widely based on existing conditions and should be considered for all electrification endeavors.

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<sup>8</sup> Costs shown in results tables reflect consumption-based costs and do not include monthly fixed costs. It is assumed that gas and electric service will remain in use at all sites for all system configurations.

### Homeowner Considerations

- **Cost & Equipment Life:** First costs for a whole home heat pump system can range from CAD \$10,000-\$20,000<sup>9</sup>. and are typically two to four times as expensive as a conventional furnace. The expected equipment lifetime for heat pumps (15 years) is also shorter than traditional furnaces (20 years).<sup>10</sup>
- **Electric service:** The electric service to the home must be able to accommodate the additional load of an all-electric heating system. Many existing homes have 60–100 amp service, which will not be able to support electric heating, especially if other end-uses such as domestic hot water or cooking ranges are also being converted to electric. Upgrading service capacity to 200 amps will typically cost CAD \$3,000-\$5,000 and depending on the home vintage and existing conditions additional wiring upgrades beyond the electric panel may also be necessary.<sup>9</sup>
- **Existing HVAC infrastructure:** It is important to consider the distribution system effects when installing a heat pump with existing ductwork. The duct size, static pressure, duct leakage, duct location (conditioned vs unconditioned) should all be considered during system selection. For example, fossil fuel furnaces traditionally have a higher temperature rise than heat pumps, thus requiring smaller ductwork with less airflow than needed to run a heat pump. If the duct conditions are not properly accounted for the heat pump could have inadequate airflow resulting in thermal comfort and/or maintenance issues.

### Utility Considerations

- **Peak demand period:** Typically, electric utilities experience peak demand during summer months driven by HVAC cooling operation. Electric heat pumps in cold climates often have a higher heating capacity than cooling capacity and subsequently have a higher peak demand when operating in heating mode compared to cooling. This can shift the peak demand period from the summer to the winter when fossil fuel heating equipment is replaced with electric heat pumps. Conversely, the installation of new high performance heat pump equipment will likely reduce summer peak demand due to increased equipment efficiency compared to existing cooling equipment.

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<sup>9</sup> <https://www.electricity.ca/knowledge-centre/journal/we-are-so-close-to-affording-zero-carbon-electric-home-heating/>

<sup>10</sup><https://remdb.nrel.gov/about.php>

Table 3 shows the annual peak hourly electric demand (kW) for each system configuration.

**Table 3: Max Annual Electric Peak kW (Compressor and Supplemental Heating)**

	Max Operational kW (Compressor and Auxiliary)				
	Scenario	Toronto	Ottawa	Windsor	Thunder Bay
<b>New Furnace (Fan Only)</b>	Small 30,000 Btuh (2.5 Tons)	0.2	0.2	0.2	0.2
	Medium 48,000 Btuh (4 Tons)	0.4	0.4	0.4	0.4
	Large 60,000 Btuh (5 Tons)	0.4	0.4	0.4	0.4
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	Small 30,000 Btuh (2.5 Tons)	2.2	2.2	2.2	2.1
	Medium 48,000 Btuh (4 Tons)	3.8	3.6	4.0	3.8
	Large 60,000 Btuh (5 Tons)	4.7	4.6	5.0	4.1
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	Small 30,000 Btuh (2.5 Tons)	2.4	2.4	2.4	1.6
	Medium 48,000 Btuh (4 Tons)	4.0	3.2	4.2	4.0
	Large 60,000 Btuh (5 Tons)	4.1	4.0	5.2	3.3
<b>Cold Climate Heat Pump</b>	Small 30,000 Btuh (2.5 Tons)	4.4	8.6	3.7	8.6
	Medium 48,000 Btuh (4 Tons)	7.2	13.7	6.0	7.2
	Large 60,000 Btuh (5 Tons)	9.1	17.1	7.5	17.1
<b>Non Cold Climate Heat Pump</b>	Small 30,000 Btuh (2.5 Tons)	8.0	8.6	5.1	8.6
	Medium 48,000 Btuh (4 Tons)	12.9	13.7	8.2	12.9
	Large 60,000 Btuh (5 Tons)	16.1	17.1	10.2	17.1

Table 4 shows the peak hourly electric demand during the utility peak period defined as 7am – 9am Monday through Friday. Note the values in Table 4 are slightly smaller than Table 3 as the annual system peak demand does not always fall within the utility peak demand period.

**Table 4: Max Peak Period kW (Compressor and Supplemental Heating)**




	Max Peak Period kW (Compressor and Auxiliary)				
	Scenario	Toronto	Ottawa	Windsor	Thunder Bay
<b>New Furnace (Fan Only)</b>	Small 30,000 Btuh (2.5 Tons)	0.2	0.2	0.2	0.2
	Medium 48,000 Btuh (4 Tons)	0.4	0.4	0.4	0.4
	Large 60,000 Btuh (5 Tons)	0.4	0.4	0.4	0.4
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	Small 30,000 Btuh (2.5 Tons)	2.1	2.1	2.2	1.8
	Medium 48,000 Btuh (4 Tons)	3.8	3.6	3.9	3.8
	Large 60,000 Btuh (5 Tons)	4.7	4.5	4.9	3.7
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	Small 30,000 Btuh (2.5 Tons)	2.3	1.8	2.3	1.5
	Medium 48,000 Btuh (4 Tons)	3.0	2.9	3.1	3.0
	Large 60,000 Btuh (5 Tons)	3.7	3.6	5.2	2.9
<b>Cold Climate Heat Pump</b>	Small 30,000 Btuh (2.5 Tons)	3.9	8.5	2.5	7.6
	Medium 48,000 Btuh (4 Tons)	6.2	13.5	4.0	6.2
	Large 60,000 Btuh (5 Tons)	7.7	16.9	5.0	15.3
<b>Non Cold Climate Heat Pump</b>	Small 30,000 Btuh (2.5 Tons)	6.2	8.5	3.1	7.6
	Medium 48,000 Btuh (4 Tons)	9.9	13.5	4.9	9.9
	Large 60,000 Btuh (5 Tons)	12.4	16.9	6.1	15.3



Table 5 and Table 6 include performance summaries for annual cost and carbon emissions. Tables 7 through 18 include the summary outputs for each system configuration and load size at each weather location.

**Table 5: Total Cost Savings by System Configuration and Location**

Scenario		Annual Heating Operational Cost (\$)				Annual Heating Cost Savings (\$)			
		Toronto	Ottawa	Windsor	Thunder Bay	Toronto	Ottawa	Windsor	Thunder Bay
<b>Baseline: Code 95% Furnace</b>	Small (2.5 Tons)	\$484	\$565	\$483	\$623				
	Medium (4 Tons)	\$775	\$904	\$772	\$997				
	Large (5 Tons)	\$969	\$1,130	\$965	\$1,246				
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	Small (2.5 Tons)	\$396	\$484	\$379	\$549	\$88	\$81	\$104	\$74
	Medium (4 Tons)	\$632	\$774	\$602	\$878	\$143	\$130	\$170	\$118
	Large (5 Tons)	\$790	\$967	\$751	\$1,098	\$179	\$163	\$214	\$148
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	Small (2.5 Tons)	\$361	\$445	\$343	\$511	\$124	\$120	\$140	\$112
	Medium (4 Tons)	\$577	\$712	\$548	\$818	\$198	\$192	\$225	\$178
	Large (5 Tons)	\$721	\$890	\$685	\$1,022	\$248	\$240	\$281	\$224
<b>Cold Climate Heat Pump</b>	Small (2.5 Tons)	\$371	\$486	\$335	\$607	\$114	\$79	\$148	\$16
	Medium (4 Tons)	\$594	\$779	\$535	\$973	\$181	\$125	\$237	\$24
	Large (5 Tons)	\$743	\$974	\$669	\$1,217	\$226	\$156	\$296	\$29
<b>Non Cold Climate Heat Pump</b>	Small (2.5 Tons)	\$386	\$562	\$339	\$745	\$98	\$3	\$143	-\$122
	Medium (4 Tons)	\$618	\$900	\$543	\$1,192	\$157	\$4	\$229	-\$195
	Large (5 Tons)	\$773	\$1,125	\$679	\$1,490	\$196	\$5	\$287	-\$244




-  Greatest Savings for 2.5 Ton Load
-  Greatest Savings for 4 Ton Load
-  Greatest Savings for 5 Ton Load



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**Table 6: Total Emissions and Total Emissions Savings by System Configuration and Location**

Scenario	Annual Heating Emissions (kgCO <sub>2</sub> e)				Annual Heating Emissions Savings (kgCO <sub>2</sub> e)				
	Toronto	Ottawa	Windsor	Thunder Bay	Toronto	Ottawa	Windsor	Thunder Bay	
<b>Baseline: Code 95% Furnace</b>	Small (2.5 Tons)	2,033	2,370	2,026	2,613				
	Medium (4 Tons)	3,253	3,792	3,242	4,181				
	Large (5 Tons)	4,066	4,739	4,052	5,226				
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	Small (2.5 Tons)	1,253	1,646	1,138	2,022	780	724	888	590
	Medium (4 Tons)	1,990	2,628	1,768	3,235	1263	1164	1474	945
	Large (5 Tons)	2,486	3,284	2,197	4,044	1580	1456	1856	1182
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	Small (2.5 Tons)	1,140	1,519	999	1,889	893	851	1028	723
	Medium (4 Tons)	1,823	2,429	1,591	3,023	1430	1362	1651	1158
	Large (5 Tons)	2,279	3,037	1,987	3,779	1788	1703	2065	1447
<b>Cold Climate Heat Pump</b>	Small (2.5 Tons)	1,018	1,321	918	1,652	<b>1016</b>	<b>1049</b>	<b>1108</b>	<b>961</b>
	Medium (4 Tons)	1,630	2,117	1,469	2,649	<b>1623</b>	<b>1674</b>	<b>1772</b>	<b>1531</b>
	Large (5 Tons)	2,038	2,649	1,837	3,314	<b>2028</b>	<b>2090</b>	<b>2216</b>	<b>1912</b>
<b>Non Cold Climate Heat Pump</b>	Small (2.5 Tons)	1,060	1,528	932	2,029	973	842	1095	584
	Medium (4 Tons)	1,697	2,444	1,491	3,246	1557	1347	1751	935
	Large (5 Tons)	2,121	3,055	1,863	4,057	1946	1684	2189	1168

 Greatest Savings for 2.5 Ton Load  
 Greatest Savings for 4 Ton Load  
 Greatest Savings for 5 Ton Load

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**Table 7: Results Table for Toronto with a 2.5 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	4,798	33,658,351	100%	30	263	0.95	0.2	82
	<b>New 95% AFUE Furnace</b>				454	1,010		0.9	1,951
	<b>Total</b>				484				2,033
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,370	26,917,219	80%	300	2,624	3.0	2.2	839
	<b>Backup Furnace</b>	429	6,741,133	20%	96	214	0.9	0.9	414
	<b>Total</b>	4,799	33,658,351	100%	396				1,253
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,390	27,273,455	81%	274	2,405	3.3	2.4	769
	<b>Backup Furnace</b>	409	6,384,897	19%	87	192	0.95	0.9	371
	<b>Total</b>	4,799	33,658,351	100%	361				1,140
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,799	33,658,351	100%	371	3,243	3.0	4.4	1,018
	<b>Supplemental Electric Resistance</b>	0	0	0%	0	0	1.0	0.0	
	<b>Total</b>	4,799	33,658,351	100%	371	3,243	3.0	4.4	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,732	33,139,994	98%	369	3,226	3.0	2.9	1,060
	<b>Supplemental Electric Resistance</b>	67	518,357	2%	17	152	1.0	7.8	
	<b>Total</b>	4,799	33,658,351	100%	386	3,378	2.9	8.0	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature potentially resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

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**Table 8: Results Table for Toronto with a 4 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	4,798	53,853,362	100%	48	421	0.95	0.4	132
	<b>New 95% AFUE Furnace</b>				727	1,616		1.4	3,121
	<b>Total</b>				775				3,253
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,387	43,543,204	81%	485	4,250	3.0	3.8	1,357
	<b>Backup Furnace</b>	412	10,310,158	19%	147	328	0.9	1.4	633
	<b>Total</b>	4,799	53,853,362	100%	632				1,990
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,391	43,668,680	81%	439	3,850	3.3	4.0	1,231
	<b>Backup Furnace</b>	408	10,184,682	19%	138	307	0.95	1.4	592
	<b>Total</b>	4,799	53,853,362	100%	577				1,823
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,798	53,852,168	100%	594	5,194	3.0	6.8	1,630
	<b>Supplemental Electric Resistance</b>	1	1,194	0%	0	0	1.0	0.3	
	<b>Total</b>	4,799	53,853,362	100%	594	5,195	3.0	7.2	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,732	53,023,991	98%	591	5,162	3.0	4.6	1,697
	<b>Supplemental Electric Resistance</b>	67	829,372	2%	28	243	1.0	12.5	
	<b>Total</b>	4,799	53,853,362	100%	618	5,405	2.9	12.9	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

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**Table 9: Results Table for Toronto with a 5 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	4,798	67,316,703	100%	60	526	0.95	0.4	165
	<b>New 95% AFUE Furnace</b>				909	2,020		1.7	3,902
	<b>Total</b>				969				4,066
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,387	54,429,005	81%	607	5,310	3.0	4.7	1,695
	<b>Backup Furnace</b>	412	12,887,698	19%	184	409	0.9	1.8	791
	<b>Total</b>	4,799	67,316,703	100%	790				2,486
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,391	54,585,850	81%	549	4,811	3.3	4.1	1,538
	<b>Backup Furnace</b>	408	12,730,853	19%	173	383	0.95	1.7	740
	<b>Total</b>	4,799	67,316,703	100%	721				2,279
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,798	67,314,055	100%	743	6,495	3.0	8.4	2,038
	<b>Supplemental Electric Resistance</b>	1	2,648	0%	0	1	1.0	0.8	
	<b>Total</b>	4,799	67,316,703	100%	743	6,496	3.0	9.1	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,732	66,279,988	98%	738	6,452	3.0	5.7	2,121
	<b>Supplemental Electric Resistance</b>	67	1,036,715	2%	35	304	1.0	15.7	
	<b>Total</b>	4,799	67,316,703	100%	773	6,756	2.9	16.1	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

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**Table 10: Results Table for Ottawa with a 2.5 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	5,089	39,230,702	100%	35	306	0.95	0.2	96
	<b>New 95% AFUE Furnace</b>				530	1,177		0.9	2,274
	<b>Total</b>				565				2,370
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,229	26,119,299	67%	298	2,598	2.9	2.2	842
	<b>Backup Furnace</b>	861	13,111,402	33%	186	416	0.9	0.9	803
	<b>Total</b>	5,090	39,230,702	100%	484				1,646
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,233	26,190,562	67%	268	2,341	3.3	2.4	762
	<b>Backup Furnace</b>	857	13,040,140	33%	176	392	0.95	0.9	757
	<b>Total</b>	5,090	39,230,702	100%	445				1,519
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	5,064	38,991,748	99%	477	4,142	2.8	4.3	1,321
	<b>Supplemental Electric Resistance</b>	26	238,953	1%	9	70	1.0	8.3	
	<b>Total</b>	5,090	39,230,702	100%	486	4,212	2.7	8.6	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,825	34,804,326	89%	406	3,537	2.9	2.9	1,528
	<b>Supplemental Electric Resistance</b>	265	4,426,376	11%	157	1,297	1.0	8.3	
	<b>Total</b>	5,090	39,230,702	100%	562	4,834	2.4	8.6	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

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**Table 11: Results Table for Ottawa with a 4 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	5,089	62,769,123	100%	56	490	0.95	0.4	153
	<b>New 95% AFUE Furnace</b>				848	1,883		1.4	3,638
	<b>Total</b>				904				3,792
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,232	41,873,877	67%	477	4,157	3.0	3.6	1,347
	<b>Backup Furnace</b>	858	20,895,245	33%	297	663	0.9	1.4	1,280
	<b>Total</b>	5,090	62,769,123	100%	774				2,628
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,233	41,904,899	67%	430	3,744	3.3	3.2	1,218
	<b>Backup Furnace</b>	857	20,864,223	33%	282	627	0.95	1.4	1,211
	<b>Total</b>	5,090	62,769,123	100%	712				2,429
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	5,061	62,343,809	99%	762	6,625	2.8	6.6	2,117
	<b>Supplemental Electric Resistance</b>	29	425,314	1%	16	125	1.0	13.4	
	<b>Total</b>	5,090	62,769,123	100%	779	6,750	2.7	13.7	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,825	55,686,921	89%	649	5,660	2.9	4.6	2,444
	<b>Supplemental Electric Resistance</b>	265	7,082,202	11%	251	2,074	1.0	13.4	
	<b>Total</b>	5,090	62,769,123	100%	900	7,734	2.4	13.7	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

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**Table 12: Results Table for Ottawa with a 5 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	5,089	78,461,403	100%	70	613	0.95	0.4	192
	<b>New 95% AFUE Furnace</b>				1,059	2,354		1.7	4,548
	<b>Total</b>				1,130				4,739
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,232	52,342,346	67%	595	5,192	3.0	4.6	1,683
	<b>Backup Furnace</b>	858	26,119,057	33%	371	828	0.9	1.8	1,600
	<b>Total</b>	5,090	78,461,403	100%	967				3,284
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,233	52,381,124	67%	537	4,680	3.3	4.0	1,523
	<b>Backup Furnace</b>	857	26,080,279	33%	353	784	0.95	1.7	1,514
	<b>Total</b>	5,090	78,461,403	100%	890				3,037
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	5,057	77,908,019	99%	953	8,283	2.8	8.2	2,649
	<b>Supplemental Electric Resistance</b>	33	553,384	1%	21	162	1.0	16.7	
	<b>Total</b>	5,090	78,461,403	100%	974	8,445	2.7	17.1	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,825	69,608,651	89%	811	7,074	2.9	5.7	3,055
	<b>Supplemental Electric Resistance</b>	265	8,852,752	11%	314	2,593	1.0	16.7	
	<b>Total</b>	5,090	78,461,403	100%	1,125	9,668	2.4	17.1	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

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**Table 13: Results Table for Windsor with a 2.5 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	4,797	33,541,597	100%	30	262	0.95	0.2	82
	<b>New 95% AFUE Furnace</b>				453	1,006		0.9	1,944
	<b>Total</b>				483				2,026
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,578	30,413,997	91%	324	2,830	3.1	2.2	899
	<b>Backup Furnace</b>	220	3,127,601	9%	55	123	0.9	0.9	238
	<b>Total</b>	4,798	33,541,597	100%	379				1,138
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,649	31,773,851	95%	309	2,693	3.5	2.4	852
	<b>Backup Furnace</b>	149	1,767,746	5%	34	76	0.95	0.9	147
	<b>Total</b>	4,798	33,541,597	100%	343				999
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,798	33,541,597	100%	335	2,925	3.4	3.7	918
	<b>Supplemental Electric Resistance</b>	0	0	0%	0	0	1.0	0.0	
	<b>Total</b>	4,798	33,541,597	100%	335	2,925	3.4	3.7	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,786	33,492,949	100%	338	2,954	3.3	2.9	932
	<b>Supplemental Electric Resistance</b>	12	48,648	0%	1	14	1.0	2.2	
	<b>Total</b>	4,798	33,541,597	100%	339	2,968	3.3	5.1	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.



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**Table 14: Results Table for Windsor with a 4 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	4,797	53,666,556	100%	48	419	0.95	0.4	131
	<b>New 95% AFUE Furnace</b>				724	1,610		1.4	3,111
	<b>Total</b>				772				3,242
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,634	50,349,445	94%	538	4,712	3.1	4.0	1,490
	<b>Backup Furnace</b>	164	3,317,111	6%	65	144	0.9	1.4	278
	<b>Total</b>	4,798	53,666,556	100%	602				1,768
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,653	50,982,158	95%	495	4,315	3.5	4.2	1,364
	<b>Backup Furnace</b>	145	2,684,397	5%	53	117	0.95	1.4	227
	<b>Total</b>	4,798	53,666,556	100%	548				1,591
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,798	53,666,556	100%	535	4,680	3.4	6.0	1,469
	<b>Supplemental Electric Resistance</b>	0	0	0%	0	0	1.0	0.0	
	<b>Total</b>	4,798	53,666,556	100%	535	4,680	3.4	6.0	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,786	53,588,719	100%	541	4,727	3.3	4.6	1,491
	<b>Supplemental Electric Resistance</b>	12	77,837	0%	2	23	1.0	3.6	
	<b>Total</b>	4,798	53,666,556	100%	543	4,749	3.3	8.2	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

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**Table 15: Results Table for Windsor with a 5 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	4,797	67,083,195	100%	60	524	0.95	0.4	164
	<b>New 95% AFUE Furnace</b>				906	2,012		1.7	3,888
	<b>Total</b>				965				4,052
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,643	63,311,433	94%	676	5,922	3.1	5.0	1,872
	<b>Backup Furnace</b>	155	3,771,762	6%	75	168	0.9	1.8	325
	<b>Total</b>	4,798	67,083,195	100%	751				2,197
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,654	63,780,830	95%	620	5,398	3.5	5.2	1,707
	<b>Backup Furnace</b>	144	3,302,365	5%	65	145	0.95	1.7	280
	<b>Total</b>	4,798	67,083,195	100%	685				1,987
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,798	67,083,195	100%	669	5,850	3.4	7.5	1,837
	<b>Supplemental Electric Resistance</b>	0	0	0%	0	0	1.0	0.0	
	<b>Total</b>	4,798	67,083,195	100%	669	5,850	3.4	7.5	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	4,786	66,985,899	100%	676	5,908	3.3	5.7	1,863
	<b>Supplemental Electric Resistance</b>	12	97,296	0%	3	28	1.0	4.4	
	<b>Total</b>	4,798	67,083,195	100%	679	5,937	3.3	10.2	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

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**Table 16: Results Table for Thunder Bay with a 2.5 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	5,720	43,257,475	100%	39	338	0.95	0.2	106
	<b>New 95% AFUE Furnace</b>				584	1,298		0.9	2,507
	<b>Total</b>				623				2,613
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,283	22,079,462	51%	249	2,176	3.0	2.1	727
	<b>Backup Furnace</b>	1,437	21,178,013	49%	301	671	0.9	0.9	1,296
	<b>Total</b>	5,720	43,257,475	100%	549				2,022
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,283	22,079,462	51%	225	1,967	3.3	1.6	662
	<b>Backup Furnace</b>	1,437	21,178,013	49%	286	635	0.95	0.9	1,228
	<b>Total</b>	5,720	43,257,475	100%	511				1,889
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	5,624	41,583,103	96%	551	4,774	2.6	4.3	1,652
	<b>Supplemental Electric Resistance</b>	97	1,674,372	4%	56	490	1.0	8.3	
	<b>Total</b>	5,721	43,257,475	100%	607	5,265	2.4	8.6	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	5,164	33,597,886	78%	412	3,572	2.8	2.8	2,029
	<b>Supplemental Electric Resistance</b>	556	9,659,590	22%	333	2,829	1.0	8.3	
	<b>Total</b>	5,720	43,257,475	100%	745	6,402	2.0	8.6	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

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**Table 17: Results Table for Thunder Bay with a 4 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	5,720	69,211,961	100%	62	541	0.95	0.4	169
	<b>New 95% AFUE Furnace</b>				935	2,076		1.4	4,012
	<b>Total</b>				997				4,181
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,283	35,327,139	51%	397	3,478	3.0	3.3	1,162
	<b>Backup Furnace</b>	1,437	33,884,821	49%	481	1,073	0.9	1.4	2,073
	<b>Total</b>	5,720	69,211,961	100%	878				3,235
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,283	35,327,139	51%	360	3,147	3.3	2.6	1,059
	<b>Backup Furnace</b>	1,437	33,884,821	49%	458	1,017	0.95	1.4	1,964
	<b>Total</b>	5,720	69,211,961	100%	818				3,023
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	5,613	66,464,849	96%	881	7,636	2.6	6.9	2,649
	<b>Supplemental Electric Resistance</b>	108	2,747,112	4%	92	805	1.0	13.4	
	<b>Total</b>	5,721	69,211,961	100%	973	8,441	2.4	13.7	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	5,164	53,756,617	78%	660	5,716	2.8	4.5	3,246
	<b>Supplemental Electric Resistance</b>	556	15,455,343	22%	532	4,527	1.0	13.4	
	<b>Total</b>	5,720	69,211,961	100%	1,192	10,243	2.0	13.7	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

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**Table 18: Results Table for Thunder Bay with a 5 Ton Heating Load**

Scenario	System	Heating Hours	Annual Heating Load (Btu)	Percent of Total Load	Total Annual Cost \$	Annual Consumption (kWh or m3)	Annual Efficiency (COP or AFUE)	Operational Peak Demand (kW or m3/hr)*	Total Emissions (kgCO <sub>2</sub> e)
<b>Baseline: Code 95% Furnace</b>	<b>Furnace Fan</b>	5,720	86,514,951	100%	78	676	0.95	0.4	211
	<b>New 95% AFUE Furnace</b>				1,168	2,595		1.7	5,014
	<b>Total</b>				1,246				5,226
<b>Hybrid Heating Heat Pump Coil with Existing Furnace</b>	<b>Heat Pump</b>	4,283	44,158,924	51%	497	4,347	3.0	4.1	1,452
	<b>Backup Furnace</b>	1,437	42,356,027	49%	601	1,341	0.9	1.8	2,591
	<b>Total</b>	5,720	86,514,951	100%	1,098				4,044
<b>Hybrid Heating Heat Pump Coil with New Furnace</b>	<b>Heat Pump</b>	4,283	44,158,924	51%	450	3,934	3.3	3.3	1,324
	<b>Backup Furnace</b>	1,437	42,356,027	49%	572	1,271	0.95	1.7	2,455
	<b>Total</b>	5,720	86,514,951	100%	1,022				3,779
<b>Cold Climate Heat Pump</b>	<b>Heat Pump</b>	5,608	83,045,026	96%	1,101	9,542	2.6	8.6	3,314
	<b>Supplemental Electric Resistance</b>	113	3,469,925	4%	116	1,016	1.0	16.7	
	<b>Total</b>	5,721	86,514,951	100%	1,217	10,559	2.4	17.1	
<b>Non Cold Climate Heat Pump</b>	<b>Heat Pump</b>	5,164	67,195,772	78%	824	7,145	2.8	5.6	4,057
	<b>Supplemental Electric Resistance</b>	556	19,319,179	22%	666	5,659	1.0	16.7	
	<b>Total</b>	5,720	86,514,951	100%	1,490	12,804	2.0	17.1	

\*The operational peak demand values for the heat pump and supplemental heating are non-coincident and do not occur at the same time. Instead, they reflect their respective maximum peak hourly demand values throughout the year. The heat pump cannot operate below its lockout temperature resulting in periods of operation where supplemental heating satisfies the entire load. Supplemental heating peak demand does not include fan power while the total peak demand does.

This page is intentionally left blank. Due to size, this Attachment has not been included. Please see Exhibit I.ED-28 Attachment 2.xlsx on the OEB's RDS.

**From:** Gerry Dennis <[Gerry.Dennis@enbridge.com](mailto:Gerry.Dennis@enbridge.com)>  
**Sent:** Tuesday, May 9, 2023 4:09:29 PM  
**Cc:** Octavian Ghiricociu <[Octavian.Ghiricociu@enbridge.com](mailto:Octavian.Ghiricociu@enbridge.com)>  
**Subject:** HVAC Contractor Survey

Good afternoon,

Enbridge Gas is seeking information to support the Company's understanding of the all-in upfront costs required for homes to convert to natural gas heating or electric cold climate air source heat pumps (ccASHPs). The purpose for the analysis is to determine conversion costs to ccASHPs (for the purpose of converting the homes to all-electric configurations) or to natural gas heating.

Please see the questions below and let us know if you have any questions. Some assumptions to help guide your responses are as follows:

- Assume the home has existing forced air heating (either oil, propane or electric furnace)
- For question #1 & #2, assume the home is converting to a natural gas furnace.
- For question #3 & #4 assume the home is converting to an all-electric heating system with a centrally ducted heat pump and air handler. The air handler should to be properly sized with the required electricity resistance backup.

Questions: Please provide typical all-in retail costs (installation and equipment) for products your company sells.

1. Natural gas furnace (95% AFUE)
  - a. Installed cost for a natural gas furnace: Low end \$ \_\_\_\_\_ / High end \$ \_\_\_\_\_
  
2. Please identify and list any additional costs that may be required to convert homes to a gas furnace (95% AFUE) from oil, propane or electric furnace: \_\_\_\_\_
  - a. Additional costs: Low end \$ \_\_\_\_\_ / High end \$ \_\_\_\_\_
  
3. ccASHP with air handler and electric resistance backup
  - a. Installed cost for the heat pump (equipment including A-coil and installation): Low end \$ \_\_\_\_\_ / High End \$ \_\_\_\_\_
  - b. Installed cost for the air handler, including electric resistance heating required to meet design conditions (installation and equipment): Low end \$ \_\_\_\_\_ / High End \$ \_\_\_\_\_
  
4. Please identify any additional costs that may be required to convert homes to an all-electric heating system from oil, propane or electric furnace.
  - a. Panel upgrade: Low end \$ \_\_\_\_\_ / High End \$ \_\_\_\_\_
  - b. Utility service upgrades (i.e. 200A service): Low end \$ \_\_\_\_\_ / High End \$ \_\_\_\_\_
  - c. Wiring or other costs inside the home: Low End \$ \_\_\_\_\_ / High End \$ \_\_\_\_\_
  - d. Any additional costs required for the conversion – please identify what these items are: \_\_\_\_\_
    - i. Additional costs: Low end \$ \_\_\_\_\_ / High end \$ \_\_\_\_\_

Trusting you are able to provide feedback to the above, and if so kindly respond by May 15<sup>th</sup> or sooner.

Best regards,

Gerry Dennis  
647-515-7803







Common inputs	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
Carbon Tax (\$/ton)	\$65	\$80	\$95	\$110	\$125	\$140	\$155	\$170	\$170	\$170	\$170	\$170	\$170	\$170	\$170
\$/m3	\$0.767	\$0.796	\$0.824	\$0.853	\$0.881	\$0.910	\$0.938	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967
Prices (\$/kWh)	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113
Discount Rate:	4%														

Assume that year 1 is 2023 and that full year savings accrue for installed year

Toronto		Cold Climate Heat Pump 2.5 Tons														
Discount Rate		4%														
Scenario	Year	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
	1		0	1	2	3	4	5	6	7	8	9	10	11	12	13
	Discount factor		0.96154	0.92456	0.889	0.8548	0.82193	0.79031	0.75992	0.73069	0.70259	0.67556	0.64958	0.6246	0.60057	0.57748
	Cost	\$ 5,100	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Cost savings	\$ 468	\$ 496	\$ 525	\$ 554	\$ 582	\$ 611	\$ 640	\$ 669	\$ 669	\$ 669	\$ 669	\$ 669	\$ 669	\$ 669	\$ 669
	Total	\$ 5,568	\$ 496	\$ 525	\$ 554	\$ 582	\$ 611	\$ 640	\$ 669	\$ 669	\$ 669	\$ 669	\$ 669	\$ 669	\$ 669	\$ 669
	PV	\$ 5,568	\$ 477	\$ 485	\$ 492	\$ 498	\$ 502	\$ 506	\$ 508	\$ 489	\$ 470	\$ 452	\$ 435	\$ 418	\$ 402	\$ 386
	NPV	\$ 12,087														

Toronto		Cold Climate Heat Pump 4 Tons														
Discount Rate		4%														
Scenario	Year	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
	2		0	1	2	3	4	5	6	7	8	9	10	11	12	13
	Discount factor		0.96154	0.92456	0.889	0.8548	0.82193	0.79031	0.75992	0.73069	0.70259	0.67556	0.64958	0.6246	0.60057	0.57748
	Cost	\$ 5,100	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Cost savings	\$ 746	\$ 792	\$ 839	\$ 885	\$ 931	\$ 977	\$ 1,023	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070
	Total	\$ 5,846	\$ 792	\$ 839	\$ 885	\$ 931	\$ 977	\$ 1,023	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070
	PV	\$ 5,846	\$ 762	\$ 775	\$ 787	\$ 796	\$ 803	\$ 809	\$ 813	\$ 782	\$ 751	\$ 723	\$ 695	\$ 668	\$ 642	\$ 618
	NPV	\$ 16,269														

Toronto		Cold Climate Heat Pump 5 Tons														
Discount Rate		4%														
Scenario	Year	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
	3		0	1	2	3	4	5	6	7	8	9	10	11	12	13
	Discount factor		0.96154	0.92456	0.889	0.8548	0.82193	0.79031	0.75992	0.73069	0.70259	0.67556	0.64958	0.6246	0.60057	0.57748
	Cost	\$ 5,100	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Cost savings	\$ 933	\$ 990	\$ 1,048	\$ 1,106	\$ 1,164	\$ 1,221	\$ 1,279	\$ 1,337	\$ 1,337	\$ 1,337	\$ 1,337	\$ 1,337	\$ 1,337	\$ 1,337	\$ 1,337
	Total	\$ 6,033	\$ 990	\$ 1,048	\$ 1,106	\$ 1,164	\$ 1,221	\$ 1,279	\$ 1,337	\$ 1,337	\$ 1,337	\$ 1,337	\$ 1,337	\$ 1,337	\$ 1,337	\$ 1,337
	PV	\$ 6,033	\$ 952	\$ 969	\$ 983	\$ 995	\$ 1,004	\$ 1,011	\$ 1,016	\$ 977	\$ 939	\$ 903	\$ 868	\$ 835	\$ 803	\$ 772
	NPV	\$ 19,059														



Common inputs	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
Carbon Tax (\$/ton)	\$65	\$80	\$95	\$110	\$125	\$140	\$155	\$170	\$170	\$170	\$170	\$170	\$170	\$170	\$170
\$/m3	\$0.767	\$0.796	\$0.824	\$0.853	\$0.881	\$0.910	\$0.938	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967
Prices (\$/kWh)	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113
Discount Rate:	4%														

Assume that year 1 is 2023 and that full year savings accrue for installed year

Ottawa		Cold Climate Heat Pump		2.5 Tons												
Discount Rate		4%														
Scenario	Year	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Scenario 1	Discount factor		0.96154	0.92456	0.889	0.8548	0.82193	0.79031	0.75992	0.73069	0.70259	0.67556	0.64958	0.6246	0.60057	0.57748
	Cost	\$ 5,100	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Cost savings	\$ 495	\$ 529	\$ 562	\$ 596	\$ 630	\$ 663	\$ 697	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731
	Total	\$ 5,595	\$ 529	\$ 562	\$ 596	\$ 630	\$ 663	\$ 697	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731
	PV	\$ 5,595	\$ 508	\$ 520	\$ 530	\$ 538	\$ 545	\$ 551	\$ 555	\$ 534	\$ 513	\$ 494	\$ 475	\$ 456	\$ 439	\$ 422
	NPV	\$ 12,674														

Ottawa		Cold Climate Heat Pump		4 Tons												
Discount Rate		4%														
Scenario	Year	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Scenario 2	Discount factor		0.96154	0.92456	0.889	0.8548	0.82193	0.79031	0.75992	0.73069	0.70259	0.67556	0.64958	0.6246	0.60057	0.57748
	Cost	\$ 5,100	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Cost savings	\$ 791	\$ 845	\$ 898	\$ 952	\$ 1,006	\$ 1,060	\$ 1,114	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168
	Total	\$ 5,891	\$ 845	\$ 898	\$ 952	\$ 1,006	\$ 1,060	\$ 1,114	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168
	PV	\$ 5,891	\$ 812	\$ 831	\$ 847	\$ 860	\$ 871	\$ 880	\$ 887	\$ 853	\$ 820	\$ 789	\$ 758	\$ 729	\$ 701	\$ 674
	NPV	\$ 17,204														

Ottawa		Cold Climate Heat Pump		5 Tons												
Discount Rate		4%														
Scenario	Year	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Scenario 3	Discount factor		0.96154	0.92456	0.889	0.8548	0.82193	0.79031	0.75992	0.73069	0.70259	0.67556	0.64958	0.6246	0.60057	0.57748
	Cost	\$ 5,100	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Cost savings	\$ 987	\$ 1,055	\$ 1,122	\$ 1,189	\$ 1,257	\$ 1,324	\$ 1,391	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459
	Total	\$ 6,087	\$ 1,055	\$ 1,122	\$ 1,189	\$ 1,257	\$ 1,324	\$ 1,391	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459
	PV	\$ 6,087	\$ 1,014	\$ 1,037	\$ 1,057	\$ 1,074	\$ 1,088	\$ 1,099	\$ 1,108	\$ 1,066	\$ 1,025	\$ 985	\$ 947	\$ 911	\$ 876	\$ 842
	NPV	\$ 20,219														

Common inputs	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
Carbon Tax (\$/ton)	\$65	\$80	\$95	\$110	\$125	\$140	\$155	\$170	\$170	\$170	\$170	\$170	\$170	\$170	\$170
\$/m3	\$0.767	\$0.796	\$0.824	\$0.853	\$0.881	\$0.910	\$0.938	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967	\$0.967
Prices (\$/kWh)	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113	\$0.113
Discount Rate:	4%														

Assume that year 1 is 2023 and that full year savings accrue for installed year

Ottawa		Cold Climate Heat Pump		2.5 Tons												
Discount Rate		4%														
Scenario	Year	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Scenario 1	Discount factor		0.96154	0.92456	0.889	0.8548	0.82193	0.79031	0.75992	0.73069	0.70259	0.67556	0.64958	0.6246	0.60057	0.57748
	Cost	\$ (46,610)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Cost savings	\$ 495	\$ 529	\$ 562	\$ 596	\$ 630	\$ 663	\$ 697	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731
	Total	\$ (46,115)	\$ 529	\$ 562	\$ 596	\$ 630	\$ 663	\$ 697	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731	\$ 731
	PV	\$ (46,115)	\$ 508	\$ 520	\$ 530	\$ 538	\$ 545	\$ 551	\$ 555	\$ 534	\$ 513	\$ 494	\$ 475	\$ 456	\$ 439	\$ 422
	NPV	\$ (39,036)														

Ottawa		Cold Climate Heat Pump		4 Tons												
Discount Rate		4%														
Scenario	Year	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Scenario 2	Discount factor		0.96154	0.92456	0.889	0.8548	0.82193	0.79031	0.75992	0.73069	0.70259	0.67556	0.64958	0.6246	0.60057	0.57748
	Cost	\$ (46,610)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Cost savings	\$ 791	\$ 845	\$ 898	\$ 952	\$ 1,006	\$ 1,060	\$ 1,114	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168
	Total	\$ (45,819)	\$ 845	\$ 898	\$ 952	\$ 1,006	\$ 1,060	\$ 1,114	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168	\$ 1,168
	PV	\$ (45,819)	\$ 812	\$ 831	\$ 847	\$ 860	\$ 871	\$ 880	\$ 887	\$ 853	\$ 820	\$ 789	\$ 758	\$ 729	\$ 701	\$ 674
	NPV	\$ (34,506)														

Ottawa		Cold Climate Heat Pump		5 Tons												
Discount Rate		4%														
Scenario	Year	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Scenario 3	Discount factor		0.96154	0.92456	0.889	0.8548	0.82193	0.79031	0.75992	0.73069	0.70259	0.67556	0.64958	0.6246	0.60057	0.57748
	Cost	\$ (46,610)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Cost savings	\$ 987	\$ 1,055	\$ 1,122	\$ 1,189	\$ 1,257	\$ 1,324	\$ 1,391	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459
	Total	\$ (45,623)	\$ 1,055	\$ 1,122	\$ 1,189	\$ 1,257	\$ 1,324	\$ 1,391	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459	\$ 1,459
	PV	\$ (45,623)	\$ 1,014	\$ 1,037	\$ 1,057	\$ 1,074	\$ 1,088	\$ 1,099	\$ 1,108	\$ 1,066	\$ 1,025	\$ 985	\$ 947	\$ 911	\$ 876	\$ 842
	NPV	\$ (31,491)														

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) Please provide file a copy of EB-2022-0249, Exhibit I.ED.16, Attachment 2 and the associated live excel spreadsheet.
- b) Is Enbridge asking Guidehouse to continue with the work described in (a)? If yes, please describe the next steps.
- c) For what purpose did Enbridge ask Guidehouse to prepare the analysis discussed in (a).

Response:

- a) Please see Attachment 1 to the response at Exhibit I.ED-28 for the Guidehouse report/memo, and Attachment 2 to the response at Exhibit I.ED-28 for the live excel spreadsheet. Both attachments are unchanged from the attachments referenced in the interrogatory.
- b) Enbridge Gas is in the process of assessing additional analysis related to the deliverables provided in part a) above; however, no decisions have been made. The next steps involve determining the potential scope of work.
- c) Enbridge Gas commissioned Guidehouse Inc. in Q1 2023 to provide an assessment of the annual operating costs of all-electric and hybrid air source heat pump systems, including high-efficiency electric cold climate air source heat pumps. The analysis included four Ontario climates (Windsor, Toronto, Ottawa, and Thunder Bay) at three peak winter design loads (2.5 tons, 4 tons, and 5 tons). The analysis will assist the Company with understanding the performance trade-offs between all electric heat pump systems and hybrid heat pump systems with natural gas backup.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

a) Please complete the following table with respect to the Guidehouse report on heat pumps and Enbridge's own analysis of heat pump cost-effectiveness:

	Guidehouse Report Output Tables	Enbridge Analysis
Accounts for cooling efficiency benefits and cooling savings from cold climate heat pumps		
Accounts for tax on gas costs		
Accounts for tax on electricity cost		
Accounts for lifetime costs, including increases in the carbon price		
Includes air conditioner capital cost		
Accounts for federal \$40,000 interest-free loans for heat pumps		
Accounts for the conversion cost scenario of electric baseboards to a gas furnace, including ductwork costs		
Accounts for the extra length charge		
Itemizes additional gas conversion costs such as intake and exhaust vents, condensate pump, etc.		
Accounts for federal rebates available for heat pump conversions, including the \$10,000 oil to heat pump rebate		

b) Please confirm if this statement is accurate, and if not, provide the accurate figures:  
 The carbon price, which was only established in 2019 and adds 12.39 cents/m<sup>3</sup> now, and will add 32.40 cents/m<sup>3</sup> by 2030.

- c) Approximately when did cold climate heat pumps that can heat homes throughout Ontario's climate first become widely available in the Ontario market?
- d) When did variable speed heat pumps with higher levels of efficiency first become widely available in the Ontario market?
- e) When did heat pumps with built-in backup heating elements as a standard item in the air handler first become widely available in the Ontario market?

Response:

- a) Enbridge Gas interprets the "Guidehouse Report Output Tables" within the interrogatory as the information reported within the Guidehouse report/memo dated May 19, 2023 (filed at Attachment 1 to the response at Exhibit I.ED-28). Enbridge Gas interprets the "Enbridge Analysis" as the entirety of the Company's analysis provided at the response to Exhibit I.ED-28. For clarity, the analysis/conclusions provided by Enbridge Gas at the response to Exhibit I.ED-28 did not rely on the information reported within the Guidehouse report/memo (i.e., Attachment 1 to the response at Exhibit I.ED-28). Rather, the Company used the Guidehouse spreadsheet model (filed at Attachment 2 to the response at Exhibit I.ED-28) in conjunction with more precise model inputs to establish its analysis/conclusions on the matter. The information reported within the Guidehouse report/memo is less precise than, and not relevant to, Enbridge Gas's analysis on the matter. As such, the Company declines to provide the requested information regarding the Guidehouse report/memo.

For the requested information regarding Enbridge Gas's analysis (provided at the response to Exhibit I.ED-28) please see Table 1.



Table 1  
 Enbridge Gas's Analysis of Heat Pump Cost-Effectiveness

	Enbridge Gas's Analysis
Accounts for cooling efficiency benefits and cooling savings from cold climate heat pumps	No, Enbridge Gas's cost-effectiveness analysis assessed space heating only. It should be noted that the inclusion of electric summer cooling to the cost-effectiveness analysis is complex as it would not only require a technical assessment of the performance efficiencies of electric summer cooling equipment types but also an assessment of the impact that electric heat pumps have on consumer energy bills for those consumers who would not opt for traditional electric summer cooling equipment with a natural gas furnace.
Accounts for tax on gas costs	No.
Accounts for tax on electricity cost	No.
Accounts for lifetime costs, including increases in the carbon price	Yes.
Includes air conditioner capital cost	No, Enbridge Gas's cost-effectiveness analysis assessed space heating only. It should be noted that the inclusion of electric summer cooling to the cost-effectiveness analysis is complex as it would not only require a technical assessment of the performance efficiencies of electric summer cooling equipment types but also an assessment of the impact that electric heat pumps have on consumer energy bills for those consumers who would not opt for traditional electric summer cooling equipment with a natural gas furnace.
Accounts for federal \$40,000 interest-free loans for heat pumps	No, loans do not impact the upfront cost for heat pumps and therefore do not impact the cost-effectiveness analysis. Additionally, not all homeowners are eligible for the loan (the loan is only applicable to retrofits that are recommended in a pre-retrofit evaluation. <sup>1</sup> A heat pump would have to be recommended to qualify).
Accounts for the conversion cost scenario of electric baseboards to a gas furnace, including ductwork costs	No, Enbridge Gas's analysis focused on homes with pre-existing forced air heating systems, as indicated in Attachment 3 to Exhibit I.ED-28.
Accounts for the extra length charge	No.
Itemizes additional gas conversion costs such as intake and exhaust vents, condensate pump, etc.	Yes. Enbridge Gas's analysis considers additional costs aside from installed natural gas furnace costs. Please see Attachment 3 (question #2) and Attachment 4 ("additional costs" under "Natural gas furnace (95% AFUE)") to Exhibit I.ED-28.
Accounts for federal rebates available for heat pump conversions, including the \$10,000 oil to heat pump rebate	Enbridge Gas's analysis accounts for the \$5000 Federal grant for heat pumps, as indicated in the response at Exhibit I.ED-28 part a).

b) An accurate statement would be:

The Federal Carbon Charge became effective April 1, 2019, and increases each subsequent year on April 1. Schedule 2 of the Greenhouse Gas Pollution Pricing Act was amended on April 1, 2023, to include the Federal Carbon Charge rates from 2023 to 2030. In 2023, the Federal Carbon Charge is equivalent to \$65 per tonne of carbon dioxide equivalent (tCO<sub>2e</sub>) or 12.93 ¢/m<sup>3</sup> of natural gas. After

<sup>1</sup> <https://natural-resources.canada.ca/energy-efficiency/homes/canada-greener-homes-initiative/canada-greener-homes-loan/24286>

March 31, 2030, the Federal Carbon Charge is expected to be \$170/tCO<sub>2</sub>e or 32.40 ¢/m<sup>3</sup>.<sup>2</sup>

c - e)

The Company does not have the requested information regarding dates related to the availability of non-natural gas end-use equipment. In addition, the information is outside the scope of this proceeding.

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<sup>2</sup> The GGPPA, Schedule 2 and Schedule 4, <https://laws-lois.justice.gc.ca/PDF/G-11.55.pdf>

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) Please provide a table showing all the assumptions regarding heat pump capital costs and efficiency levels outlined in Exhibit I.10h.EGI.STAFF.77 in EB-2021-0002.
- b) Please provide the implicit cost and efficiency for a cold climate heat pump underlying the Total Resource Cost figures for Enbridge's DSM programs.
- c) Please provide a table showing the cost of a cold climate heat pump per the US Energy Information Administration's Buildings Sector Appliance and Equipment Costs and Efficiencies. Please convert the costs to Canadian dollars.
- d) Please provide a copy of all studies or reports with details on the installed cost of a cold climate heat pump in Ontario and/or Canada.
- e) For (d) please confer with Enbridge's DSM team in responding to the question and confirm that you have done so.
- f) Please comment on the following analysis by Ralph Torrie on the heating savings from heat pumps - <https://www.corporateknights.com/issues/2023-06-best-50-issue/calculate-the-savings-from-electrifying-your-home/>

Response:

- a) Enbridge Gas respectfully declines to provide the requested information. The information sought by ED is no longer current. Enbridge Gas has provided more up to date and refined information regarding assumptions related to electric heat pumps (see response to Exhibit I.ED-28 part a) for more information).
- b) Enbridge Gas does not have implicit upfront costs or performance efficiency assumptions for electric cold climate heat pumps as part of its DSM programs. Electric cold climate heat pumps are included within Enbridge Gas's HER+ program,

however the program incents a wide range of electric heat pumps that have a range of upfront costs and performance efficiencies. Each electric heat pump home/participant is considered/assessed individually.

- c) Enbridge Gas respectfully declines to reproduce the requested information. The website link provided by ED in the interrogatory appears to contain significant amounts of publicly available information provided by another party, which Enbridge Gas cannot not reasonably interpret and review.
- d) Enbridge Gas has not completed studies or reports with details on installed cost of electric cold climate heat pumps in Ontario and/or Canada. In May 2023, Enbridge Gas requested upfront cost information from HVAC contractors via e-mail survey regarding conversions to high-efficiency electric cold climate air source heat pumps (see response to Exhibit I.ED-28 part a) for more information). The results of the survey found that there is a wide range of upfront costs for conversions to high efficiency electric cold climate air source heat pumps. Enbridge Gas cautions that the results are meant to be illustrative and that more refined research would be required to establish robust estimates/assumptions.
- e) Confirmed.
- f) The article appears to be related to non-natural gas energy solutions and is well outside the scope of Enbridge Gas's Application and evidence, and as such the Company has no comments.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) Please provide a table summarizing the comparison of the cost of heating a home with methane gas versus heating a home with a heat pump as set out in Ministry of Energy document entitled “Future of Natural Gas Expansion and Home Heating Affordability - Discussion Paper for Consultation.”<sup>1</sup>
- b) To allow it to be referred to with an exhibit number, please file a copy of the Ministry of Energy document entitled “Future of Natural Gas Expansion and Home Heating Affordability - Discussion Paper for Consultation.”<sup>2</sup>
- c) Please provide a copy of any submissions that Enbridge has made to the Ministry of Energy regarding the future of natural gas expansion.

Response:

a) – b)

Enbridge Gas respectfully declines to produce the requested table and file a copy of the referenced report, as it was not produced by Enbridge Gas and the Company cannot verify the data or analysis contained within it. Please refer to Exhibit I.ED-28 for further discussion on the cost of heating a home with natural gas versus a heat pump.

- c) Please see Attachment 1 to this response for a copy of Enbridge Gas’s December 15, 2023 submission to the Ministry of Energy regarding feedback on the future of natural gas expansion.

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<sup>1</sup> [https://prod-environmental-registry.s3.amazonaws.com/2023-08/Future%20of%20Natural%20Gas%20Expansion%20Final\\_pdf\\_0.pdf](https://prod-environmental-registry.s3.amazonaws.com/2023-08/Future%20of%20Natural%20Gas%20Expansion%20Final_pdf_0.pdf)

<sup>2</sup> [https://prod-environmental-registry.s3.amazonaws.com/2023-08/Future%20of%20Natural%20Gas%20Expansion%20Final\\_pdf\\_0.pdf](https://prod-environmental-registry.s3.amazonaws.com/2023-08/Future%20of%20Natural%20Gas%20Expansion%20Final_pdf_0.pdf)



# Enbridge Feedback on the future of natural gas expansion and home heating affordability

ERO #019-7506

Submission date: December 15, 2023

## About Enbridge Inc.

*At Enbridge, we safely connect millions of people to the energy they rely on every day, fueling quality of life through our North American natural gas, oil or renewable power networks and our growing European offshore wind portfolio. Enbridge Gas, a subsidiary of Enbridge Inc., is Canada's largest natural gas storage, transmission and distribution company based in Ontario, with more than 175 years of service to customers. The distribution business provides safe, affordable, reliable energy to about 3.9 million homes, businesses and industries and is leading the transition to a clean energy future through net zero emissions targets and investments in innovative low carbon energy solutions. With the recently announced acquisition of three gas utilities serving customers in five US states, Enbridge will own and operate the largest gas utility franchise in North America. We're investing in modern energy delivery infrastructure to sustain access to secure, affordable energy and building on two decades of experience in renewable energy to advance new technologies including wind and solar power, hydrogen, renewable natural gas and carbon capture and storage. We're committed to reducing the carbon footprint of the energy we deliver, and to achieving net zero greenhouse gas emissions by 2050.*

*Headquartered in Calgary, Alberta, Enbridge's common shares trade under the symbol ENB on the Toronto (TSX) and New York (NYSE) stock exchanges.*

*To learn more, visit us at [Enbridge.com](https://www.enbridge.com).*

*Learn more at [www.enbridgegas.com](https://www.enbridgegas.com).*



## Introduction

Enbridge Inc. (Enbridge) commends the Government of Ontario for its continued support for the Natural Gas Expansion Program (NGEP) that offers critical financial support without which connecting communities would not be economical. Enbridge also appreciates the opportunity to submit feedback on the future of natural gas expansion and home heating affordability.

The Government's investments in Phases 1 and 2 of NGEP has enabled families and businesses in a number of communities to have lower energy bills, which are necessary now more than ever to address affordability issues and attract investments into the province. We appreciate having the opportunity to show our support for such needed investments in providing Ontarians with equitable access to the benefits the natural gas system offers.

Ontario's NGEP is a leading example in North America of how a government can support the reliability and affordability of the energy system during the transition to lower emissions. At the same time NGEP is leveraging the natural gas system fully for attracting investment and underpinning economic growth by connecting new development projects to the existing energy system. This has been a world class program that the province would be smart to continue to capitalize on.

With Enbridge Gas's over 175 years of operational excellence and strong safety performance, we are well positioned to bring affordable, reliable, and resilient natural gas and low-carbon fuels to new communities that need it.

## Executive Summary

Enbridge believes that timely investments in natural gas projects help Ontario make a real impact on local communities and help provide cost savings to families and businesses that desperately need it. Natural gas has a significant positive impact in communities where businesses and homeowners have expressed a strong interest in accessing this affordable, reliable, and resilient source of energy. Now more than ever, government investments should focus on initiatives that improve the lives of Ontarians, create jobs, and lower energy bills.

Enbridge is committed to continued support of the delivery of Ontario's NGEP, which enhances community access to affordable, safe, reliable, and resilient energy - a mission that is in alignment with Ontario's energy transition objectives. We believe that NGEP offers a range of benefits that contribute to both short-term and long-term energy security, sustainability, and consumer choice goals.

### Benefits:

- **Cost-savings:** By transitioning away from higher emitting fuels to natural gas, large and small businesses could save up to 30% each year on their annual space and water heating bills, with homeowners realizing even greater savings.<sup>1</sup>
- **Emissions reduction and energy efficiency:** Enbridge is driving emissions reduction by allowing new customers to transition from higher-emission energy sources to natural gas. This shift not only reduces emissions but also results in significant reductions in annual energy consumption through Enbridge's suite of energy efficiency and conservation programs available to our customers.
- **Reliability:** The NGEP helps connect communities and businesses to the natural gas system, which is 99.9993% reliable, delivering up to 90 GW equivalent of peak winter capacity.

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<sup>1</sup> [Future of Natural Gas Expansion Final\\_pdf\\_0.pdf \(prod-environmental-registry.s3.amazonaws.com\)](#) p.3-4.

\* Please note that these numbers are as of October 1, 2023, and subject to change based on commodity price changes, rate rebasing, and changes to federal carbon charge.



- **Resiliency:** The NGEP provides more Ontarians with access to resilient underground energy infrastructure, ensuring their uninterrupted access to energy even during extreme events, including weather-related disruptions and cybersecurity threats.
- **Path to a net-zero future:** Over the long term, customers can decrease their natural gas usage and transition to lower carbon fuels, such as renewable natural gas (RNG) and hydrogen, a step that directly contributes to achieving a net-zero future.
- **Industrial competitiveness:** The competitiveness of Ontario's industrial customers relies on keeping and further expanding the 3.9 million customers connected to the gas system. Industrial customers bear only 20% of the cost of the system, therefore maintaining a broad customer base is critical to Ontario's industrial competitiveness and energy system's resiliency.

The benefits of expanding access to natural gas to more Ontario businesses and homes can only be realized with the active support and enablement from the province. Supporting the economic viability of expanding the natural gas system to more communities, providing policy clarity on the of gas in the economy, and reducing regulatory red tape and uncertainty are necessary if the province wants to realize the benefits of NGEP.

#### Recommendations:

- **Aligning OEB's LTC procedure with Government policy:** Consistent with the OEB's recommendation to the Electrification and Energy Transition Panel regarding enabling the OEB to consider the public interest in electricity transmission projects' leave to construct (LTC) in accordance with government policy, Enbridge urges the government to ensure alignment between the OEB's LTC procedure and Ontario's policies, specifically the *Access to Natural Gas Act, 2018*, emphasizing the importance of prioritizing the public interest in extending natural gas access to underserved areas.
- **Streamlining regulatory processes and timelines:** Enbridge recommends streamlining the program's review timeliness and modernizing regulatory processes, including revising the outdated LTC thresholds set out in section 90(1) of the *Ontario Energy Board Act*. These changes would significantly expedite project timelines and decrease expenses for households and businesses seeking access to the natural gas system. Moreover, this would assist customers who have expressed a desire for natural gas, ensuring they do not have to resort to heating options that may be less affordable, less dependable, less resilient, and have higher GHG emissions.
- **Flexibility of funding allocation framework:** Increase flexibility in funding allocation to handle project changes and cost variations within a predefined range, enhancing efficiency. This flexibility can be offered on a utility portfolio basis to provide an overall funding cap.
- **Pre-consultation period:** Implement a pre-consultation period with other government bodies prior to final selection of approved projects to streamline and expedite project execution.
- **Alternative funding mechanisms:** Enbridge recommends exploring alternatives to ratepayer funding, such as government subsidies funded through taxes, akin to electrical subsidies. This approach would cost only a fraction of the annual electrical subsidies and can help in ensuring equitable access to the affordability, reliability, and resiliency benefits that the gas system offers.<sup>2</sup>
- **Hybrid heating expansion:** Expanding hybrid heating programs to communities benefiting from NGEP would offer them further choices for bill savings and emissions reduction.
- **Supporting RNG Production:** Leveraging natural gas expansion could also serve to connect RNG production facilities to the grid to further support economic development and

<sup>2</sup> The [~\\$234 million](#) allocated for Phase 2 of the NGEP is a fraction of the [~\\$6.4 billion](#) government subsidies that that directly reduce the electricity bills of Ontario households and businesses.





decarbonization initiatives. For instance, see the recent [submissions](#) provided by the Coalition for Renewable Natural Gas discussing RNG potential in Ontario and North America in Phase 1 of the Enbridge Gas 2024 Rebasing proceeding before the OEB.

In conclusion, natural gas expansion is essential for Ontario's energy transition, aligning with sustainability and economic growth objectives. This expansion not only reduces carbon emissions but also fosters job creation and economic prosperity in the region. It is a critical step in delivering reliable and cost-effective natural gas and low-carbon fuels like hydrogen and RNG, thereby supporting a sustainable and prosperous energy future.

Below are Enbridge's responses to the consultation questions.

## Theme 1: Performance of NGEF to Date

### 1. What are your perspectives on the operations of NGEF to date, including the application and project intake process for Phase 2 NGEF in 2020?

- **High demand for natural gas:** Phase 2 of the NGEF saw a significant oversubscription, underscoring the ongoing demand and desire by Ontario residents, businesses, and municipalities to access natural gas.
- **Broad municipal support:** Enbridge received letters of support and council resolutions from all municipalities selected for Phase 2 of the NGEF, reflecting widespread endorsement for the program.
- **LTC and Timeline Challenges:** NGEF projects that have not required LTC approval have been executed on time and within budget, delivering early benefits to Ontario businesses and homeowners. However, Enbridge has experienced challenges, including project delays stemming from regulatory issues and uncertainties and timelines. These delays have had repercussions on budgets, project scopes, and construction schedules. The delays have also introduced setbacks for residential, business, and Indigenous communities waiting for access to the affordable, reliable, resilient natural gas they need.
- **Potential for threshold adjustment:** Enbridge is supportive of the Government's proposal to streamline the threshold criteria and regulatory process for LTC, including finding ways to expedite review of projects over the 25-year-old LTC threshold of \$2 million but not exceeding \$10 million while maintaining the rigor of Indigenous consultation and environmental assessment. Enbridge also believes that the Government should increase the threshold for pipe size from NPS 12 to NPS 16 with a corresponding increase in operating pressure (2,000 to 3,600 kPA). This threshold review could help reduce red tape and support investments and customer connections including for NGEF Phase 2 and potential future projects. To highlight the impact of this change, over 100 of Enbridge's Phase 2 community expansion project proposals fell below \$10 million and around 65% of Phase 2 projects would be expedited if the LTC process is streamlined for projects between \$2 and \$10 million. Continuing with the current LTC process for all gas projects above \$2 million could delay customer connections by at least 6-12 months and incur ~\$100,000 to \$200,000 or more of additional regulatory and legal costs per project that are ultimately passed on to Ontario rate payers - with other potential cost implications on the planning and construction budgets.
- **Lessons learned:** The NGEF guidelines and regulations would significantly improve with the following key enhancements:
  - Incorporation of greater flexibility into the program's funding allocation framework for handling project scope changes and cost and customer load variances, potentially within a predefined range of funding "top up" eligibility or +/-20% for each project budget but to be capped within an overall utility portfolio basis. This adaptive approach would enhance the program's efficiency in addressing unforeseen issues if/when they arise to support maintaining project feasibility.
  - Additionally, a pre-consultation period on a subset of "first round" selected projects, prior to final selection of approved projects, to formally solicit information from other approving ministries,



municipalities, regions, and agencies in a consistent fashion. This could include but is not limited to, other infrastructure projects in the area that may impact the project scope, market research and future growth plans if available. Enbridge would then be given the opportunity to adjust the scope and economics to accommodate the pre-consultation information and ensure adequate funding is awarded." Such pre-consultation would better support execution of the project scopes and minimize challenges with conflicting priorities limiting our ability to obtain approvals.

In summary, while Phase 2 NGEP has experienced strong demand and support, LTC and timeline challenges have affected project timelines and budgets. Enbridge recommends streamlining the LTC process for projects between \$2 million and \$10 million to reduce red tape, expedite project implementation, and broaden access to natural gas. Furthermore, implementing lessons learned, such as introducing flexibility for managing scope changes and cost variances, and pre-consultation with government and approving agencies would go a long way in enhancing the program's adaptability and efficiency in connecting communities to the affordable, reliable, and resilient energy they need.

## 2. What, in your opinion, are the most important aspect(s) and successes of natural gas expansion as supported through this program?

- **Affordability:** The NGEP achieves annual cost savings of up to 30% each year on space and water heating, with some homeowners realizing even greater savings. This affordability is vital for Ontario residents and businesses now more than ever.
- **Reliability:** The NGEP helps connect communities and businesses to the natural gas system, which is 99.9993% reliable, delivering up to 90 GW equivalent of peak winter capacity, ensuring uninterrupted energy supply even during extreme weather events.
- **Resiliency:** The program enhances Ontarians' access to resilient energy infrastructure, ensuring their uninterrupted access to energy despite extreme events, including weather-related disruptions and cybersecurity threats.
- **Customer choice:** The program empowers Ontario energy consumers by offering flexibility in supporting their path to achieving net-zero emissions cost-effectively, aligning with the province's sustainability goals.
- **Economic development:** Enbridge Gas' proposed four economic development projects for Phase 2 were modeled on the successful in-service Chatham-Kent Rural Project. Enbridge Gas held an Expression of Interest process in the Niagara, Haldimand-Dunnville, Haldimand-Nanticoke and Hamilton regions where customers expressed a strong demand for potential capacity expansion projects by submitting "bids" articulating their demand and possible job and investment impacts. Bidders indicated that if these projects were to proceed, they would be investing \$1.75 billion in development at their sites.
  - **Job creation:** The expansion of natural gas infrastructure significantly contributes to direct and indirect employment opportunities in the province. For example, the Phase 2 bidder's investments would support the creation of over 8,000 direct jobs and 6,000 indirect jobs.
  - **Cost savings for businesses:** The natural gas expansion program helps businesses reduce overhead costs and indirectly benefit the broader economy. This includes allocating resources to business expansion, creating local jobs, stimulating private investment, and contributing to broader economic benefits such as payroll support and tax revenues.
- **Industrial competitiveness:** The competitiveness of Ontario's industrial customers relies on keeping and further expanding our 3.9 million customers connected to the gas system. Our industrial customers bear only 20% of the cost of the system. Maintaining and expanding the natural gas customer base is critical to Ontario's industrial competitiveness and energy system's resiliency.

In summary, smart, timely investments in natural gas projects are one way Ontario can make a real impact on local communities and help provide cost savings to businesses that desperately need it. The proposed natural gas expansion program in Ontario offers significant benefits, including up to 30% cost savings on heating, access to a 99.9993% reliable energy system, improved resiliency during extreme



events, and increased customer choice to support sustainability goals. Additionally, it drives economic development, creating thousands of jobs and reducing overhead costs for businesses, stimulating investment, and bolstering the overall economy.

## Theme 2: Conversion to Natural Gas for Home Heating

**1. Do you have any relevant information related to your experience with the cost of residential heating system conversion to natural gas from other fuel types (such as propane, fuel-oil, wood, and electric baseboard heating)? If available, please include a breakdown or estimate of all one-time costs incurred in this process (e.g., equipment cost for natural gas furnace, costs of retrofitting a home, upfront cost of connecting a home to the nearby main natural gas line).**

- **Affordability:** The natural gas system delivers approximately 30% of the energy in Ontario annually. The cost to operate the gas system is roughly 1/3 of what it costs to operate the electricity system, which supplies only about half of the amount of energy as the gas system annually.<sup>3</sup> Ontario's energy system reality is that natural gas remains a cost-effective energy option for Ontarians. With respect to individual homeowners, natural gas offers a more cost-effective energy solution compared to existing alternatives such as electric resistance heating, propane, or oil.<sup>4</sup>
- **Comfort and convenience:** Switching to natural gas means Ontario residents and businesses will not have to worry about running out of fuel or waiting for deliveries, ensuring a more convenient heating experience.
- **Lower carbon emissions:** Switching from higher emitting fuels like heating oil/propane to natural gas can contribute to reducing Ontario's carbon footprint.
- **Versatility and efficiency:** Natural gas provides a cost-effective energy solution in the transition away from higher emitting fuels, as it can be used for various applications, from heating to appliances such as fireplaces and clothes dryers.

In summary, switching from higher emitting fuels to natural gas provides a more cost-effective and convenient energy solution, compared to homeowners' existing alternatives like electric resistance heating, propane, or oil. Additionally, this transition can help reduce carbon emissions and enhance versatility and efficiency in various applications, contributing to a more sustainable energy choice for both residential and business needs.

**2. We are looking to gather information from customers who have converted their homes to natural gas heating in the recent years. For example: Do you have information on the ease of finding qualified and experienced technicians/contractors to complete the work, timeliness of upgrades and/or connections?**

Testimonials from customers that converted their homes to natural gas can be found here: [The secret to saving on heating costs – YouTube](#) and on the Enbridge gas [website](#).

With regard to the ease of finding qualified licensed heating, ventilation, and air conditioning (HVAC) contractors, Enbridge provides a list of contractors active within the project area to customers upon

<sup>3</sup> Cost Electricity: \$18.6B operating revenues, OEB's 2022 yearbook and \$3.1B Renewable Cost Shift Subsidy estimate, Financial Accountability Office of Ontario's Report, Ontario's Energy and Electricity Subsidy Programs, February 2022. Cost Gas: Total operating revenues for Ontario's gas distributors, OEB's 2022 yearbook.

<sup>4</sup> Please note that regarding the cost of conversion for customers, it depends on numerous factors that would require careful consideration in order to develop a consumer conversion cost comparison. Enbridge does not have and cannot reasonably attain/assess this information at this time. Furthermore, consumer conversions from oil to non-natural gas energy solutions (i.e., high-efficiency electric cold climate air source heat pumps) and vice versa, are not within the scope of Enbridge's natural gas LTC Applications. However, operating costs are easier to estimate. Please refer to the operating costs figure below.



request with the disclaimer that the list of HVAC provided should not be considered comprehensive nor does it prohibit other contractors from participating in the community expansion program. Enbridge does not endorse or recommend specific contractors and recommends obtaining more than one quote from various sources. Enbridge also allows interested licensed contractors to be added to the distribution list.

**3. What is your awareness about available government/industry subsidies and the ease of accessing incentives when converting a home to natural gas heating from other fuel types?**

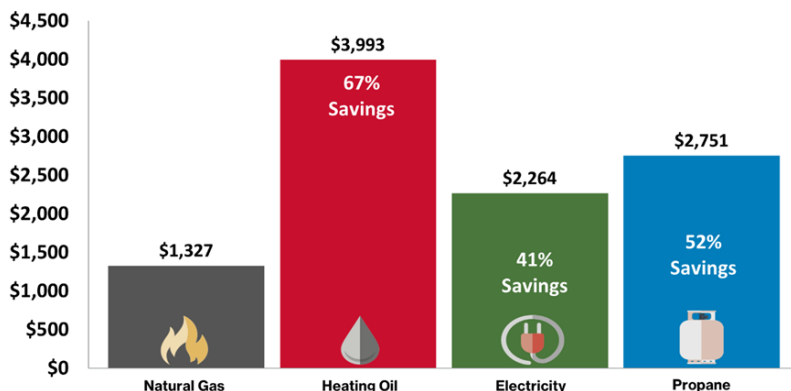
Enbridge Gas customers, including residents and businesses who are converting their heating to natural gas from other fuel types at the time they are participating in the NGEF program, have access to DSM programming which offers a number of opportunities to increase the efficiency of their building, lower energy usage and save on bills. In addition, there are several government programs that target various sectors to reduce energy and GHG emissions that are available to consumers. .

In summary, when converting a building to natural gas heating from other high emitting fuel sources, customers have access to government and Enbridge Gas DSM program rebates. The programs available for consumers make it financially attractive and accessible for building owners to improve energy efficiency while transitioning to gas.

**4. Do you have any information on monthly or annual energy cost differences between natural gas, and the other fuel types/home heating systems? Please note any savings for households from using natural gas, based on your own experiences and/or your estimates and forecasts, if available. Please note your assumptions and all relevant context to the extent possible.**

Enbridge Gas provides estimated costs and savings of natural gas to alternative fuel sources on its website, typically updated on a quarterly basis. See below for the most recent infographic. Notably, Enbridge Gas does not provide cost comparisons for electric cold climate air source heat pumps because such costs are highly variable.

**Residential Annual Heating Bills (Rate 1)\***



\*Based on 2,400 m<sup>3</sup> annual consumption.  
 Notes: Natural gas price is based on Rate 1 rates in effect as of October 1, 2023. Oil and propane prices are based on the latest available retail prices. Electricity rates based on Toronto Hydro rates as of Jan. 1, 2023, and Regulated Price Plan (RPP) customers that are on Time-Of-Use (TOU) pricing. It includes the Ontario Electricity Rebate (OER). Electric cold climate air source heat pumps are available but not included in the savings calculations. Costs have been calculated for the equivalent energy consumed and include all service, delivery and energy charges. The Federal carbon charge is included for all energy types as reported and expected to increase annually depending on government policies. HST is not included.



## Theme 3: Natural Gas Expansion and Indigenous Communities

### 1. Are there any additional or unique concerns and priorities that you or your community experience or have identified regarding heating options, cost, and affordability?

While Enbridge does not purport to speak on behalf of Indigenous communities, Indigenous Engagement Advisors at Enbridge frequently hear Indigenous communities voice concerns about the costs associated with converting their heating source to natural gas. In many cases, the absence of funding and/or support programs that could help offset the conversion costs remain a barrier for Indigenous community members to take advantage of natural gas offerings in their communities. While conversion cost concerns are often brought up to Enbridge by Indigenous community members, Enbridge would recommend specific consultation with Indigenous communities to better understand their unique perspectives on this issue.

### 2. Are there any specific environmental concerns that you or your community feel should be considered or prioritized in current and future natural gas planning?

Enbridge completes Environmental Assessments in accordance with the Ontario Energy Board's (OEB) *Environmental Guidelines for Hydrocarbon Projects and Facilities in Ontario* (8<sup>th</sup> edition, 2023). Through this process, a thorough consultation and engagement program is completed to identify and address concerns brought forward by stakeholders, including Indigenous communities, regulators, and the general public. Mitigation measures are recommended and documented into an Environmental Report for the project to minimize impacts to the natural environment. Enbridge also completes post-construction reporting to the OEB, to demonstrate compliance with the mitigation measures and confirm restoration activities have been completed.

### 3. Are there any specific concerns or priorities that you or your community or organization associate with future natural gas planning (e.g., community involvement in the planning of natural gas infrastructure expansion, relevant economic opportunities, and partnerships)?

No comment

## Theme 4: Future of Natural Gas Expansion

### 1. What applications (such as residential, industrial, commercial, or agricultural) should natural gas expansion focus on in the future? Where do you think further public investment in natural gas infrastructure makes sense and why?

The natural gas system provides access to an affordable, safe, reliable, and resilient energy source. To ensure the government is offering equitable access to affordable and reliable energy infrastructure, any community that expresses interest in access to the natural gas system should be considered for community expansion, as it provides opportunities to move away from higher emitting fuels for energy use. For example, homeowners using propane or heating oil are more likely to express interest in connecting to natural gas, as seen in Enbridge's recent market research survey results. Across six communities surveyed in 2022, the average percentage of respondents likely, very likely, or extremely likely to connect to natural gas if it became available was 77% in total. Looking at respondents with propane and oil fueled space heating, the average percentage likely/very likely/extremely likely to connect to natural gas was higher—85% and 80% respectively.<sup>5</sup>

<sup>5</sup> The numbers provided are the average across six communities surveyed in 2022: Bobcaygeon, Cedar Springs, Cherry Valley, Eganville, Hidden Valley, Neustadt, Sanford, and Selwyn.



Economic development in the industrial and agricultural sectors can also be substantially bolstered by enhanced access to natural gas. Natural gas not only presents an affordable, reliable, and resilient alternative to higher-emission fuels but also fosters reductions in both operational expenses and GHG emissions for businesses. Furthermore, the strategic expansion to areas suitable for RNG production holds great promise for stimulating economic opportunities in the low-carbon fuel sector. Enbridge recommends that the government considers RNG production as an integral component of economic development initiatives.

In summary, Enbridge recommends that the government promotes equitable community expansion of the natural gas system to provide affordable, reliable, and resilient energy while reducing emissions and driving economic development in industrial and agricultural sectors, with support for RNG for low carbon fuel production.

**2. Alternatively, what other energy technologies could be considered instead of natural gas expansion?**

Low-carbon hydrogen and RNG can both be blended into the gas system directly, reducing the carbon intensity of natural gas and providing customers choice along their energy transition journey. Leveraging these technologies paired with natural gas expansion allows Ontarians a resilient decarbonization opportunity. Access to gas infrastructure in more rural communities allows for the connection of more remote sources of RNG, increasing the availability of this low carbon fuel that would otherwise not be brought to market. Future public investment in developing RNG or low-carbon hydrogen projects and their connection to the natural gas system are in alignment with government policy and safe bet actions Enbridge has proposed to undertake to advance energy transition in Ontario. Investments in these technologies support an orderly energy transition, and they provide cost-effective secure, reliable, and resilient energy for customers during the transition to a low-carbon economy.

**3. What other alternative government initiatives do you think could be in place to support cost-effective home heating in Ontario?**

New customers that elect to install a hybrid heating system, an electric heat pump paired with a condensing natural gas furnace, not only can reduce their emissions by converting to natural gas from a higher-emitting energy source, but also reduce their annual volumes as compared to a natural gas furnace, generating even greater emissions reductions. All while connecting to the safe, reliable, resilient, and affordable gas system. Expanding the Clean Home Heating Initiative can further reduce GHG emissions in Ontario for existing and prospective natural gas customers while also leveraging existing available electricity capacity without adding to the peak demand.

Additionally, Enbridge also recommends exploring alternatives to ratepayer funding, such as government subsidies funded through taxes, akin to electrical subsidies. This approach which would cost less than one half of a percent compared to annual electrical subsidies can help in ensuring equitable access to the affordability, reliability, and resiliency benefits that the gas system offers.

**4. Do you think the government should have a larger role in identifying potential natural gas expansion projects to receive public funding, based on advice from the OEB and the project proponents?**

No comment.



**5. How does natural gas expansion fit with provincial, municipal, or community-level sustainability objectives as well as ongoing electrification trends? What are the potential risks and benefits?**

Ontario's gas system will continue to be instrumental to the province's energy transition, as emphasized in the Ministry of Energy's "Powering Ontario's Growth Report".<sup>6</sup> The gas system is crucial today, as natural gas provides 30% of the province's energy, and it is critical for enabling the delivery of low-carbon fuels, such as hydrogen and RNG, both of which are essential components in the transition away from higher emitting energy sources. Additionally, the CEO of the Independent Electricity System Operator (IESO) highlighted the significance of natural gas in Ontario's energy transition in an op-ed for the Toronto Star.<sup>7</sup> Moreover, as Ontario continues to build its "Driving Prosperity and Critical Minerals strategies", the natural gas system plays a pivotal role in supporting jobs and economic growth in Ontario.

**Benefits of the Gas System in the Energy Transition:**

- **Transition Enabler:** The "Powering Ontario's Growth Report" underscores the role of the natural gas system in facilitating a smooth transition away from higher emitting energy sources, ensuring the reliability and affordability of the energy supply, as articulated by the Ministry of Energy.
- **Resiliency:** The gas system is highly resilient not only to large changes in energy demands, but to extreme weather events. For example, the derecho that swept through Ontario in 2022, which according to the Insurance Bureau of Canada was the sixth largest insured loss event in Canada.<sup>8</sup> Resiliency during these events is critical, as disruptions to energy delivery can cause widespread economic and societal impacts, including loss in productivity, as well as health and safety concerns for customers relying on energy for building space conditioning purposes. Access to Enbridge's gas system provides prospective customers the opportunity to benefit from the inherent resilience of the gas pipeline system through uninterrupted delivery of natural gas during extreme weather events. In addition, where prospective customers elect to install generators, electricity outages can be mitigated.
- **Low-Carbon Fuel Delivery and Decarbonization Support:** The gas system can efficiently deliver low-carbon fuels, including hydrogen and RNG. Delivery of these low carbon fuels aligns with the Powering Ontario's Growth report and the Canadian Energy Regulator's "Canada's Energy Future 2023" report, both of which focus on the need for a diversified approach to decarbonization.<sup>9</sup> Hydrogen and RNG can contribute significantly to the reduction of carbon emissions across all sectors and, in particular, heavy industry, transportation, and power generation - together helping to achieve Ontario's sustainability objectives. Customers attaching to the gas distribution system to switch away from higher emitting fuels immediately realize GHG emission reductions, which can grow over time as the gas supply is decarbonized. This supports Ontario's 2030 emissions reductions targets and a net-zero future.
- **Reliability and Flexibility:** Reliable energy delivery is especially critical on the hottest and coldest days of the year when Ontarians are most reliant on energy supply to cool and heat their homes and businesses. Meeting seasonal and peak demands is a requirement of the system's design and is fundamental to delivering the energy Ontarians need and want. Enbridge's gas system is highly reliable, consistently meeting both seasonal and peak gas demands with few, if any, outages. As highlighted by the IESO CEO in her op-ed, natural gas provides a reliable and

<sup>6</sup> <https://www.ontario.ca/files/2023-07/energy-powering-ontarios-growth-report-en-2023-07-07.pdf>

<sup>7</sup> [https://www.thestar.com/opinion/contributors/how-ontario-is-working-towards-a-zero-emissions-energy-grid/article\\_48db21d2-506a-5f7f-a338-fda3034a36af.html](https://www.thestar.com/opinion/contributors/how-ontario-is-working-towards-a-zero-emissions-energy-grid/article_48db21d2-506a-5f7f-a338-fda3034a36af.html)

<sup>8</sup> Insurance Bureau of Canada. (2022 June 15). Derecho Storm Ranks 6th Largest Insured Loss Event in Canadian History. <https://www.ibc.ca/news-insights/news/derecho-storm-ranks-6th-largest>

<sup>9</sup> <https://www.cer-rec.gc.ca/en/data-analysis/canada-energy-future/2023/canada-energy-futures-2023.pdf>



flexible energy source, which is crucial for maintaining energy security and affordability in the province's transition away from higher emitting energy solutions.

- **Support for Economic Growth:** The gas system plays an essential role in supporting Ontario's Driving Prosperity and Critical Minerals strategies while creating jobs and driving economic prosperity.

To that effect, Enbridge would like to highlight some of the areas in Ontario that would benefit from increased access to natural gas from an economic development and job creation standpoint, specifically:

- Enbridge is seeing an increased interest in the Nanticoke (Haldimand County) area across all sectors. This area, located at the end of Enbridge's natural gas infrastructure at Lake Erie, would benefit from increased access to the natural gas system.
- Enbridge is also seeing an increased interest across all sectors in Eastern Ontario, specifically in the area roughly from Brockville to Cardinal. From ports to heavy industry, to greenhouses and more, this area is growing substantially and would benefit from increased access to the natural gas system for jobs and economic development. In addition, with consideration for the future decarbonization of heavy industry and ports in this area, expanded access to the gas system enables an economical means of providing RNG and or low-carbon hydrogen for these hard to decarbonize sectors.
- Southwestern Ontario is, across the board, showing substantial industrial growth with virtually all areas being looked at for expansion by major industrial clients and related supplier industries to those clients.
- In Northern Ontario, the North Bay-Sudbury-Espanola area would benefit as well from increased access to the natural gas system for economic growth and job creation.
- The agricultural industry across Ontario would benefit from enhanced access to the gas system by reducing costs in the industry, specifically those related to grain drying and building heat.
- While conversion costs remain a barrier, many Indigenous communities remain interested in increased access to affordable energy options.

In summary, the expansion of the natural gas system in Ontario is essential for the energy transition and aligns with both sustainability and economic growth objectives. It serves as a reliable and cost-effective means of delivering low-carbon fuels like hydrogen and RNG, contributing to the reduction of carbon emissions while fostering job creation and economic prosperity in the region.

## Conclusion

If you have any questions or require additional information, please do not hesitate to contact Islam Elsayed, Senior Advisor, Government Affairs ([islam.elsayed@enbridge.com](mailto:islam.elsayed@enbridge.com)).



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1, Attachment 2

Question(s):

- a) Please confirm that home owners are eligible for up to \$5,000 grants and \$40,000 in interest free loans from the federal government for qualifying cold climate air source heat pump installations.
- b) Please provide any studies or analysis that Enbridge has completed on the impact of the above-references \$5,000 grant and interest free loans for air source heat pumps on the likely number of customers attaching to the proposed pipeline.
- c) Please provide any studies or analysis that Enbridge has completed on the impact of current high gas prices on the likely number of customers attaching to the proposed pipeline.

Response:

- a) Subject to meeting program eligibility requirements, certain homeowners are currently eligible for up to \$5,000 in grants from the federal government for qualifying air source heat pumps, as detailed at the following link:

<https://www.enbridgegas.com/residential/rebates-energy-conservation/home-efficiency-rebate-plus>

As a natural gas utility, Enbridge Gas is not in a position to provide information regarding programs for electric end-use equipment which the Company does not administer. Please refer to the Canada Greener Homes program website for information on loans currently offered by the federal government for qualifying air source heat pumps:

<https://natural-resources.canada.ca/energy-efficiency/homes/canada-greener-homes-initiative/canada-greener-homes-grant/greener-homes-grant-ontario/24835>

Please note that the information set out above, including available grants and program eligibility requirements, is current as of the date of this filing and is subject to change.

In addition, based on the Company's current understanding as of November 10, 2023, NRCan is halting the intake into the Canada Greener Homes program in Q1 2024. However, all consumers who have entered the program before this cut-off date and complete their participation within the program rules by Q1 2027 are expected to be paid the rebates currently available from Canada Greener Homes. The Contribution Agreement with Enbridge Gas and NRCan remains in effect for the full term.

b) - c)

Enbridge Gas has not completed any studies or analyses on the topics referenced by ED. The attachment forecast is based on the energy interests expressed by actual residents and business-owners within the Project area, which intrinsically incorporates all factors including financial and non-financial considerations. The Company has no reason to believe that the attachment forecast is inaccurate.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1

Question(s):

- a) Please confirm that Canada's 2030 Emissions Reduction Plan includes a projection for carbon emissions associated with buildings to decline by 41% by 2030 from 2019 levels (to 53 CO<sub>2</sub>e from 91 CO<sub>2</sub>e) and that it plans for a 22% reduction by 2026 from 2019 levels (to 71 CO<sub>2</sub>e from 91 CO<sub>2</sub>e).<sup>1</sup> If not, please explain.
- b) Please confirm that Canada's 2030 Emissions Reduction Plan has formal legal status under s. 9 of the Canadian Net-Zero Emissions Accountability Act in relation to the legally binding targets under that Act.<sup>2</sup> If not, please explain.
- c) Please confirm that Canada has committed to net-zero emissions from electricity generation by 2035. If not, please explain.

Response:

- a) Not confirmed. The Government of Canada has set an economy-wide emissions reduction target of 40-45% below 2005 levels by 2030. This is stated in the 2030 Emissions Reduction Plan, on page 15.<sup>3</sup>

On June 29, 2021, the Canadian Net-Zero Emissions Accountability Act (the Act) became law. The Act marks the first time a Canadian government has legislated emissions reductions accountability to address climate change. The Act sets legal requirements for current and future governments to plan, report, and course correct on the path to net-zero emissions by or before 2050. It enshrines in legislation Canada's 2030 Nationally Determined Contribution under the Paris Agreement, which is to reduce emissions by 40-45% below 2005 levels, as announced by Prime Minister Trudeau in April 2021.

On page 88 of the same document, the Government of Canada has provided the reduction potential of various sectors, including the building sector; however, it is

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<sup>1</sup> <https://www.canada.ca/en/environment-climate-change/news/2022/03/2030-emissions-reduction-plan--canadas-next-steps-for-clean-air-and-a-strong-economy.html>

<sup>2</sup> *Canadian Net-Zero Emissions Accountability Act*, s. 9.

<sup>3</sup> [En4-460-2022-eng.pdf \(publications.gc.ca\)](#)

noted in the document that these are projected sectoral contributions, not sectoral targets, and that emissions reductions ultimately contributed by each sector are likely to vary over time. On pages 36 and 37, the Government of Canada has provided a high-level overview of actions and investments being taken to achieve greenhouse gas (GHG) reductions within the building sector; however, the GHG reductions to be achieved from these actions and investments are not stated. Development and enactment of policies and regulations is required to implement these actions and investments.

- b) Confirmed. However, it is important to note that the *Canadian Net-Zero Emissions Accountability Act* does not mandate specific targets for different sectors of the economy or jurisdictions. Rather, the statute requires the federal government to establish national targets and assess and report on the progress made over time.
- c) Confirmed. Environment and Climate Change Canada (ECCC) published the draft Clean Electricity Regulations (CER) on August 19, 2023, which is intended to drive progress towards reducing greenhouse gas emissions from electricity generation beginning in 2035. To support affordability and reliability while achieving net zero, ECCC has proposed a technology neutral and non-prescriptive approach, which will allow solutions such as carbon capture and storage, co-firing fossil fuels with low-carbon fuels or switching to low-carbon fuels to achieve compliance.<sup>4</sup> Additionally, ECCC is also proposing to allow electrical generation units commissioned before 2025 to become subject to the CER at the end of their prescribed life (20 years) and to operate unabated during emergency circumstances.

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<sup>4</sup> <https://www.gazette.gc.ca/rp-pr/p1/2023/2023-08-19/html/reg1-eng.html>.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

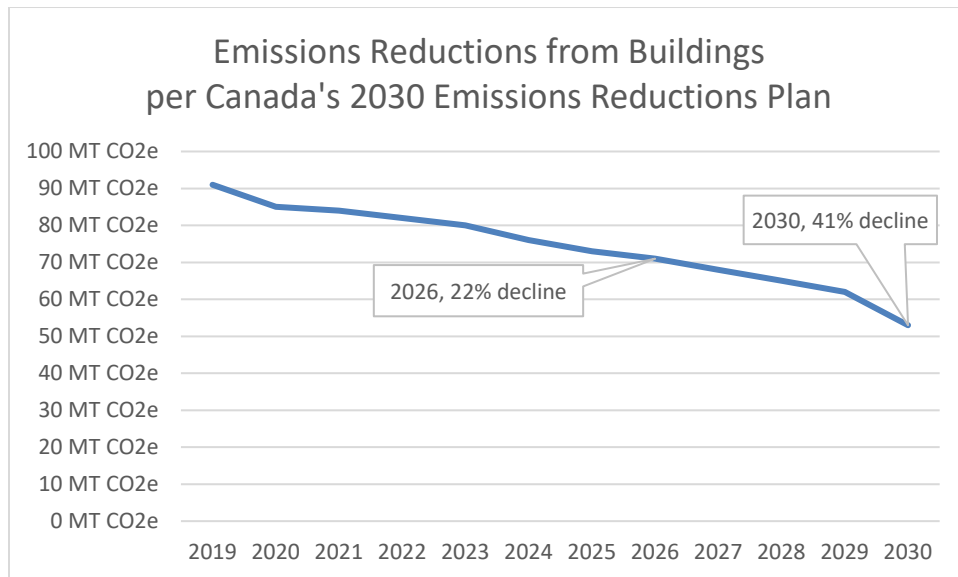
Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1

Question(s):

- a) Please confirm that the following chart accurately depicts a projection of emissions reductions from buildings per Canada's 2030 Emissions Reduction Plan<sup>1</sup>. If not, please prepare a chart that Enbridge believes is accurate:



- b) Does Enbridge agree that Canada's 2030 Emissions Reduction Plan is likely to impact the customer attachment forecast through future policies that cause some customers to choose electric heat pumps over gas? If not, please explain.

Response:

- a) The data for the graph on page 88 of Canada's 2030 Emissions Reduction Plan is the potential greenhouse gas (GHG) reductions by sector, not a planned amount or target. The information is publicly available on the Government of Canada's

<sup>1</sup> For the underlying numbers, see here: *2030 Emissions Reduction Plan – Canada's Next Steps for Clean Air and a Strong Economy* ([link](#)).

website.<sup>2</sup> The graph provided by Environmental Defence appears to be an accurate representation of the information available on that website.

- b) No. The attachment forecast for the proposed Project is based on the known energy preferences expressed by actual residents and business-owners within the Project area, which intrinsically incorporate all factors including financial and non-financial considerations. The Company has no reason to believe that the attachment forecast is inaccurate. Future policies arising from Canada's 2030 Emissions Reduction Plan have yet to be drafted or proposed, so any material impacts to the customer attachment forecast cannot yet be clearly understood.

Enbridge Gas expects that Canada's 2030 Emissions Reduction Plan will require changes in the use of natural gas; however, it is not known at this time what those changes might be due to:

- i. Factors that could increase the volume of gas flowing through the system including fuel switching from higher emitting fuels to natural gas, and displacement of natural gas via blended fuels like hydrogen.
- ii. Some customers could maintain their current natural gas consumption and pair it with carbon capture, utilization and storage (CCUS) or renewable natural gas (RNG).
- iii. The adoption of emissions reduction energy solutions like hybrid heating would reduce customers' annual natural gas consumption; however, it may not reduce Enbridge Gas's design day demand or design hour demand, which is what is used to design its natural gas transmission and distribution systems.

Enbridge Gas's existing 150,000 kms of underground energy infrastructure provides energy resiliency and optionality at a low cost; therefore, existing customers could retain their peak capacity in order to preserve their ability to utilize existing gas generators, gas fireplaces, gas cooktops, or gas pool heaters when/if required. In such instances, even if such customers replace certain of their existing natural gas appliances with electric appliances (which would come at an added capital cost and is unlikely to occur immediately), peak natural gas demand could remain unchanged. Further, if customers place increased value on energy resiliency and optionality in the future (e.g., should the frequency and severity of extreme weather events increase, or electrical system reliability/resiliency decline) efficiency gains made via electrification could be offset by growth in customers seeking resiliency via gas system-based back-up.

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<sup>2</sup> <https://www.canada.ca/en/services/environment/weather/climatechange/climate-plan/climate-plan-overview/emissions-reduction-2030.html>

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1

Question(s):

- a) Please provide a list of grants and loans available to customers in the proposed project area to install cold climate air source heat pumps.
- b) Please confirm whether each of the following statements is true. If not, please explain why:
  - i) The federal government is now providing \$5,000 incentives for customers to switch to high-efficiency electric heat pumps as part of its Greener Homes Grant;<sup>1</sup>
  - ii) The federal government is now providing an additional \$5,000 in incentives for customers to switch from oil to high-efficiency electric heat pumps if they earn a median income or lower (e.g., \$122,000 after-tax income for a family of 4 in Ontario) through the Oil to Heat Pump Affordability Program<sup>2</sup>; and
  - iii) The federal government is now providing up to \$40,000 in interest free loans, which can be put towards conversions to electric heat pumps, and not gas equipment, through the Greener Homes Loan.<sup>3</sup>
- c) Further to (b)(ii) above, please provide a table showing the median income for Ontario that serves as the eligibility threshold for the Oil to Heat Pump Affordability Program?
- d) Please provide an estimate of the number and percent of residents in the project area that would be eligible for Oil to Heat Pump Affordability Program. This could be done, for example, based on statistics for the percent households at or below the eligibility threshold in the area or region.
- e) Please compare the cost of converting from oil to (i) gas versus (ii) an electric cold climate heat pump, accounting for two rebates noted above.

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<sup>1</sup> <https://natural-resources.canada.ca/energy-efficiency/homes/canada-greener-homes-initiative/canada-greener-homes-grant/canada-greener-homes-grant/23441>

<sup>2</sup> <https://natural-resources.canada.ca/energy-efficiency/homes/canada-greener-homes-initiative/oil-heat-pump-affordability-program-part-the-canada-greener-homes-initiative/24775>.

<sup>3</sup> <https://natural-resources.canada.ca/energy-efficiency/homes/canada-greener-homes-initiative/canada-greener-homes-loan/24286>

Response:

a) - c)

Please see the response at Exhibit I.ED-33 part a).

Please refer to publicly available websites for each program below:

- i. <https://www.enbridgegas.com/residential/rebates-energy-conservation/homeefficiency-rebate-plus>
  - ii. <https://natural-resources.canada.ca/energy-efficiency/homes/canada-greenerhomes-initiative/oil-heat-pump-affordability-program-part-the-canada-greenerhomes-initiative/24775>
  - iii. <https://natural-resources.canada.ca/energy-efficiency/homes/canada-greenerhomes-initiative/canada-greener-homes-loan/24286>
- d) The Company does not have the requested information regarding the number or percent of residents in the project area that could be eligible for the Oil to Heat Pump Affordability Program. In addition, this is not a program that is administered by the Company.
- e) There are numerous factors that would require careful consideration in order to develop a consumer conversion cost comparison from oil to a non-natural gas energy solution (i.e., high-efficiency electric cold climate air source heat pumps which are the basis of ED's request). The Company does not have and cannot reasonably attain/assess this information at this time. Furthermore, consumer conversions from oil to non-natural gas energy solutions (i.e., high-efficiency electric cold climate air source heat pumps) and vice versa, are not within the scope of the Company's natural gas leave to construct Applications. Please see the response at Exhibit I.ED-1 part a) for more information.



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1

Question(s):

- a) Please confirm how much additional annual subsidy individuals and families qualified under the Ontario Electricity Support Program can receive if they heat their home with electricity?
- b) Please provide an estimate of the number and percent of residents in the project area that would be eligible for the Ontario Electricity Support Program. This could be done, for example, based on statistics for the percent of households receiving social assistance.

Response:

a) - b)

As a natural gas utility Enbridge Gas is not in a position to provide information regarding electricity subsidies or related support programs which the Company does not administer. The Company understands that information regarding the same is publicly available via the following OEB webpage:

<https://ontarioelectricitysupport.ca/FAQ>

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1

Question(s):

- a) Does Enbridge agree that government policies or market forces related to decarbonization could impact the customer attachment or revenue forecasts? If not, please justify the response.
- b) What are the lifetime volumes of gas (m<sup>3</sup>) and carbon emissions (CO<sub>2</sub>e) corresponding to the 40-year customer attachment and revenue forecasts in relation only to emissions from end-use combustion?
- c) What are the lifetime carbon emissions (CO<sub>2</sub>e) corresponding to the 40-year customer attachment and revenue forecasts in relation only to upstream emissions (i.e. extraction and transportation)?
- d) In EB-2020-0066, Exhibit JT1.714, Enbridge estimated 14 gCO<sub>2</sub>e/MJ related to upstream extraction, processing, transportation and distribution of gas<sup>1</sup>. Does Enbridge still believe this is the best estimate of upstream emissions? If not, please provide Enbridge's best estimate of upstream emissions.
- e) What are the lifetime carbon emissions (CO<sub>2</sub>e) corresponding to the 40-year customer attachment and revenue forecasts in relation only to unburned methane from customer equipment (i.e. extraction and transportation)?<sup>2</sup>
- f) What is Enbridge's best estimate of the emissions (gCO<sub>2</sub>e/MJ & tCO<sub>2</sub>e/m<sup>3</sup>) arising from unburned methane emissions from customer equipment?
- g) Please confirm that the methane emissions cited in the following reference are only the methane emissions from combustion, not from leaks, and if Enbridge disagrees, please explain with excerpts: Ontario Ministry of the Environment and Climate Change. (2017, November). Guideline for Quantification, Reporting and Verification

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<sup>1</sup> See page 398: <http://www.rds.oeb.ca/HPECMWebDrawer/Record/680679/File/document>

<sup>2</sup> Any of the following sources could be used as an emissions factor: Quantifying Methane Emissions from Natural Gas Water Heaters ([link](#)); Unburned Methane Emissions from Residential Natural Gas Appliances ([link](#)); An Estimate of Natural Gas Methane Emissions from California Homes ([link](#)); Beyond-the-Meter: Unaccounted Sources of Methane Emissions in the Natural Gas; Distribution Sector ([link](#)); Methane and NO<sub>x</sub> Emissions from Natural Gas Stoves, Cooktops, and Ovens in Residential Homes ([link](#)).

of Greenhouse Gas Emissions. Table 20-3 and Table 20-4. [https://prod-environmental-registry.s3.amazonaws.com/2018-01/013-1457\\_d\\_Guide.pdf](https://prod-environmental-registry.s3.amazonaws.com/2018-01/013-1457_d_Guide.pdf).

- h) What are the emissions from the combustion of gas in Ontario (gCO<sub>2</sub>e/MJ & tCO<sub>2</sub>e/m<sup>3</sup>)?

Response:

- a) No. The Project-specific attachment/revenue forecast(s) is based on the current known energy preferences expressed by actual residents and business-owners within the Project area, which intrinsically incorporate all factors including financial and non-financial considerations. The Company has no reason to believe that the attachment forecast is inaccurate.

Enbridge Gas also notes that the market research undertaken in Q3 2022, set out in Exhibit B, Tab 1, Schedule 1, Attachment 3, indicates that with the equipment conversion cost, an additional surcharge for space and water heating equipment and the federal carbon pricing program, 88% of respondents overall are likely to convert their space heating systems and/or water heaters to natural gas.

- b - c) and e)

Enbridge Gas does not prepare 40-year customer attachment, demand and/or revenue forecasts, and preparing the same in response to ED's request would be onerous and is not reasonably possible to do within the timeframe established by the OEB for the current proceeding. Accordingly, Project-related lifetime gas volumes and greenhouse gas emissions related to end-use combustion, upstream emissions and un-burned methane emissions cannot reasonably be estimated at this time.

- d) On September 8, 2023, Environment and Climate Change Canada (ECCC) issued a pre-publication notice of a proposed change to the carbon intensity of natural gas to be used within the Clean Fuel Regulation<sup>3</sup> for natural gas consumed within Canada. The proposed values are based on 2021 data. The average emissions from the upstream production, transportation and distribution of natural gas consumed within Canada proposed within the Clean Fuel Regulation are 10.34 gCO<sub>2</sub>e/MJ. It should be noted that the origination of gas supplies consumed within Canada will vary regionally and may differ from the proposed national average value.

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<sup>3</sup> Environment and Climate Change Canada. 2023.Pre-publication: Proposed update to the carbon intensity of natural gas – early notice. <https://data-donnees.ec.gc.ca/data/climate/framework/fuel-life-cycle-assessment-model/English/Pre-publications-for-2024/2023.09-Proposed-update-to-the-carbon-intensity-of-natural-gas-early-notice/Readme-Pre-publication-Proposed-update-to-the-carbon-intensity-of-natural-gas-early-notice.pdf>.

- f) Based on the 2023 NIR<sup>4</sup> Enbridge Gas estimates the amount of unoxidized (i.e., unburned) methane in the combustion of natural gas in residential equipment at  $0.037 \text{ gCH}_4/\text{m}^3$  ( $9.25 \times 10^{-7} \text{ tCO}_2\text{e}/\text{m}^3$  or  $0.0238 \text{ gCO}_2\text{e}/\text{MJ}^5$ ) of natural gas.
- g) Confirmed.
- h) As reported in the 2023 NIR, the emissions from combustion of natural gas in residential, construction, commercial/institutional and agricultural sectors in Ontario are  $0.001932 \text{ tCO}_2\text{e}/\text{m}^3$ <sup>6</sup>, or  $49.7 \text{ gCO}_2\text{e}/\text{MJ}^7$ .

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<sup>4</sup> Environment and Climate Change Canada. 2023. National Inventory Report. Table A6.1-3. [En81-4-2021-2-eng.pdf \(publications.gc.ca\)](#).

<sup>5</sup> As converted to energy units using Enbridge Gas Inc 2022 Gas Composition and High Heating Value Data. [Enbridge Gas 2022 Gas Composition and High Heating Value Data PDF](#)

<sup>6</sup> Environment and Climate Change Canada. 2023. National Inventory Report. Tables A6.1-1 and A6.1-3. [En81-4-2021-2-eng.pdf \(publications.gc.ca\)](#).

<sup>7</sup> As converted to energy units using Enbridge Gas Inc 2022 Gas Composition and High Heating Value Data. [Enbridge Gas 2022 Gas Composition and High Heating Value Data PDF](#).

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1

Question(s):

- a) Is the price of gas and/or the incentives available for electric heat pumps impacting the customer attachments in community expansion projects? Please explain the answer.
- b) (b)To help us explore the question in (a), please complete the following tables and prepare a chart for each showing the trendline. For the second table, please divide the annual forecast by 12 to generate a monthly forecast figure.

<b>Customer Attachments in Community Expansion Locations by Month</b>				
	Jan 2020	Feb 2020	...	Dec 2022
Number of customer attachments				

<b>Customer Attachments in Community Expansion Locations by Month Percent of Forecast</b>				
	Jan 2020	Feb 2020	...	Dec 2022
Number of customer attachments as % of forecast				

Response:

- a) Enbridge Gas has not completed any studies or analyses on the topics in question. The Project-specific attachment forecast is based on the energy interests expressed by actual residents and business owners residing/located within the Project area, which intrinsically incorporates all factors, including financial and non-financial considerations. The Company has no reason to believe that the attachment forecast is inaccurate.

b) Please see Attachment 1 to this response. Please note:

- a. The Company forecasts and tracks actual attachments by year and not by month. As such, the Company has provided the requested information in an annual format and not a monthly format. The Company cautions against using a trendline for the purposes described by ED in the interrogatory, as there could be multiple financial and non-financial drivers of the rate of attachment in different communities.
- b. The Company cautions against making conclusions based on selective factors such as those described by ED in the interrogatory. There are a several factors that can impact actual attachment rates, including but not limited to:
  - i. Government-imposed lockdowns on construction activities due to the COVID-19 pandemic; and,
  - ii. Supply chain constraints caused by geo-political conflicts and the COVID-19 pandemic, impacting the cost and availability of input materials for both Enbridge Gas and home construction activities.
- c. In some cases, lower attachments rates in later years can be driven by more customers attaching to the natural gas system in earlier years than forecasted (for example see Milverton and Rostock/Wartburg, Prince Township, and Fenelon Falls in Attachment 1). This early attachment activity can be an indication of high customer interest in attaching to the natural gas system, rather than an indication of a declining trend in interest.
- d. For the purposes of the figures provided in Attachment 1 to this response, “actual attachment” is defined as a customer that is consuming natural gas, as opposed to a customer with a meter that is installed but not yet consuming natural gas.

**Comparison of Forecasted and Actual Customer Attachments**

<b>Milverton and Rostock/Wartburg (exceeded 10 yr customer Forecast)</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Forecast Customer Attachments (#/yr)	0	185	163	67	51	42	50
Actual Customer Attachments (#/yr)	23	296	133	125	61	31	48
Number of Actual Customer Attachments as % of Forecast	N/A	160.0%	81.6%	186.6%	119.6%	73.8%	96.0%
<b>Kettle and Stoney Point First Nation and Lambton Shores</b>							
Forecast Customer Attachments (#/yr)	158	68	86	18	14	17	15
Actual Customer Attachments (#/yr)	9	171	27	44	31	12	6
Number of Actual Customer Attachments as % of Forecast	5.7%	251.5%	31.4%	244.4%	221.4%	70.6%	40.0%
<b>Moraviantown First Nation (exceeded 10 yr customer Forecast)</b>							
Forecast Customer Attachments (#/yr)		23	5	2	2	1	0
Actual Customer Attachments (#/yr)		21	11	2	4	1	0
Number of Actual Customer Attachments as % of Forecast		91%	220%	100%	200%	100%	N/A
<b>Prince Township (met the 10 yr customer Forecast)</b>							
Forecast Customer Attachments (#/yr)		76	68	26	19	15	19
Actual Customer Attachments (#/yr)		113	47	34	14	8	7
Number of Actual Customer Attachments as % of Forecast		149%	69%	131%	74%	53%	37%
<b>Fenelon Falls</b>							
Forecast Customer Attachments (#/yr)		0	123	344	383	307	216
Actual Customer Attachments (#/yr)		15	364	272	80	63	102
Number of Actual Customer Attachments as % of Forecast		N/A	296%	79%	21%	21%	47%
<b>Chippewa of the Thames First Nation (exceeded 10 yr customer Forecast)</b>							
Forecast Customer Attachments (#/yr)			19	18	1	1	0
Actual Customer Attachments (#/yr)			23	13	5	6	0
Number of Actual Customer Attachments as % of Forecast			121%	72%	500%	600%	N/A
<b>Saugeen First Nation</b>							
Forecast Customer Attachments (#/yr)				30	27	8	6
Actual Customer Attachments (#/yr)				14	10	5	5
Number of Actual Customer Attachments as % of Forecast				47%	37%	63%	83%
<b>Northshore and Peninsula Rd (exceeded 10 yr customer Forecast)</b>							
Forecast Customer Attachments (#/yr)				36	32	14	9
Actual Customer Attachments (#/yr)				42	78	27	9
Number of Actual Customer Attachments as % of Forecast				117%	244%	193%	100%
<b>Scugog Island First Nation</b>							
Forecast Customer Attachments (#/yr)				79	211	207	110
Actual Customer Attachments (#/yr)				29	280	120	66
Number of Actual Customer Attachments as % of Forecast				37%	133%	58%	60%
<b>Brunner (Perth East)</b>							
Forecast Customer Attachments (#/yr)						11	13
Actual Customer Attachments (#/yr)						35	5
Number of Actual Customer Attachments as % of Forecast						318%	38%
<b>Burk's Falls</b>							
Forecast Customer Attachments (#/yr)						12	14
Actual Customer Attachments (#/yr)						3	8
Number of Actual Customer Attachments as % of Forecast						25%	57%
<b>Kenora District (Highway 594)</b>							
Forecast Customer Attachments (#/yr)						9	8
Actual Customer Attachments (#/yr)						16	10
Number of Actual Customer Attachments as % of Forecast						178%	125%
<b>Stanley's Olde Maple Farms</b>							
Forecast Customer Attachments (#/yr)						4	4
Actual Customer Attachments (#/yr)						10	2
Number of Actual Customer Attachments as % of Forecast						250%	50%
<b>Halidmand Shores</b>							
Forecast Customer Attachments (#/yr)						30	27
Actual Customer Attachments (#/yr)						0	56
Number of Actual Customer Attachments as % of Forecast						0%	207%
<b>TOTAL</b>							
Forecast Customer Attachments (#/yr)	158	352	464	620	740	678	491
Actual Customer Attachments (#/yr)	32	616	605	575	563	337	324
Number of Actual Customer Attachments as % of Forecast	20%	175%	130%	93%	76%	50%	66%

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1

Question(s):

- a) What is the annual average consumption (m<sup>3</sup>) and annual average distribution revenue (\$) per residential customer assumed by Enbridge in this proceeding?
- b) What is the annual average consumption (m<sup>3</sup>) and annual average distribution
- c) revenue (\$) per residential customer being realized by Enbridge in its other community expansion projects? Please provide all underlying calculations. If possible, please make an adjustment for customers attaching mid-year.

Response:

- a) The weighted average consumption and annual distribution revenue for a residential customer within the Neustadt Project scope is included in Attachment 1 to Exhibit I.ED-25.
- b) The analysis set out in Attachment 1 to this response was completed by taking the sum of all monthly consumption and distribution revenue data for all residential customers attached to in-service NGEP Phase 1 and 2 projects (across all rate zones) and dividing by the total number of bills (or data points) to derive a single monthly average per customer. The summation of the monthly averages was then taken to derive an average annual consumption and distribution revenue total.

Based on the analysis completed, the annual average consumption for a residential customer is 2,354 m<sup>3</sup>/year and the annual average distribution revenue for a residential customer is \$465.

Assumptions and Notes:

- Consumption and revenue data for cycles of 27 to 33 days were used. Shorter consumption cycles were omitted as they would not be fully representative of an average month.



- Consumption values of zero were removed to eliminate customers that have not yet started consuming gas (duration between install and HVAC unlock).
- The sample of projects relied upon includes variable quantities/quality of data from past NGEF projects across the Company's service territory. The quantity of attachment data available for each project varies depending on the size of the project and the in-service date. Therefore, calculated averages are weighted more heavily towards projects with more data points.

This page is intentionally left blank. Due to size, this Attachment has not been included. Please see Exhibit I.ED-40 Attachment 1.xlsx on the OEB's RDS

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1

Question(s):

- a) Please reproduce the table provided in EB-2022-0200, Exhibit JT3.16, adding rows to show: the average revised forecast PI (weighted by final cost) and the total of column xi (shortfall).
- b) Please explain the reasons for the shortfalls in the Fenelon Falls and Scugog Island projects.

Response:

- a) Please see Attachment 1 to this response for EB-2022-0200, Exhibit JT3.16, which includes the base table requested by ED. The weighted average revised forecast PI is 0.63.<sup>1</sup> The total shortfall for projects with a revised forecast PI of less than 1.0 is \$44,904,484. Enbridge Gas cautions against drawing conclusions regarding the Project using selective information from other projects. Each project is unique with various considerations that may not apply to other projects.
- b) The reasons for shortfalls in Fenelon Falls and Scugog Island Community Expansion projects are explained as follows:
  - i) Fenelon Falls
    - Complexity of Construction:

While the original project estimate was prepared with the best information available at the time, the cost of construction proved to be significantly higher, mainly driven by encountering significantly more rocks than originally anticipated, driving up the project cost for both mains and services.

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<sup>1</sup> The average revised forecast PI (weighted by final cost) includes the projects that are considered in-service.

- Labour and Construction:

Final Labour and Construction costs were higher than originally estimated, due to: (i) changes to methods of construction; (ii) unanticipated Ministry of Transportation (MTO) permit requirements to cross the MTO highway at a deeper level than anticipated at all of the tie-in locations for the Sunderland Reinforcement work; (iii) an additional main was added as a result of the MTO permit requirement and the Regional Conservation Authority within the distribution system (non-LTC portion of the project); (iv) additional odorization requirements not included in original control budget; and (v) increased cost for upsizing of 1.5 km of Nominal Pipe Size (NPS) 4 steel (ST) to NPS 6 ST to feed a large commercial customer.

- Additional External Costs:

Final External Costs were higher than originally estimated, due to: (i) additional geotechnical and hydrogeological work; (ii) external pipeline inspection; and (iii) land/easement challenges which required the project team to lay extra mains and easements to work around the areas in question.

ii) Scugog Island First Nation

- Inflation:

Project estimates were forecast and filed with the OEB in December 2017. Construction of the Project was not completed until July 6, 2020, resulting in overall increased costs due to inflation.

- Complexity of Construction:

While the original project estimate was prepared with the best information available at the time, the cost of construction proved to be significantly higher, mainly driven by changes in the design and permitting stage requirements.

- Labour and Construction:

Final Labour and Construction costs were higher than originally estimated, due to: (i) changes to methods of construction; (ii) unanticipated MTO permit requirements and related permit delays; (iii) the requirement to construct during the winter season; and (iv) the unprecedented and ongoing COVID-19 pandemic.

- Additional External Costs:

Final External Costs were higher than originally estimated, due to: (i) additional geotechnical and hydrogeological work; (ii) external pipeline inspection; and (iii) pipeline conditioning, driven by the permitting delays and new required conditions.

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EB-2022-0200  
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Plus Attachment  
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ENBRIDGE GAS INC.

Answer to Undertaking from  
School Energy Coalition (SEC)

Undertaking

Tr: 78

Subject to data availability, to provide responses to the portions of SEC-119(a) that were previously declined

Response:

The requested information is unavailable in some instances and, in others, will require an onerous amount of data extraction that is not possible to complete within the timeframe provided for undertaking responses.

Further, as indicated in the response at Exhibit I.1.12-FRPO-21, certain information requested by SEC bears no relevance to the current Application because Enbridge Gas has not included any forecasted capital costs or revenue requirement adjustments associated with actual attachments to date for its community expansion projects in its proposed 2024 rate base; only the original forecast project costs have been included.

Enbridge Gas will report on the actual capital costs, actual customer attachments, and final project PI through future rebasing applications, following completion of the 10-year rate stabilization period(s) (RSP) and attachment forecast term(s) associated with each community expansion project, in accordance with the OEB's determinations in prior applications, including the Company's SES/TCS/HAF Application<sup>1</sup>.

Updated Response:

Pursuant to Enbridge Gas's letter dated April 11, 2023, in relation to Motions Day, please see below for the information sought in Exhibit I.2.6-SEC199 a)/Undertaking Exhibit JT3.16.

Table 1 summarizes the requested information for Community Expansion projects in execution to date. Additional information is available in Attachment 1 for all Community Expansion projects to date.

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<sup>1</sup> EB-2020-0094, Decision and Order, November 5, 2020, sections 3.2 and 3.3.

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 EB-2022-0200  
 Exhibit JT3.16  
 Plus Attachment  
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Table 1

(i) Project Name	(ii) Budgeted Capital Cost (\$)(1)	(iii) Forecast Cost (\$)(2)	(iv) Actual Capital Cost-to-date (\$)	(v) Forecast Final Capital Cost (\$)(3)	(vi) 10-year Forecast Customer Attachments (Total)(4)	(vii) Actual Customer attachments to date (Total)(4)	(viii) Original Forecast PI	(ix) Revised Forecast PI (based on most recent forecast cost)	(x) SES Term	(xi) Shortfall if the current Forecast PI is less than 1.0 \$(5)
Milverton and Rostock/Wartburg	5,976,000	5,976,000	7,008,147	9,117,941	739	761	1.01	1.14	15	
Kettle and Stoney Point First Nation and Lambton Shores	2,095,000	2,095,000	2,097,092	2,884,545	364	394	1.03	0.90	12	328,155
Delaware Nation of Moraviantown	564,000	564,000	\$628,615	628,615	38	38	1.00	1.25	40	-
Prince Township	2,721,000	2,721,000	2,427,968	2,765,254	291	224	1.01	1.06	22	-
Fenelon Falls	46,878,981	46,878,981	55,493,796	64,425,880	1920	866	1.00	0.50	40	28,667,344
Chippewa of the Thames First Nation	1,863,000	1,863,000	1,169,065	1,244,199	45	49	1.00	1.00 (6)	40	
Saugeen First Nation	2,536,617	2,536,617	3,069,824	3,571,108	89	33	1.00	0.47	40	1,036,969
Northshore and Peninsula Rd	10,095,411	10,095,411	12,057,826	12,156,459	134	161	1.00	0.64	40	1,355,698
Scugog Island First Nation	16,550,837	16,550,837	27,714,665	32,177,771	810	454	1.00	0.52	40	12,896,120
Brunner (Perth East)	2,210,351	1,293,836	1,019,042	1,050,898	44	42	1.00	2.98	40	-
Burk's Falls	1,653,917	1,653,917	1,160,701	1,734,353	41	11	1.00	0.96	40	19,929
Kenora District (Highway 594)	1,551,582	1,551,582	1,785,436	1,803,174	30	35	1.00	0.55	40	448,867
Stanley's Olde Maple	820,779	820,779	830,674	838,714	11	12	1.00	0.78	40	118,874

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 Plus Attachment  
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Table 1 Continued

(i) Project Name	(ii) Budgeted Capital Cost (\$)(1)	(iii) Forecast Cost (\$)(2)	(iv) Actual Capital Cost-to-date (\$)	(v) Forecast Final Capital Cost (\$)(3)	(vi) 10-year Forecast Customer Attachments (Total)(4)	(vii) Actual Customer attachments to date (Total)(4)	(viii) Original Forecast PI	(ix) Revised Forecast PI (based on most recent forecast cost)	(x) SES Term	(xi) Shortfall if the current Forecast PI is less than 1.0 (\$)(5)
Haldimand Shores	4,048,709	4,048,709	3,261,207	4,281,580	112	59	1.00	0.98	40	32,528
Mohawk of Bay of Quinte	10,715,495	10,715,495	-	10,715,495	179	-	1.00	-	40	-
Hidden Valley	3,463,661	3,339,388	-	3,339,388	110	-	1.00	-	40	-
Selwyn	6,041,151	4,502,425	-	4,502,425	87	-	1.00	-	40	-

Notes:

- (1) The budgeted cost is based on the original estimated capex for the project
- (2) The forecast cost is based on updated estimated capex (e.g., LTC filed project cost if applicable)
- (3) The forecast final capital cost is based on the projected number of attachments. Attachments numbers are subject to change in the remaining year during the 10-year rate stability period
- (4) The annual forecast and actuals customer attachments are provided in Attachment I
- (5) for part (xi), the shortfall amount is based on the additional capital funding required and not the required revenue forecast shortfall to achieve a PI of 1.0
- (6) The PI cannot be calculated as the current projected final capital cost is lower than the available funding of \$1,430,000. However, the rate stability period has yet to be concluded, and additional customers might be attached, which might drive the final cost to exceed the available funding.

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EB-2022-0200  
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Plus Attachment  
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Enbridge Gas will report on the actual capital costs, actual customer attachments, and final project PI through future rebasing applications, following the completion of the 10-year rate stabilization period(s) (RSP) and attachment forecast term(s) associated with each community expansion project, in accordance with the OEB's determinations in prior applications, including the Company's SES/TCS/HAF Application<sup>2</sup>.

Enbridge Gas cautions against making conclusions based on the information provided before completing the 10-year rate stabilization period associated with each community expansion project.

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<sup>2</sup> EB-2020-0094, Decision and Order, November 5, 2020, sections 3.2 and 3.3.



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1

Question(s):

- a) With respect to the revenue generated in the first 10 years, does Enbridge or do ratepayers bear the risk of average use being lower than forecast?
- b) With respect to the revenue generated in the final 30 years, does Enbridge or do ratepayers bear the risk of average use being lower than forecast?
- c) Please describe how regulatory adjustments relating to average use interact with the customers attached through community expansions. Please address both the first 10 years and final 30 years.

Response:

a) – c)

Consistent with the Company's commitments and the OEB's direction summarized in the OEB's Decision and Order on the Company's application for a System Expansion Surcharge, Temporary Connection Surcharge, and Hourly Allocation Factor (EB-2020-0094),<sup>1</sup> upon placing the Project into service, Enbridge Gas will apply a 10-year rate stability period (RSP) during which the Company will bear the risk of the Project attachment and revenue shortfall including average use being lower than forecast for community expansion projects. Enbridge Gas will file actual costs and revenues of the Project with the OEB for consideration for inclusion in rates in the rebasing application following the conclusion of the RSP. The OEB will consider any questions about the treatment of any revenue surplus or shortfall beyond the RSP at that time.<sup>2</sup>

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<sup>1</sup> EB-2020-0094 OEB Decision and Order (November 5, 2020), pp. 8-10.

<sup>2</sup> Ibid.

Rate adjustments related to average use are made to distribution rates to reflect changes in weather normalized average use.<sup>3</sup>

Average use adjustments are made to all rate class forecast volumes at the general service rate class level and are subject to OEB review and approval.

Customers attached through community expansion projects are charged the distribution rates in effect for the corresponding rate zone and rate class where the community expansion project is located. Community expansion customers are also charged the system expansion surcharge (SES) in addition to the distribution rates. The SES revenue forecast is not subject to the average use adjustment as part of the annual rate change application.

No different assumption for rate adjustments relating to average use is made during the 40-year project term. Therefore, ratepayers bear the risk/reward of variances in average use related to distribution rates. Enbridge Gas bears the risk/reward of variances in average use related to the SES revenue forecast.

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<sup>3</sup> Rate adjustments for average use are made as part of the annual incentive regulation rate change application.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit E, Tab 1, Schedule 1

Question(s):

- a) Please indicate how much revenue would need to be collected from customers over the final 30 years of this project to cover outstanding capital costs and ongoing O&M costs. Please provide all underlying calculations.
- b) Please complete the following table:

<b>Required Revenue per Project Discounted Cash Flow Tables</b>	
<b>(\$,000)</b>	
<b>SES Revenue</b>	
<b>Distribution Revenue</b>	
<b>Total Revenue</b>	
<b>Years 11-40</b>	
<b>SES Revenue</b>	
<b>Years 11-40 Distribution Revenue</b>	
<b>Years 11-40 Revenue</b>	
<b>Percent of revenue in years 11-40</b>	

Response:

- a) The combined System Expansion Surcharge (SES) and distribution revenue required to be collected over the final 30 years of the proposed Project to cover outstanding capital costs and ongoing O&M costs is \$6,770,874.
- b) Please see the information provided below.

Required Revenue per Project Discounted Cash Flow Tables (\$000)	
SES Revenue	\$5,587
Distribution Revenue	\$3,272
Total Revenue	\$8,859
Years 11-40 SES Revenue	\$4,210
Years 11-40 Distribution Revenue	\$2,561
Years 11-40 Revenue	\$6,771
Percent of revenue in years 11-40	76.4%

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit I, Tab 1, Schedule 1

Question(s):

- a) Please provide a route map indicating which portions of the pipeline would be on private or public land.
- b) Please provide a map showing the trees that will need to be removed for the pipeline construction.
- c) Please provide satellite images of each portion of the pipe with an overlay showing where the trench will be dug for the pipeline. Please provide this as a high-resolution image so that a viewer can zoom in to see the impact on properties and vegetation along each portion of the pipeline route.

Response:

- a) No permanent easement on private land is expected to be required as the proposed pipeline will be located entirely within the public road allowance. Enbridge Gas has provided the route map in the Appendix A of Environmental Report (ER) at Exhibit F, Tab 1, Schedule 1, Attachment 1.
- b) Enbridge Gas cannot confirm at this time whether tree removals will be required for the Project and will not be in a position to confirm the same until engineering designs are finalized, closer to the commencement of Project construction. If tree removal is required, Enbridge Gas will obtain any required permits and authorizations prior to any tree removal and will follow all mitigation measures identified in the Project's Environmental Protection Plan (EPP).
- c) The level of detailed imaging requested by ED is not available at this time. The final detailed pipeline design (including proposed running line) is currently in development as Enbridge Gas continues to gather information from field studies and from consultation with stakeholders and permitting agencies. Impacts to properties and vegetation will vary, depending on the method of installation selected. Currently, the

pipeline(s) are proposed to be installed via a combination of ploughing, horizontal directional drilling and open-cut excavation.

The Environmental Alignment Sheets provided in Appendix G of the ER generally show sensitive environmental features within the Project Study Area. The ER and its alignment sheets inform the Project's detailed design, in an attempt to minimize impacts to these features.

Updated environmental alignment sheets will be included in the EPP, along with mitigation measures to minimize adverse effects to sensitive environmental features, where impacts are unavoidable.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

Exhibit I, Tab 1, Schedule 1

Question(s):

- a) Would Enbridge agree to the following condition of approval? If not, please explain why not and provide alternative wording for a commitment that Enbridge would make.

“The Applicant shall provide potential customers with a comparison of the average annual energy costs and lifetime all-in costs of converting to gas versus converting to a cold climate air source heat pump.”

- b) Please provide a copy of:
- i. All promotional or informational materials sent to customers in community expansion areas that have connected to the gas system in the past three years, including materials sent by mail, email, or social media;
  - ii. A copy of all newspaper and online advertisements relating to switching to gas in the past three years; and
  - iii. A copy of all Enbridge website pages relating to switching to gas.
- c) For the items in (b) that are undated, please indicate the date range during which they were sent to customers or published.
- d) Please provide a copy of all Enbridge communication plans or communication strategy documents relating to community expansions or switching to gas more generally.

Response:

- a) No. Enbridge Gas provides information (including conversion cost information) to consumers regarding conversion to natural gas. Enbridge Gas should not be required to provide information to consumers regarding conversion to non-natural gas energy solutions (e.g., electricity, oil, propane). Enbridge Gas does not have

expertise in these non-natural gas energy solutions, and providing consumers with cost information regarding conversions to high-efficiency electric cold climate air source heat pumps (which is the basis for ED's request) is not relevant to Enbridge Gas's natural gas leave to construct Application, as the Company has no ability to cause consumers to convert to those solutions via the Applications. In addition, providing consumers with information related to conversions to non-natural gas energy solutions without consideration of those energy solutions' supply-side requirements and implications would not be appropriate or valuable. Regarding natural gas solutions, the Company's natural gas community expansion applications contemplate all OEB-established natural gas supply-side requirements for leave to construct, including natural gas project costs, natural gas project economics, environmental impacts, land impacts, and Indigenous consultations.

b) – c)

Please see Attachment 1 to this response.

d) Please see Attachment 2 to this response.



Marketing Tactics - Community Expansion			
Marketing Tactics By Community	Launch In-Market Date	See Reference	Attachment #
Community Expansion Main Website		<a href="https://www.enbridgegas.com/residential/new-customers/community-expansion">https://www.enbridgegas.com/residential/new-customers/community-expansion</a>	
<b>Scugog</b>			
Website Link		<a href="https://www.enbridgegas.com/residential/new-customers/community-expansion/scugog-island">https://www.enbridgegas.com/residential/new-customers/community-expansion/scugog-island</a>	
Customer Attachment Packages	Feb 2021 Aug 2021 Sept 2021	<a href="#">Hidden Valley Community Expansion Project - Customer Attachment Packages - All Documents (sharepoint.com)</a>	1
Rink Boards (2)	Jan 4 2021 - Jan 2 2022	<a href="#">Scugog Rink Advertising.pdf (sharepoint.com)</a>	2
Transit Shelter Ads	Jan-Mar 2021	<a href="#">Hidden Valley Community Expansion Project - Scugog Transit Shelter Ad.pdf - All Documents (sharepoint.com)</a>	3
Community Expansion Construction Trailer Wraps	Oct 2021 - Present	<a href="#">Hidden Valley Community Expansion Project - Community Trailers.pdf - All Documents (sharepoint.com)</a>	4
Digital/Social Media Ads	Jan 11 - Dec 10 2021	<a href="#">Hidden Valley Community Expansion Project - Scugog Digital Ads.pdf - All Documents (sharepoint.com)</a>	5
Virtual Open House Digital Ad	Mar-21	<a href="#">Hidden Valley Community Expansion Project - Scugog Virtual Open House Social Ad.pdf - All Documents (sharepoint.com)</a>	6
System Expansion Explainer Video	Mar 2021- Oct 2021	<a href="https://youtu.be/HICJJUMVJmc">https://youtu.be/HICJJUMVJmc</a>	
Newspaper Advertising The Port Perry Standard The Port Perry Star	Jan 4 - Nov 1 2021	<a href="#">Hidden Valley Community Expansion Project - Scugog Newspaper Ads.pdf - All Documents (sharepoint.com)</a>	7
<b>North Bay</b>			
Website Link		<a href="https://www.enbridgegas.com/residential/new-customers/community-expansion/north-bay-north-shore-peninsula-roads">https://www.enbridgegas.com/residential/new-customers/community-expansion/north-bay-north-shore-peninsula-roads</a>	
Customer Attachment Packages	Sep-21	<a href="#">Hidden Valley Community Expansion Project - North Bay Attachment Package.pdf - All Documents (sharepoint.com)</a>	8
Digital/Social Media Ads	Jan 11 - Dec 10 2021	<a href="#">Hidden Valley Community Expansion Project - North Bay Digital Ads.pdf - All Documents (sharepoint.com)</a>	9
Virtual Open House	Mar-21	<a href="#">Hidden Valley Community Expansion Project - North Bay Virtual Open House.pdf - All Documents (sharepoint.com)</a>	10
Transit Shelter Ads	Jan / Feb 2021	<a href="#">Hidden Valley Community Expansion Project - North Bay Transit Ad.JPG - All Documents (sharepoint.com)</a>	11
Newspaper Advertising The Bay and Area	May 2021 Oct 2021 Dec 2021	<a href="#">Hidden Valley Community Expansion Project - North Bay Newspaper Ads.pdf - All Documents (sharepoint.com)</a>	12
<b>Fenelon Falls</b>			
Website Link		<a href="https://www.enbridgegas.com/residential/new-customers/community-expansion/fenelon-falls">https://www.enbridgegas.com/residential/new-customers/community-expansion/fenelon-falls</a>	
Rink Boards (1)	Jan 4 - Jan 2, 2022	<a href="#">Fenelon Falls Rink Advertising.pdf (sharepoint.com)</a>	13
<b>Saugeen</b>			
Website Link		<a href="https://www.enbridgegas.com/residential/new-customers/community-expansion/saugeen-first-nation">https://www.enbridgegas.com/residential/new-customers/community-expansion/saugeen-first-nation</a>	
Social Ad for band owned social media account	Nov-21	<a href="#">Hidden Valley Community Expansion Project - Saugeen Digital Ad.pdf - All Documents (sharepoint.com)</a>	14
Direct Mail Fridge Magnet (for 2022)	Oct-21	<a href="#">Hidden Valley Community Expansion Project - Saugeen Fridge Magnet.pdf - All Documents (sharepoint.com)</a>	15
<b>Selwyn</b>			
Website Link		<a href="https://www.enbridgegas.com/residential/new-customers/community-expansion/Selwyn">https://www.enbridgegas.com/residential/new-customers/community-expansion/Selwyn</a>	
Kiosk Assets	May-22	<a href="#">Selwyn May 2022 Kiosk &amp; D2D Dropoff</a>	16
Kiosk Assets	Oct-22	<a href="#">Selwyn October 2022 Kiosk &amp; D2D Dropoff</a>	17
Customer Attachment Package	Apr-22	<a href="#">Customer Attachment Package</a>	18
Q4 Campaign Tactics	Oct-22	<a href="#">Selwyn Q4 2022 Campaign</a>	19
Kiosk Assets	Feb-23	<a href="#">Selwyn February 2023 Kiosk &amp; D2D Dropoff</a>	20
<b>MBQ</b>			
Website Link		<a href="https://www.enbridgegas.com/residential/new-customers/community-expansion/mohawks-bay-quinte">https://www.enbridgegas.com/residential/new-customers/community-expansion/mohawks-bay-quinte</a>	
Open House Assets	May-22	<a href="#">MBQ May 2022 Open House</a>	21
Kiosk and D2D Dropoff assets	Jan-23	<a href="#">MBQ January 2023 Kiosk &amp; D2D Dropoff</a>	22
Customer Attachment Package	Jan-23	<a href="#">Customer Attachment Package</a>	23
Kiosk and D2D Dropoff assets	Apr-23	<a href="#">MBQ April 2023 Kiosk &amp; D2D Dropoff</a>	24
<b>Hidden Valley</b>			
Website Link		<a href="https://www.enbridgegas.com/residential/new-customers/community-expansion/hidden-valley_">https://www.enbridgegas.com/residential/new-customers/community-expansion/hidden-valley_</a>	
Virtual Open House	Jun-22	<a href="#">Hidden Valley VOH 2022</a>	25
Customer Attachment Package	Oct-22	<a href="#">Customer Attachment Package</a>	26
Kiosk Assets	Oct-22	<a href="#">Hidden Valley October 2022 Kiosk &amp; D2D Dropoff</a>	27
Kiosk Assets	Feb-23	<a href="#">Hidden Valley February 2023 Kiosk &amp; D2D Dropoff</a>	28
<b>Bobcaygeon</b>			
Website Link		<a href="https://www.enbridgegas.com/residential/new-customers/community-expansion/bobcaygeonproject">https://www.enbridgegas.com/residential/new-customers/community-expansion/bobcaygeonproject</a>	
Information Session Ad	Nov-22	<a href="#">Information Session Ad - Kiawartha This Week</a>	29
Customer Attachment Package	Nov-22 to Jan-23	<a href="#">Customer Attachment Package</a>	30
Digital/Social Media Ads	Dec-22 to Jan-23	<a href="#">Digital/Social Media Ads</a>	31
SES Video	Dec-22 to Jan-23	<a href="https://www.youtube.com/watch?v=HwByXzEt4TI">https://www.youtube.com/watch?v=HwByXzEt4TI</a>	
SES Video	Dec-22 to Jan-23	<a href="https://www.youtube.com/watch?v=HICJJUMVJmc">https://www.youtube.com/watch?v=HICJJUMVJmc</a>	
Testimonial Video	Dec-22 to Jan-23	<a href="https://youtu.be/0r7M9yVQNps">https://youtu.be/0r7M9yVQNps</a>	
Testimonial Video	Dec-22 to Jan-23	<a href="https://youtu.be/HnzQ0z6yb5Y">https://youtu.be/HnzQ0z6yb5Y</a>	
Testimonial Video	Dec-22 to Jan-23	<a href="https://youtu.be/YyMwrbfJ3s">https://youtu.be/YyMwrbfJ3s</a>	
Testimonial Video	Dec-22 to Jan-23	<a href="https://youtu.be/LFaRIUtna90">https://youtu.be/LFaRIUtna90</a>	
Kiosk Assets	Jan-23	<a href="#">Kiosk Flyer</a>	32
Community Expansion Construction Trailer Wrap	Mar-23 to Pres.	<a href="#">Trailer Wrap</a>	33
<b>Sandford</b>			
Website Link	May 2023 - present	<a href="#">Sandford Community Expansion Project   Enbridge Gas</a>	
Social Media Ad for Virtual Information Session	Mar 20 - Apr 2, 2023	<a href="#">See Attachment</a>	34
Customer Attachment Package	May-23	<a href="#">See Attachment</a>	35



# Scugog Attachment Package

February 2021

## **We're proud to energize Scugog Island!**

Dear Scugog Island Resident,

### **Now's the time to apply for natural gas**

We have some good news to share with you. Your address is identified as in scope for receiving natural gas shortly, and we want to make sure you're in the best position to connect as soon as possible. By signing up now, we'll be able to prioritize your service install as soon as the natural gas main is installed in front of your house. You may see us working on your street, including items such as survey stakes or locates and survey stakes in the boulevard.

If you're considering converting to natural gas, the earlier you apply the better as permits and locates can take time.

Refer to the Four-Step Process card when you're ready to apply, then visit [savewithgas.com](https://www.savewithgas.com) to start your application. You're required to agree to the Terms and Conditions and can do this electronically, or you can complete and return your signed Terms and Conditions form in the prepaid envelope provided.

### **Unlock the value of natural gas**

When compared to using electricity, propane or oil, switching to natural gas could save you up to 39%\* per year on home and water heating costs. Natural gas is also the most affordable way to run appliances like ranges, clothes dryers and barbecues.

For us to extend natural gas to rural areas where the cost of building the infrastructure is more expensive than the revenue it generates, the Ontario Energy Board approved an additional System Expansion Surcharge or SES. This is a variable rate charge, of \$0.23/cubic meter of natural gas used, which will show as a separate line item on your monthly bill for up to 40 years. On average, this amounts to approximately \$550 a year. Even with the SES, you'll still save on home and water heating fuel costs by switching to natural gas. To estimate your potential fuel savings based on your circumstances or find valuable information to help make an informed decision for your household, visit [www.savewithgas.com](https://www.savewithgas.com).

### **Get in touch with us**

Our local Community Expansion Advisors are just a phone call away. You can reach out to them to talk about the steps to connect to natural gas, learn more about the value of natural gas, and estimate the potential savings for your home or business. They will provide you with sound information to help you determine if switching to natural gas is right for you.

- Don Armitage 705-750-7203 [don.armitage@enbridge.com](mailto:don.armitage@enbridge.com)
- Travis James 289-971-0813 [travis.james@enbridge.com](mailto:travis.james@enbridge.com)

We look forward to meeting your energy needs.

*Ahmed Al-Amry*

**Ahmed Al-Amry**  
Supervisor, Community Expansion  
Enbridge Gas Inc.  
[savewithgas@enbridge.com](mailto:savewithgas@enbridge.com)  
[savewithgas.com](https://www.savewithgas.com)

\*Natural gas prices are based on Rate1 rates in effect as of Jan 1, 2021 and includes the \$0.23 per m3 system expansion surcharge. Oil price is based on the latest available retail price. Electricity rates-based Hydro One Distribution rates (Mid-density R1) as of Nov 1, 2020 and RPP customers that are on TOU pricing. It includes the new Ontario Electricity Rebate (OER) and excludes distribution charges per First Nations Delivery Credit. The propane price comparison is based on the lowest price obtained in an area survey. Since individual fuel prices may vary, savings assumptions may or may not be accurate in your situation. Please go to the calculator on [savewithgas.com](https://www.savewithgas.com) for a more accurate savings estimate. Costs have been calculated for the equivalent energy consumed and include all service, delivery and energy charges. Carbon price is included for all energy types as reported. HST is not included.



## Investing in Indigenous communities

Working together to create meaningful relationships and lasting prosperity

**Enbridge adheres to a strong set of corporate values, and has adopted and implemented a number of corporate responsibility policies and practices. Our Indigenous Peoples Policy guides the nature and scope of our relationships with Indigenous peoples wherever we interact together.**

- Serving 21 Indigenous communities across Ontario.
- \$33M in contracts to Indigenous suppliers, vendors and contractors.
- Support for Skills Canada Ontario First Nations, Métis and Inuit Initiatives since 2012.



## Energizing the local business community

Access to a more affordable, reliable and plentiful source of energy is a major competitive advantage for both large and small businesses. Connecting to natural gas will help expand critical infrastructure and drive economic development within the community.

Low-cost natural gas delivers approximately \$5 billion in annual savings to Ontario families, businesses and industry—savings that are reinvested into the economy.



### We're here for you

Customer Connections Call before you dig  
**1-877-362-7434** **1-800-400-2255**

Monday to Friday, 24/7 Emergency line  
 8 a.m. – 6 p.m. **1-866-763-5427**

#### Community expansion contacts

Don Armitage  
**705-750-7203**  
**don.armitage@enbridge.com**

Travis James  
**289-971-0813**  
**travis.james@enbridge.com**



\* Natural gas price is based on Rate 1 rates in effect as of **Jan. 1, 2021** and includes the \$0.23 per m3 system expansion surcharge. Oil and propane prices are based on the latest available retail prices. Electricity rates based Hydro One Distribution rates (Mid-density R1) as of **Nov. 1, 2020** and RPP customers that are on TOU pricing. It includes the new Ontario Electricity Rebate (OER). Costs have been calculated for the equivalent energy consumed and include all service, delivery and energy charges. Carbon price is included for all energy types as reported. HST is not included.

\*\* Subject to change. Please note that all charges, except the fixed Customer Charge, vary based on how much gas you use.

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GEN-CE-LEG-JAN21

Switch to safe, reliable,  
affordable natural gas

## Energizing your community

Why natural gas is a smart choice



We understand that these are extraordinary times – around the world and at home here in Ontario. Community Expansion work has been identified as an essential service by the Ontario Government. Enbridge Gas is committed to bringing natural gas to your community and we are following the latest guidance provided by public health officials and government authorities. The safety of our customers, employees and contractors is our top priority. Visit [savewithgas.com](https://www.savewithgas.com) for Community Expansion project updates.

## The benefits of natural gas



### More affordable

Compared to other fuels and electricity, natural gas is the most cost-effective way to heat your home and water.



### Reliable and abundant

Never worry about running out of fuel or arranging for deliveries again.

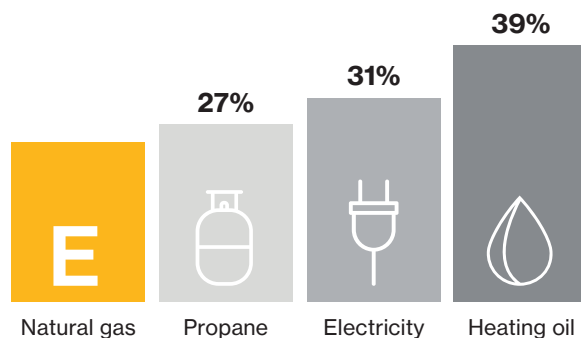


### Comfort and convenience

From heating your home and hot water, to cooking, natural gas can make your home more comfortable and enjoyable.

## Residential annual heating bills

Annual cost comparison: space and water heating\*



## How to start saving with natural gas

Visit [savewithgas.com](https://www.savewithgas.com) to learn about the benefits of natural gas and the many ways it can help fuel your lifestyle. Follow these four easy steps to get connected. It's always better to submit your application for a natural gas service early in the process since it can take several months to obtain the necessary locates and permits before installing the service itself.

- 1 Visit [savewithgas.com](https://www.savewithgas.com)**  
 Go online to [savewithgas.com](https://www.savewithgas.com) to express your interest in natural gas by clicking the "Sign up" button to agree to the Terms and Conditions.
- 2 Talk to your local heating contractor**  
 Advise your heating contractor that you've agreed to the Terms and Conditions. Your contractor will submit the natural gas service application on your behalf. Once both are complete, our office will be in touch with you to confirm timing. Our construction department will contact you to schedule a meeting to locate and mark all existing underground services.
- 3 After we install the gas meter**  
 Contact your contractor to arrange for the installation/conversion of your natural gas equipment.
- 4 The final step**  
 Contact 1-877-363-7434 at least 48 hours in advance to arrange your meter activation and final inspection of the natural gas equipment.

## Where does your money go?

Here's a helpful explanation of the items on a natural gas bill

### System Expansion Surcharge

It takes significant investment to build the infrastructure to bring natural gas to your community. This surcharge is your contribution, and the fairest way to spread the costs out.

### Customer Charge

This is a fixed \$21.48 amount that pays for meter reading, equipment maintenance and 24/7 emergency response services and community expansion.

### Supply, Delivery and Transportation Charges

These cover the costs to buy natural gas, bring it to Ontario and move it to your home, safely and reliably.

### Cost Adjustment

You pay what we pay. As the price for natural gas changes, we'll adjust your bill quarterly as a charge or credit.

## FAQ

- 1. As a new community expansion customer, why do I have to pay an additional charge towards the construction costs of the project?**
- 2. Why does the length of time the surcharge is in effect differ by community?**

To enable us to extend natural gas to rural areas where the cost of building the infrastructure is more expensive than the revenue it generates, the province's energy regulator—the Ontario Energy Board—has approved an additional new customer charge of 23 cents for each cubic metre of natural gas used for a limited time period. On average, most homes will pay \$550 a year for up to 40 years. The length of time this charge remains in effect varies by community because the overall cost to serve each community differs based on things like the distance of the community from an existing natural gas pipeline. Even with this added charge, you'll still save on home and water heating fuel costs by switching to natural gas.

# How to start saving with natural gas

Safe. Reliable. Affordable. Abundant.

1

## Visit [savewithgas.com](https://savewithgas.com)

Go online to [savewithgas.com](https://savewithgas.com) to express your interest in natural gas by clicking the “Sign up” button to agree to the Terms and Conditions.

2

## Talk to your local heating contractor

Advise your heating contractor that you’ve agreed to the Terms and Conditions.

Your contractor will submit the natural gas service application on your behalf.

Once both are complete, our office will be in touch with you to confirm timing.

Our construction department will contact you to schedule a meeting to locate and mark all existing underground services.

3

## After we install the gas meter

Contact your contractor to arrange for the installation/conversion of your natural gas equipment.

4

## The final step

Contact 1-877-363-7434 at least 48 hours in advance to arrange your meter activation and final inspection of the natural gas equipment.

If you have any questions, please reach out to one of our Community Expansion advisors listed below.

### Enbridge Gas Contacts

Don Armitage

705-750-7203

[don.armitage@enbridge.com](mailto:don.armitage@enbridge.com)

Travis James

289-971-0813

[travis.james@enbridge.com](mailto:travis.james@enbridge.com)



Visit **savewithgas.com**  
for information about the  
benefits of natural gas and  
the many ways it can help fuel  
your lifestyle.



## **IMPORTANT**

Do not disconnect your existing fuel source or remove any equipment until your new natural gas service and gas meter have been installed.







# Easy tips for energy savings

Here are some simple ways to save energy, keep your costs down and still stay comfortable.

## Spring/summer checklist

- Set your thermostat at a temperature you find comfortable.** Raise the temperature a few degrees higher when you're asleep or away.
- Keep window coverings closed** during the hottest hours. Open windows at night.
- Regularly change or clean the filters** on your air conditioner.
- Regularly change or clean your cooling unit's filters** to keep it working efficiently.
- Use your range hood when cooking** to help remove heat from your home.
- Keep your home cooler by cooking on your outdoor grill** instead of your stove or oven.
- If possible, **air-dry clothes** outdoors to save energy.
- Remove dust and debris from sliding door tracks** to keep cool air from escaping.
- If you have a pool, **use a solar cover** to retain heat.
- Air-dry dishes** once the dishwasher's wash cycle is complete.

## Tips to save year-round

-  Always wait for a full load before running your dishwasher or washing machine.
-  A five-minute shower uses less than half the hot water of a bath.
-  Wash and rinse clothes with cold water to use less energy.
-  Fix dripping faucets – one drop/second for a month equals 16 hot baths!
-  Don't peek in the oven while baking – 20 percent of heat will escape!
-  Caulk around doors and windows to avoid air leaks.



# Natural gas is now available in your community

## Terms and Conditions for natural gas service—to be completed by the property owner

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### Natural gas service installation policy

Enbridge Gas will provide and install at no cost, one service line per civic address to new customers provided that:

1. The distance between the Owner's property line and the front wall of house/building is 20 metres or less; and
2. The distance between the front wall of house/building and the selected meter location is 2 metres or less.

Service and meter installation in excess of these distances will result in additional charges of \$32 per metre (plus applicable taxes)\*. Call your local heating, ventilation and air conditioning (HVAC) provider for an assessment and to submit an application for gas service.

Enbridge Gas will assess where your HVAC provider has requested the meter and determine where the service can be installed.

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### System Expansion Surcharge—what to expect

It takes significant investment to build the infrastructure to bring natural gas to your community. The System Expansion Surcharge (Surcharge) provides lower upfront costs to customers by spreading them out over time\*\*.

On average, most homes will pay a Surcharge of about \$550 per year (\$0.23 per cubic metre). The Surcharge is based on the home's consumption and will fluctuate based on the gas consumed.

---

### The cancellation policy

If your natural gas account is not activated within one year of installation of your new natural gas service, you'll be required to pay Enbridge Gas' installation costs of \$2,500.

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Address (please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### Questions? We're here for you

Contact our Customer Care team at 1-888-427-8888  
[customerconnectionscontactcentre@enbridge.com](mailto:customerconnectionscontactcentre@enbridge.com)



Please complete this form and email it to  
[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

\*First Nation communities are exempt from HST.

\*\*The System Expansion Surcharge will transfer to subsequent owners of your property.



# Scugog Attachment Package

August 2021

## We're proud to energize Scugog Island!

Dear Scugog Island Resident,

### Now's the time to apply for natural gas

We have some good news to share with you. Your address is identified as in scope for receiving natural gas shortly, and we want to make sure you're in the best position to connect as soon as possible. By signing up now, we'll be able to prioritize your service install as soon as the natural gas main is installed in front of your house. You may see us working on your street, including items such as survey stakes or locates and survey stakes in the boulevard.

If you're considering converting to natural gas, the earlier you apply the better as permits and locates can take time.

Refer to the Four-Step Process card when you're ready to apply, then visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to start your application. You're required to agree to the Terms and Conditions and can do this electronically at the website above under your community, or you can complete and return your signed Terms and Conditions form by emailing this to us at [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com) and once we receive this, we'll be in touch.

### Unlock the value of natural gas

When compared to using electricity, propane, or oil, switching to natural gas could save you up to 52%\* per year on home and water heating costs. Natural gas is also the most affordable way to run appliances like ranges, clothes dryers, and barbecues.

For us to extend natural gas to rural areas where the cost of building the infrastructure is more expensive than the revenue it generates, the Ontario Energy Board approved an additional Expansion Surcharge or ES. This is a variable rate charge, of \$0.23/cubic meter of natural gas used, which will show as a separate line item on your monthly bill for up to 40 years. On average, this amounts to approximately \$550 a year. Even with the ES, you'll still save on home and water heating fuel costs by switching to natural gas. To estimate your potential fuel savings based on your circumstances or find valuable information to help make an informed decision for your household, visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to learn more.

### Get in touch with us

Our local Community Expansion Advisors are just a phone call away. You can reach out to them to talk about the steps to connect to natural gas, learn more about the value of natural gas, and estimate the potential savings for your home or business. They will provide you with sound information to help you determine if switching to natural gas is right for you.

- Don Armitage 705-750-7203 [don.armitage@enbridge.com](mailto:don.armitage@enbridge.com)
- Travis James 289-971-0813 [travis.james@enbridge.com](mailto:travis.james@enbridge.com)

We look forward to meeting your energy needs.



**Ahmed Al-Amry**  
Supervisor, Community Expansion  
Enbridge Gas Inc.  
[savewithgas@enbridge.com](mailto:savewithgas@enbridge.com)  
[savewithgas.com](https://savewithgas.com)

\*Natural gas price is based on Rate 1 rates in effect as of **July 1, 2021** and includes the \$0.23 per m3 expansion surcharge. Oil and propane prices are based on the latest available retail prices. Electricity rates-based Hydro One Distribution rates (Mid-density R1) as of **May 1, 2021** and RPP customers that are on TOU pricing. It includes the new Ontario Electricity Rebate (OER). Costs have been calculated for the equivalent energy consumed and include all service, delivery, and energy charges. Carbon price is included for all energy types as reported. HST is not included.



## Investing in Indigenous communities

Working together to create meaningful relationships and lasting prosperity

**Enbridge adheres to a strong set of corporate values, and has adopted and implemented a number of corporate responsibility policies and practices. Our Indigenous Peoples Policy guides the nature and scope of our relationships with Indigenous peoples wherever we interact together.**

- Serving 21 Indigenous communities across Ontario.
- \$33M in contracts to Indigenous suppliers, vendors and contractors.
- Support for Skills Canada Ontario First Nations, Métis and Inuit Initiatives since 2012.



## Energizing the local business community

Access to a more affordable, reliable and plentiful source of energy is a major competitive advantage for both large and small businesses. Connecting to natural gas will help expand critical infrastructure and drive economic development within the community.

Low-cost natural gas delivers approximately \$5 billion in annual savings to Ontario families, businesses and industry—savings that are reinvested into the economy.



### We're here for you

Customer Connections Call before you dig  
**1-877-362-7434** **1-800-400-2255**

Monday to Friday, 24/7 Emergency line  
 8 a.m. – 6 p.m. **1-866-763-5427**

#### Community expansion contacts

Don Armitage  
**705-750-7203**  
**don.armitage@enbridge.com**

Randy Whitten  
**437-228-7296**  
**randy.whitten@enbridge.com**



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\*\* Subject to change. Please note that all charges, except the fixed Customer Charge, vary based on how much gas you use.

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Switch to safe, reliable,  
affordable natural gas

## Energizing your community

Why natural gas is a smart choice



We understand that these are extraordinary times – around the world and at home here in Ontario. Community Expansion work has been identified as an essential service by the Ontario Government. Enbridge Gas is committed to bringing natural gas to your community and we are following the latest guidance provided by public health officials and government authorities. The safety of our customers, employees and contractors is our top priority. Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) for Community Expansion project updates.

## The benefits of natural gas



### More affordable

Compared to other fuels and electricity, natural gas is the most cost-effective way to heat your home and water.



### Reliable and abundant

Never worry about running out of fuel or arranging for deliveries again.

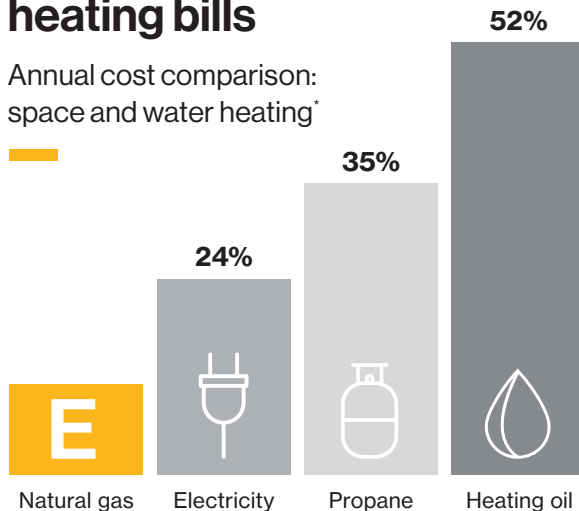


### Comfort and convenience

From heating your home and hot water, to cooking, natural gas can make your home more comfortable and enjoyable.

## Residential annual heating bills

Annual cost comparison: space and water heating\*



## How to start saving with natural gas

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to learn about the benefits of natural gas and the many ways it can help fuel your lifestyle. Follow these four easy steps to get connected. It's always better to submit your application for a natural gas service early in the process since it can take several months to obtain the necessary locates and permits before installing the service itself.

- 1 Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)**  
 Go online to [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to express your interest in natural gas by clicking the "Sign up" button to agree to the Terms and Conditions.
- 2 Talk to your local heating contractor**  
 Advise your heating contractor that you've agreed to the Terms and Conditions. Your contractor will submit the natural gas service application on your behalf. Once both are complete, our office will be in touch with you to confirm timing. Our construction department will contact you to schedule a meeting to locate and mark all existing underground services.
- 3 After we install the gas meter**  
 Contact your contractor to arrange for the installation/conversion of your natural gas equipment.
- 4 The final step**  
 Contact 1-877-362-7434 at least 48 hours in advance to arrange your meter activation and final inspection of the natural gas equipment.

## Where does your money go?

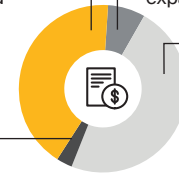
Here's a helpful explanation of the items on a natural gas bill

### Expansion Surcharge

It takes significant investment to build the infrastructure to bring natural gas to your community. This surcharge is your contribution, and the fairest way to spread the costs out.

### Customer Charge

This is a fixed \$21.83 amount that pays for meter reading, equipment maintenance and 24/7 emergency response services and community expansion.



### Supply, Delivery and Transportation Charges

These cover the costs to buy natural gas, bring it to Ontario and move it to your home, safely and reliably.

### Cost Adjustment

You pay what we pay. As the price for natural gas changes, we'll adjust your bill quarterly as a charge or credit.

## FAQ

- 1. As a new community expansion customer, why do I have to pay an additional charge towards the construction costs of the project?**
- 2. Why does the length of time the surcharge is in effect differ by community?**

To enable us to extend natural gas to rural areas where the cost of building the infrastructure is more expensive than the revenue it generates, the province's energy regulator—the Ontario Energy Board—has approved an additional new customer charge of 23 cents for each cubic metre of natural gas used for a limited time period. On average, most homes will pay \$550 a year for up to 40 years. The length of time this charge remains in effect varies by community because the overall cost to serve each community differs based on things like the distance of the community from an existing natural gas pipeline. Even with this added charge, you'll still save on home and water heating fuel costs by switching to natural gas.

# How to start saving with natural gas

Safe. Reliable. Affordable. Abundant.

1

## Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)

Go online to [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to express your interest in natural gas by clicking the “Sign up” button to agree to the Terms and Conditions.

2

## Talk to your local heating contractor

Advise your heating contractor that you’ve agreed to the Terms and Conditions.

Your contractor will submit the natural gas service application on your behalf.

Once both are complete, our office will be in touch with you to confirm timing.

Our construction department will contact you to schedule a meeting to locate and mark all existing underground services.

3

## After we install the gas meter

Contact your contractor to arrange for the installation/conversion of your natural gas equipment.

4

## The final step

Contact 1-877-362-7434 at least 48 hours in advance to arrange your meter activation and final inspection of the natural gas equipment.

If you have any questions, please reach out to one of our Community Expansion advisors listed below.

### Enbridge Gas Contacts

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Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) for information about the benefits of natural gas and the many ways it can help fuel your lifestyle.



## IMPORTANT

Do not disconnect your existing fuel source or remove any equipment until your new natural gas service and gas meter have been installed.

# Natural gas is now available in your community

## Terms and Conditions for natural gas service—to be completed by the property owner

---

### Natural gas service installation policy

Enbridge Gas will provide and install at no cost, one service line per civic address to new customers provided that:

1. The distance between the Owner's property line and the front wall of house/building is 20 metres or less; and
2. The distance between the front wall of house/building and the selected meter location is 2 metres or less.

Service and meter installation in excess of these distances will result in additional charges of \$32 per metre (plus applicable taxes)\*. Call your local heating, ventilation and air conditioning (HVAC) provider for an assessment and to submit an application for gas service.

Enbridge Gas will assess where your HVAC provider has requested the meter and determine where the service can be installed.

---

### Expansion Surcharge—what to expect

It takes significant investment to build the infrastructure to bring natural gas to your community. The Expansion Surcharge (Surcharge) provides lower upfront costs to customers by spreading them out over time\*\*.

On average, most homes will pay a Surcharge of about \$550 per year (\$0.23 per cubic metre). The Surcharge is based on the home's consumption and will fluctuate based on the gas consumed.

---

### The cancellation policy

If your natural gas account is not activated within one year of installation of your new natural gas service, you'll be required to pay Enbridge Gas' installation costs of \$2,500.

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Address (please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### Questions? We're here for you

Contact our Customer Care team at 1-888-427-8888  
[customerconnectionscontactcentre@enbridge.com](mailto:customerconnectionscontactcentre@enbridge.com)

Please complete this form and email it to  
[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)



\*First Nation communities are exempt from HST.

\*\*The Expansion Surcharge will transfer to subsequent owners of your property.





# Scugog Attachment Package

September 2021

## **We're proud to energize Scugog Island!**

Dear Scugog Island Resident,

### **Now's the time to apply for natural gas**

We have some good news to share with you. Your address is identified as in scope for receiving natural gas shortly, and we want to make sure you're in the best position to connect as soon as possible. You may see us working on your street, including items such as survey stakes or locates and survey stakes in the boulevard.

If you're considering converting to natural gas, the earlier you apply the better as permits and locates can take time.

Refer to the Four-Step Process card when you're ready to apply, then visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to start your application. You're required to agree to the Terms and Conditions and can do this electronically at the website above under your community, or you can complete and return your signed Terms and Conditions form by emailing this to us at [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com) and once we receive this, we'll be in touch.

### **Unlock the value of natural gas**

When compared to using electricity, propane, or oil, switching to natural gas could save you up to 52%\* per year on home and water heating costs. Natural gas is also the most affordable way to run appliances like ranges, clothes dryers, and barbecues.

For us to extend natural gas to rural areas where the cost of building the infrastructure is more expensive than the revenue it generates, the Ontario Energy Board approved an additional Expansion Surcharge or ES. This is a variable rate charge, of \$0.23/cubic meter of natural gas used, which will show as a separate line item on your monthly bill for up to 40 years. On average, this amounts to approximately \$550 a year. Even with the ES, you'll still save on home and water heating fuel costs by switching to natural gas. To estimate your potential fuel savings based on your circumstances or find valuable information to help make an informed decision for your household, visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to learn more.

### **Get in touch with us**

Our local Community Expansion Advisors are just a phone call away. You can reach out to them to talk about the steps to connect to natural gas, learn more about the value of natural gas, and estimate the potential savings for your home or business. They will provide you with sound information to help you determine if switching to natural gas is right for you.

- Don Armitage 705-750-7203 [don.armitage@enbridge.com](mailto:don.armitage@enbridge.com)
- Travis James 289-971-0813 [travis.james@enbridge.com](mailto:travis.james@enbridge.com)

We look forward to meeting your energy needs.



**Ahmed Al-Amry**  
Supervisor, Community Expansion  
Enbridge Gas Inc.  
[savewithgas@enbridge.com](mailto:savewithgas@enbridge.com)  
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# Scugog Island Residents

**We are here for you!**

**Wednesday, Sept. 22**  
3:30 – 6:30 p.m.

**Thursday, Sept. 23**  
10 a.m. – 1 p.m.

**Rain date: Sept. 28** 3:00 – 6:30 p.m.

**Learn about the benefits of switching to natural gas and how to get connected.**

**Stop by our kiosk at:**

Redmans Antique Barn, 15751 Island Rd, Scugog Island  
(corner of Island Rd and Hwy 7)

**Representatives will be available to answer all your questions:**

Drop by to have all **your questions answered** and we'll help you apply for your natural gas service.

**Talk about potential savings** on your home energy bills.

Connect with us at: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)





## Investing in Indigenous communities

Working together to create meaningful relationships and lasting prosperity

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Switch to safe, reliable,  
affordable natural gas




## Energizing your community

Why natural gas is a smart choice



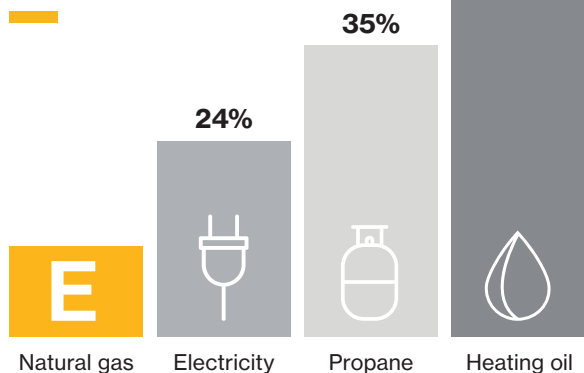
We understand that these are extraordinary times – around the world and at home here in Ontario. Community Expansion work has been identified as an essential service by the Ontario Government. Enbridge Gas is committed to bringing natural gas to your community and we are following the latest guidance provided by public health officials and government authorities. The safety of our customers, employees and contractors is our top priority. Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) for Community Expansion project updates.

## The benefits of natural gas

- 
**More affordable**  
 Compared to other fuels and electricity, natural gas is the most cost-effective way to heat your home and water.
- 
**Reliable and abundant**  
 Never worry about running out of fuel or arranging for deliveries again.
- 
**Comfort and convenience**  
 From heating your home and hot water, to cooking, natural gas can make your home more comfortable and enjoyable.

## Residential annual heating bills

Annual cost comparison: space and water heating\*



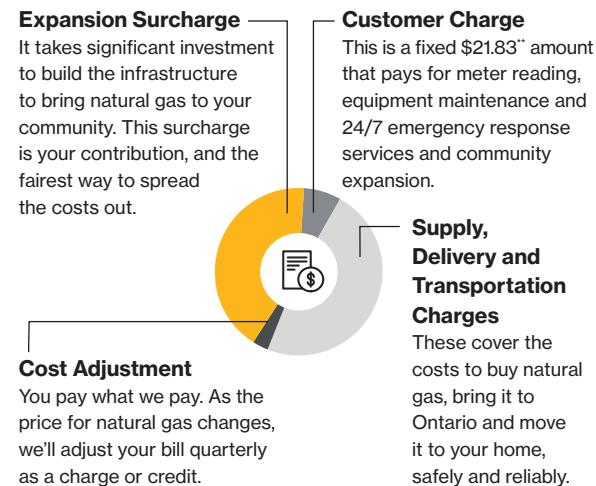
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# How to start saving with natural gas

Safe. Reliable. Affordable. Abundant.

1

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---

### The cancellation policy

If your natural gas account is not activated within one year of installation of your new natural gas service, you'll be required to pay Enbridge Gas' installation costs of \$2,500.

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Address (please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### Questions? We're here for you

Contact our Customer Care team at 1-888-427-8888  
[customerconnectionscontactcentre@enbridge.com](mailto:customerconnectionscontactcentre@enbridge.com)

Please complete this form and email it to  
[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)



\*First Nation communities are exempt from HST.

\*\*The Expansion Surcharge will transfer to subsequent owners of your property.





# Rink Advertising

## Scugog

Jan 4, 2021 – Jan 2, 2022

Natural gas is a  
game-changer  
**savewithgas.com**





# Scugog Transit Shelter Ad

2021

## Scugog Islanders

Choose comfort,  
convenience and  
peace of mind

**Save on heating,  
spend on what you love**

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Join us in leading Ontario's  
low-carbon energy future.

**[savewithgas.com](https://savewithgas.com)**





# Community Expansion Trailers

2022



1:10th Scale



# Scugog Community Expansion Digital Tactics 2021

## Environmental Themed



Headline (max 25 characters):

**Leading Ontario's energy transition**

CTA:

**Learn more**

Post Copy (125 characters):

**Natural gas is an essential fuel choice you can rely on for space heating, cooking and endless hot water.**



# Towards a cleaner energy future



Headline (max 25 characters):

**Reducing environmental impact**

CTA:

**Learn more**



# Switch to natural gas today

Headline (max 25 characters):

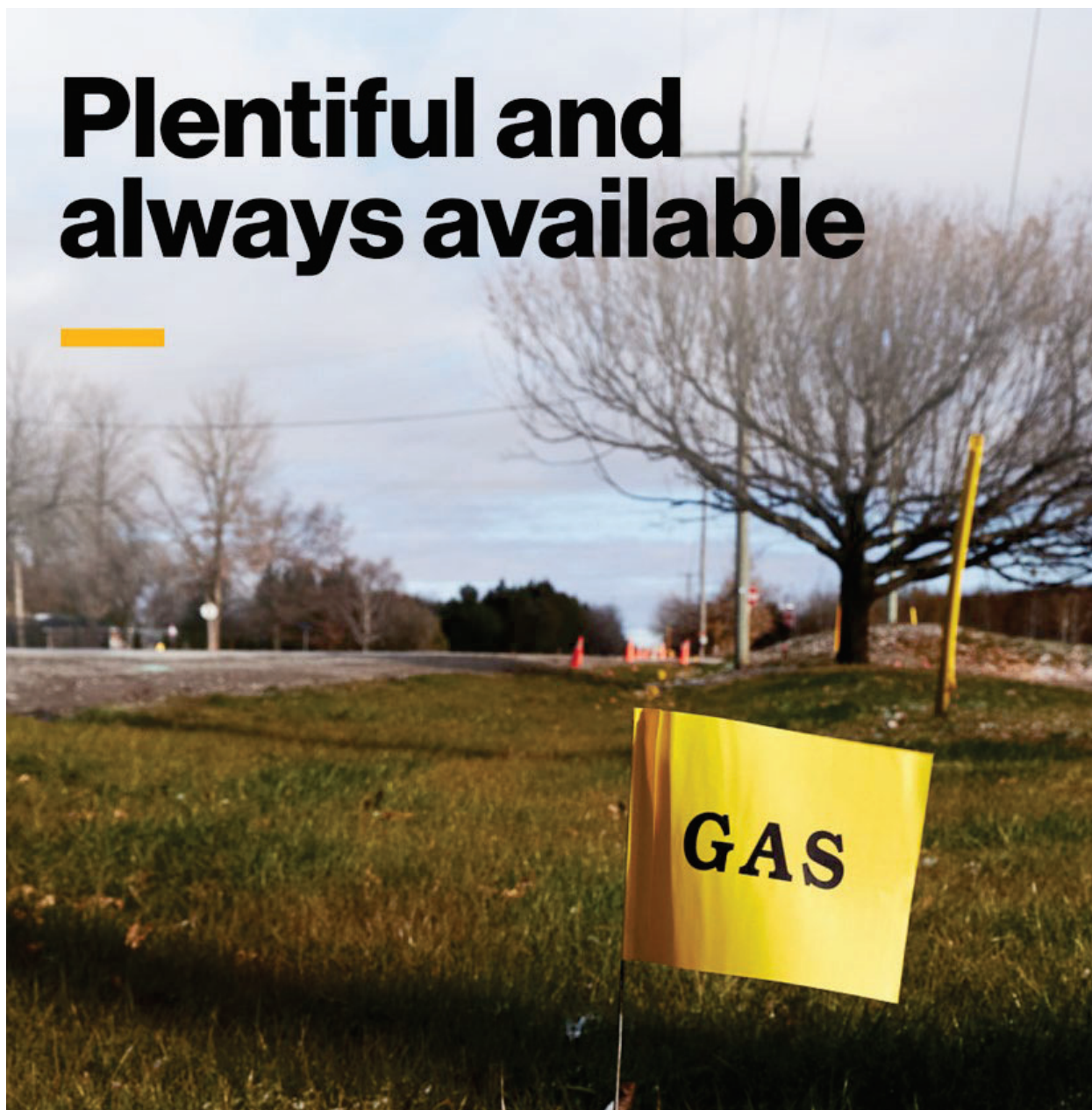
**Meeting your energy needs**

CTA:

**Learn more**

# Plentiful and always available

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Post copy (125 characters)

**Natural gas is flowing in your area.  
We're leading the transition to a clean  
energy future with innovative solutions.**

Headline (25 characters)

**Energy you can rely on**

Link description (30 characters)

**So many reasons to switch**

CTA

**Learn more**

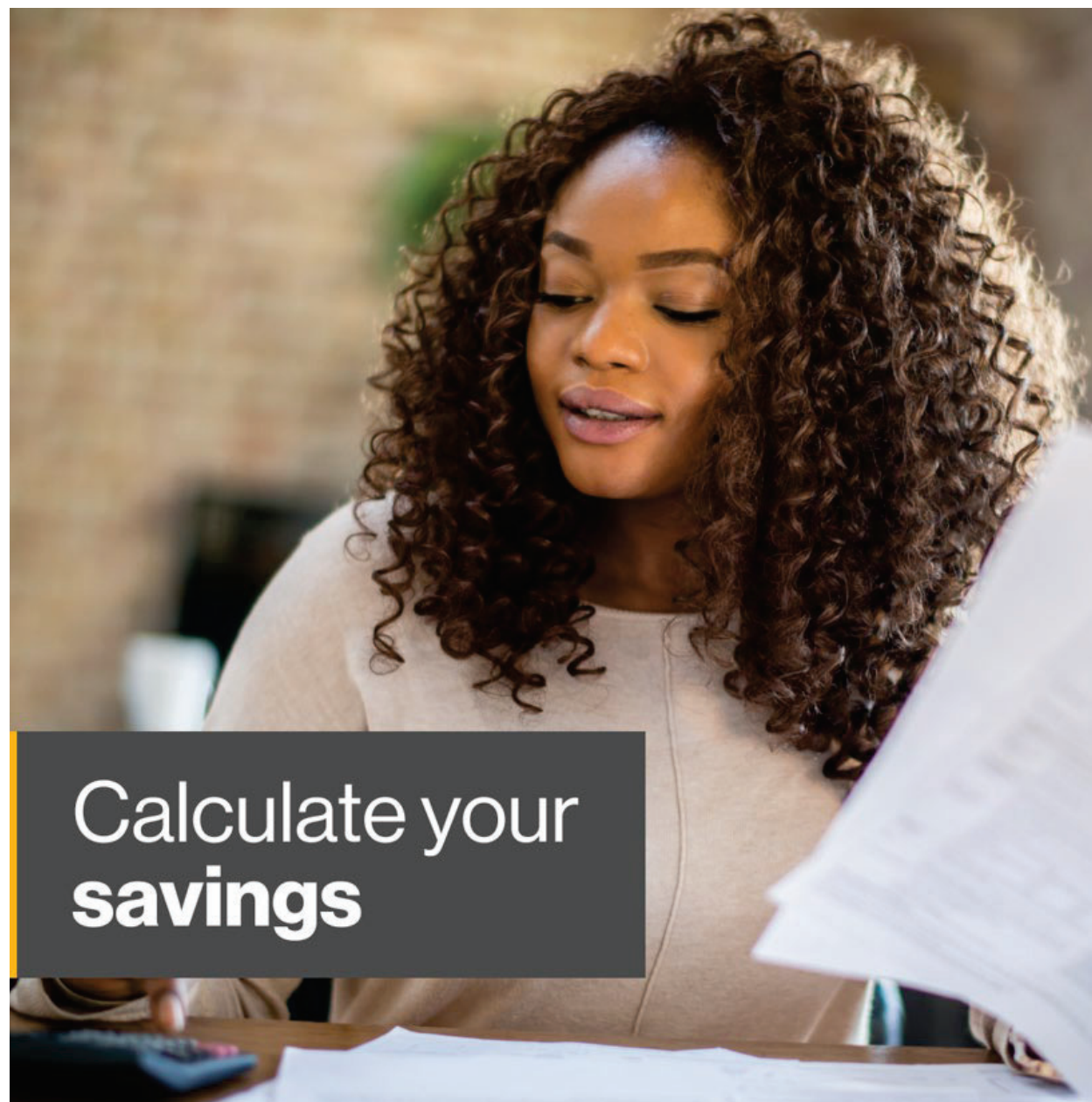
## Savings Themed during Holidays



See how much you  
can **save each year**



When you switch  
to **natural gas**

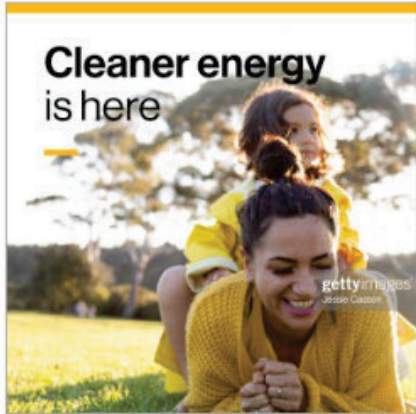


Calculate your  
**savings**



Save on heating, spend  
on **what you love**

## Static Ads



Option 1

Headline (max 40 characters):

**Affordable, reliable natural gas (32)**

Text (max 125 characters):

**Join the shift to cleaner energy. Still heating with oil or propane? Switch to natural gas to save on costs and emissions. (122)**

Link description (max 30 characters):

**Natural gas is now available! (29)**

CTA (from the supplied options):

**Learn more**



Option 1

Headline (max 40 characters):

**Why switch to natural gas? (27)**

Text (max 125 characters):

**1. Saving money every month. 2. No more running out of fuel or waiting for deliveries. 3. Lowering your home's emissions. (122)**

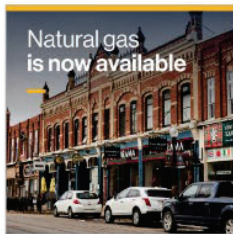
Link description (max 30 characters):

**See how much you can save (25)**

CTA (from the supplied options):

**Learn more**

## Carousel Ads



Headline (max 40 characters):

**More choice, more solutions (27)**

Text (max 125 characters):

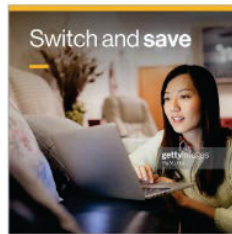
**Why are Scugog Islanders switching from oil and propane heating to natural gas? For lower costs and lower carbon emissions. (123)**

Link description (max 20 characters):

**A new heating option (20)**

CTA (from the supplied options):

**Learn more**

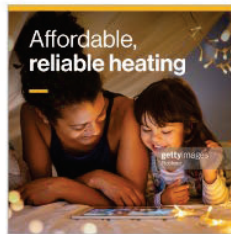


Headline (max 40 characters):

**Ready now: Cleaner energy (25)**

Link description (max 20 characters):

**Reduce emissions (16)**



Headline (max 40 characters):

**Scugog Island is now connected (30)**

Link description (max 20 characters):

**Reduce costs (12)**



Headline (max 40 characters):

**Towards a cleaner future (24)**

Link description (max 20 characters):

**More reliable (13)**



Headline (max 40 characters):

**Let us help you switch (23)**

Link description (max 20 characters):

**Get in touch today (18)**



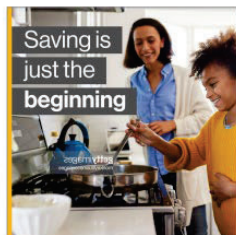


Headline (max 40 characters):  
**Switch to natural gas (21)**

Text (max 125 characters):  
**When you switch to natural gas, you'll save on energy costs, avoid running out of fuel and lower carbon emissions. (115)**

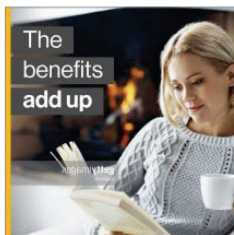
Link description (max 20 characters):  
**Lower heating bills (19)**

CTA (from the supplied options):  
**Learn more**



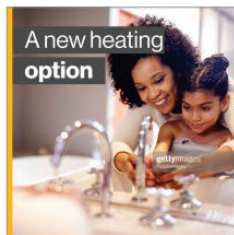
Headline (max 40 characters):  
**See how much you can save (25)**

Link description (max 20 characters):  
**More affordable (15)**



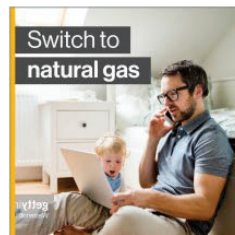
Headline (max 40 characters):  
**More value for your energy dollar (34)**

Link description (max 20 characters):  
**More convenient (14)**



Headline (max 40 characters):  
**Cleaner energy you can feel good about (38)**

Link description (max 20 characters):  
**More comfort (12)**



Headline (max 40 characters):  
**Affordable. Reliable. Plentiful. (32)**

Link description (max 20 characters):  
**Lower emissions (15)**



# Scugog Community Expansion Virtual Open House Digital Ad



# Attend our Virtual Open House on March 23





# Scugog Print Materials

## **The Standard (Port Perry/Scugog)**

In-market: Jan 4

In-market: Feb 8

In market: March 15

In-market: May 13th

In-market: July 15th

In-market: August 12th

In-market: September 9th

In-market: November 18th

## **Port Perry Star (Port Perry/Scugog)**

In-market: Jan 4

In-market: Feb 15

In market: March 15

In-market: May 27

In-market: June 24

In-market July 22

In-market: October 14

In-market: November 11



**Scugog Islanders**  
**Choose comfort and convenience**

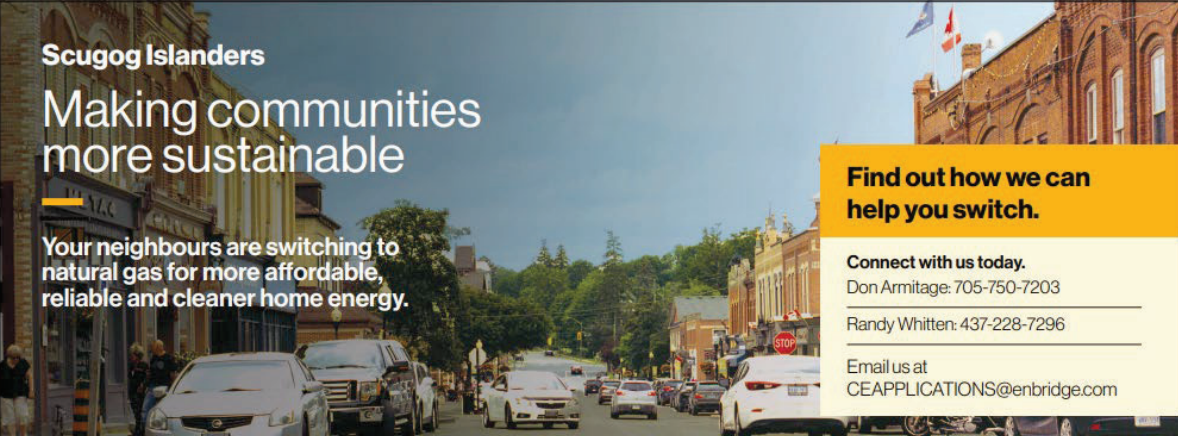
Whether it's for heating, cooking or endless hot water, natural gas delivers cost savings and reliability to your daily life.

**Natural gas is now flowing!**

**Get in touch with us**  
Don Armitage: 705-750-7203  
Travis James: 289-971-0813

Visit **savewithgas.com** to calculate your savings.

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**Scugog Islanders**  
**Making communities more sustainable**

Your neighbours are switching to natural gas for more affordable, reliable and cleaner home energy.


**Find out how we can help you switch.**

**Connect with us today.**  
Don Armitage: 705-750-7203  
Randy Whitten: 437-228-7296

Email us at  
CEAPPLICATIONS@enbridge.com

Visit **enbridgegas.com/savewithgas** to sign up and calculate your savings.

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## Scugog Islanders

# Top 4 reasons to switch to natural gas

**Comfort and convenience have arrived!**

### Sign up today

Don Armitage: 705-750-7203

Randy Whitten: 437-228-7296

Email us at  
CEAPPLICATIONS@enbridge.com

- 1 Save money**  
Enjoy savings up to 46 percent—depending on your current energy source.
- 2 Clean energy future**  
Natural gas is part of the path to net-zero.
- 3 Convenient and cosy**  
Never run out of fuel or have to wait for deliveries again!
- 4 Higher resale value**  
Homes with lower energy costs are more attractive to buyers.

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to sign up and calculate your savings.



© 2021 Enbridge Gas Inc. All rights reserved.

## Scugog Islanders

# Save on energy, spend on those you love

### Natural gas is now available!

Home comfort doesn't have to be costly—switch to reliable, affordable natural gas so you can save all year, every year.

### We're here for you

Don Armitage: 705-750-7203

Kathy Whitten: 647-281-0337

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to calculate your savings.



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Scugog Islanders

# Towards a clean energy future

Switch to natural gas for more affordable, reliable home heating — plus do your part to reduce your homes greenhouse gas emissions.

**Natural gas is now available!**

**We're here for you**

Don Armitage: 705-750-7203

Kathy Whitten: 647-281-0337

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to calculate your savings.

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Scugog Islanders

# Top 4 reasons to switch to natural gas

**Comfort and convenience have arrived!**

**Connect with us today.**

Don Armitage: 705-750-7203

Kathy Whitten: 647-281-0337

Email us at [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

- 1 **Save money**  
Save up to 49 percent depending on your existing energy.
- 2 **Clean energy future**  
Natural gas is part of the path to net-zero.
- 3 **Convenient and reliable**  
Never run out of fuel or have to wait for deliveries again.
- 4 **Higher resale value**  
Homes with lower energy costs are often more attractive to buyers.

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to sign up and calculate your savings

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ENB 520 10/2021



**Scugog Islanders**

# Top 4 reasons to switch to natural gas



**Comfort and convenience have arrived!**

**Connect with us today.**

Don Armitage: 705-750-7203

Kathy Whitten: 647-281-0337

Email us at [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

**1 Save money**  
Save up to 49 percent depending on your existing energy source.

**2 Clean energy future**  
Natural gas is part of the path to net zero.

**3 Convenient and reliable**  
Never run out of fuel or have to wait for deliveries again.

**4 Higher resale value**  
Homes with lower energy costs are often more attractive to buyers.

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to sign up and calculate your savings.



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ENB 520 11/2021





# North Bay Attachment Package

September 2021

## We're proud to energize Northshore and Peninsula Road area in North Bay!

Dear Resident,

We have some good news to share with you. Your address has been identified as in scope for our natural gas expansion project. To find out when natural gas will be available for connection, please reach out to our Community Expansion Advisors who can provide you with construction and project updates and discuss timelines as to when natural gas will be available for your home.

### The deadline for applications and your service in 2021 is coming soon

Refer to the Four-Step Process card when you're ready to apply, then visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to start your application. You are required to agree to the Terms and Conditions – either electronically during sign up at [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas), or you can complete and email this to our Community Expansion Advisors at [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com) when the form is complete. If submitting via email, you will need to call 1-888-774-3111 to create your account.

### Unlock the value of natural gas

When compared to using electricity, propane, or oil, switching to natural gas could save you up to 47%\* per year on home and water heating costs. Natural gas is also the most affordable way to run appliances like ranges, clothes dryers, and barbecues.

For us to extend natural gas to rural areas where the cost of building the infrastructure is more expensive than the revenue it generates, the Ontario Energy Board approved an additional Expansion Surcharge or ES. This is a variable rate charge, of \$0.23/cubic meter of natural gas used, which will show as a separate line item on your monthly bill for up to 40 years. On average, this amounts to approximately \$550 a year. Even with the ES, you'll still save on home and water heating fuel costs by switching to natural gas. To estimate your potential fuel savings based on your circumstances visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to find valuable information to help make an informed decision for your household.

### Get in touch with us

Our local Community Expansion Advisors are just a phone call away. You can reach out to them to talk about the steps to connect to natural gas, learn more about the value of natural gas, and estimate the potential savings for your home or business. They will provide you with sound information to help you determine if switching to natural gas is right for you.

- Jamie Coote 705-845-1100 [Jamie.Coote@enbridge.com](mailto:Jamie.Coote@enbridge.com)
- Travis James 289-971-0813 [travis.james@enbridge.com](mailto:travis.james@enbridge.com)

We look forward to meeting your energy needs.



**Ahmed Al-Amry**  
Supervisor, Community Expansion  
Enbridge Gas Inc.  
[savewithgas@enbridge.com](mailto:savewithgas@enbridge.com)  
[savewithgas.com](https://savewithgas.com)

\*Natural gas prices are based on Rate 01 NE rates in effect as of **July 1, 2021** and includes the \$0.23 per m3 expansion surcharge. Oil price is based on the latest available retail price. Electricity rates-based Hydro One Distribution rates (Mid-density R1) as of **January 1, 2021** and RPP customers that are on TOU pricing. It includes the new Ontario Electricity Rebate (OER). The propane price comparison is based on the lowest price obtained in an area survey. Since individual fuel prices may vary, savings assumptions may or may not be accurate in your situation. Please go to the calculator on [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) for a more accurate savings estimate. Costs have been calculated for the equivalent energy consumed and include all service, delivery, and energy charges. Carbon price is included for all energy types as reported. HST is not included.



## Investing in Indigenous communities

Working together to create meaningful relationships and lasting prosperity

**Enbridge adheres to a strong set of corporate values, and has adopted and implemented a number of corporate responsibility policies and practices. Our Indigenous Peoples Policy guides the nature and scope of our relationships with Indigenous peoples wherever we interact together.**

- Serving 21 Indigenous communities across Ontario.
- \$33M in contracts to Indigenous suppliers, vendors and contractors.
- Support for Skills Canada Ontario First Nations, Métis and Inuit Initiatives since 2012.



## Energizing the local business community

Access to a more affordable, reliable and plentiful source of energy is a major competitive advantage for both large and small businesses. Connecting to natural gas will help expand critical infrastructure and drive economic development within the community.

Low-cost natural gas delivers approximately \$5 billion in annual savings to Ontario families, businesses and industry—savings that are reinvested into the economy.



### We're here for you

Customer care  
**1-888-774-3111**

Call before you dig  
**1-800-400-2255**

Monday to Friday,  
8 a.m. – 6 p.m.

24/7 Emergency line  
**1-877-969-0999**

#### Community expansion contacts

Jamie Coote  
**705-845-1100**  
[jamie.coote@enbridge.com](mailto:jamie.coote@enbridge.com)

Travis James  
**289-971-0813**  
[travis.james@enbridge.com](mailto:travis.james@enbridge.com)

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to learn more about natural gas in your community.



\* Subject to change. Please note that all charges, except the fixed Customer Charge, vary based on how much gas you use.

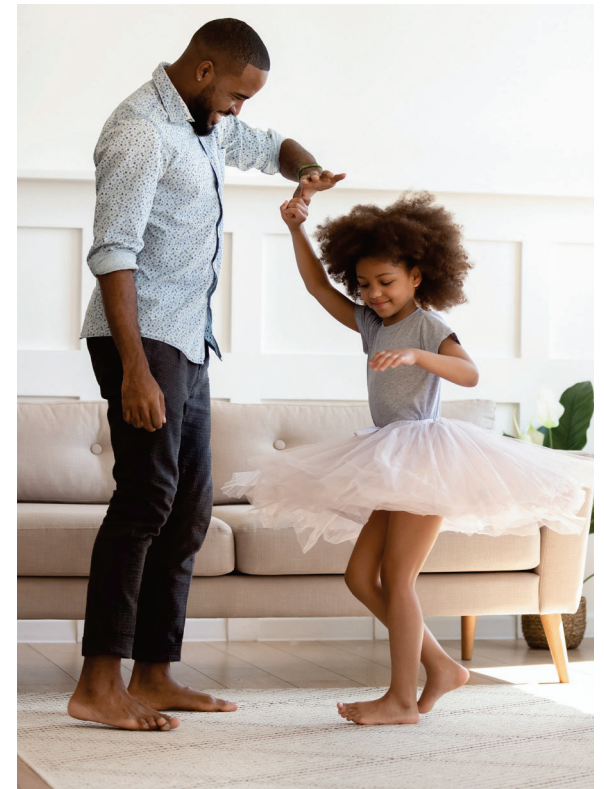
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GEN-CE-LUG JULY2021

Switch to safe, reliable,  
affordable natural gas

## Energizing your community

Why natural gas is a smart choice



We understand that these are extraordinary times – around the world and at home here in Ontario. Community Expansion work has been identified as an essential service by the Ontario Government. Enbridge Gas is committed to bringing natural gas to your community and we are following the latest guidance provided by public health officials and government authorities. The safety of our customers, employees and contractors is our top priority. Visit [savewithgas.com](https://www.savewithgas.com) for Community Expansion project updates.



## The benefits of natural gas



### More affordable

Compared to other fuels and electricity, natural gas is the most cost-effective way to heat your home and water.



### Reliable and abundant

Never worry about running out of fuel or arranging for deliveries again.



### Comfort and convenience

From heating your home and hot water, to cooking, natural gas can make your home more comfortable and enjoyable.



### Natural gas furnace

Quickly heats the entire house, circulates filtered air and keeps temperatures consistent



### Natural gas fireplace

Cosy up with a good book and forget about cleaning ashes and heat loss up the chimney.



### Natural gas barbecue

Makes grilling easy and quick. It is also much more convenient. You won't ever have to run out of fuel.

## How to start saving with natural gas

Follow these four easy steps to get connected. It's always better to submit application for a natural gas service as early in the process as you can to help us plan your service and make sure you are included.

1

### Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)

Go online to [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to express your interest in natural gas by clicking the "Sign up" button to agree to the terms and conditions and set up your account.

Choose from several convenient billing and payment options – if you opt for our equal billing and automatic payment plans, we'll waive the security deposit requirements.

2

### Talk to your local heating contractor

Advise your heating contractor that you've agreed to the Terms and Conditions and you've set up your account.

Your contractor will submit the natural gas service application on your behalf.

Once both are complete, our office will be in touch with you to confirm timing.

Our construction department will contact you to schedule a meeting to locate and mark all existing underground services.

3

### After we install the natural gas service

Contact your contractor to arrange for the installation/conversion of your natural gas equipment.

4

### The final step

Your heating contractor will install your new equipment and arrange for your meter to be installed and activated. Your new equipment will be turned on and inspected as required by the Technical Standards and Safety Act.

## Where does your money go?

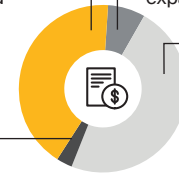
Here's a helpful explanation of the items on a natural gas bill

### Expansion Surcharge

It takes significant investment to build the infrastructure to bring natural gas to your community. This surcharge is your contribution, and the fairest way to spread the costs out.

### Customer Charge

This is a fixed \$22.50 amount that pays for meter reading, equipment maintenance and 24/7 emergency response services and community expansion.



### Supply, Delivery and Transportation Charges

These cover the costs to buy natural gas, bring it to Ontario and move it to your home, safely and reliably.

### Cost Adjustment

You pay what we pay. As the price for natural gas changes, we'll adjust your bill quarterly as a charge or credit.

## FAQ

**1. As a new community expansion customer, why do I have to pay an additional charge towards the construction costs of the project?**

**2. Why does the length of time the surcharge is in effect differ by community?**

To enable us to extend natural gas to rural areas where the cost of building the infrastructure is more expensive than the revenue it generates, the province's energy regulator—the Ontario Energy Board—has approved an additional new customer charge of 23 cents for each cubic metre of natural gas used for a limited time period. On average, most homes will pay \$550 a year for up to 40 years. The length of time this charge remains in effect varies by community because the overall cost to serve each community differs based on things like the distance of the community from an existing natural gas pipeline. Please note there may be a delay beyond our control in requesting permits and locates.

# How to start saving with natural gas

Safe. Reliable. Affordable. Abundant.

## 1 Sign up online

Go online to [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to express your interest in natural gas by clicking the “Sign up” button to agree to the terms and conditions and set up your account.

Choose from several convenient billing and payment options – if you opt for our equal billing and automatic payment plans, we’ll waive the security deposit requirements.

## 2 Talk to your local heating contractor

Advise your heating contractor that you’ve agreed to the Terms and Conditions and you’ve set up your account.

Your contractor will submit the natural gas service application on your behalf.

Once both are complete, our office will be in touch with you to confirm timing.

Our construction department will contact you to schedule a meeting to locate and mark all existing underground services.

## 3 After we install the natural gas service

Contact your contractor to arrange for the installation/conversion of your natural gas equipment.

## 4 The final step

Your heating contractor will install your new equipment and arrange for your meter to be installed and activated. Your new equipment will be turned on and inspected as required by the Technical Standards and Safety Act.

If you have any questions, please reach out to one of our Community Expansion advisors listed below.

### Enbridge Gas contacts

Jamie Coote	Travis James
705-845-1100	289-971-0813
<a href="mailto:jamie.coote@enbridge.com">jamie.coote@enbridge.com</a>	<a href="mailto:travis.james@enbridge.com">travis.james@enbridge.com</a>



For more information visit  
**[enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)**  
to learn about the benefits of  
natural gas and the many ways  
it can help fuel your lifestyle.



## **IMPORTANT**

Do not disconnect your existing fuel source or remove any equipment until your new natural gas service and gas meter have been installed.

# Natural gas is now available in your community

## Terms and Conditions for natural gas service—to be completed by the property owner

---

### Natural gas service installation policy

Enbridge Gas will provide and install at no cost, one service line per civic address to new customers which will include up to 30 metres of laid pipe and anything beyond that would be \$45 per metre (plus applicable taxes).

Call your local heating, ventilation and air conditioning (HVAC) provider for an assessment and to submit an application for gas service.

Enbridge Gas will assess where your HVAC provider has requested the meter and determine where the service can be installed.

---

### Expansion Surcharge—what to expect

It takes significant investment to build the infrastructure to bring natural gas to your community. The Expansion Surcharge (Surcharge) provides lower upfront costs to customers by spreading them out over time\*.

On average, most homes will pay a Surcharge of about \$550 per year (\$0.23 per cubic metre). The Surcharge is based on the home's consumption and will fluctuate based on the gas consumed.

---

### The cancellation policy

If your natural gas account is not activated within one year of installation of your new natural gas service, you'll be required to pay Enbridge Gas' installation costs of \$2,500.

---

Name (please print)

---

Phone number

---

Email address

---

Address (please print)

---

Signature

---

Date

### Questions? We're here for you

Contact our Customer Care team at 1-888-774-3111  
[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

Please complete this form and email it to [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)



\* The Expansion Surcharge will transfer to subsequent owners of your property.

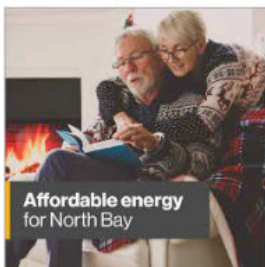
† Natural gas price includes the Expansion Surcharge.



## North Bay Digital Ads

Carousel Ads

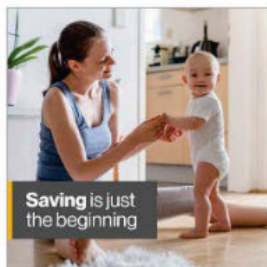




**Affordable energy**  
for North Bay

Headline (max 60 characters):  
**Switch to natural gas (21)**

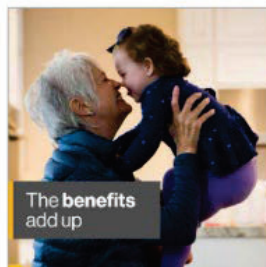
Link Description Text (max 20 characters):  
**Lower heating bills (19)**



**Saving** is just  
the beginning

Headline (max 60 characters):  
**Save money and energy (21)**

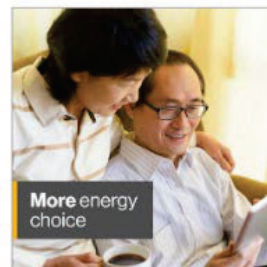
Link Description Text (max 20 characters):  
**More affordable (15)**



**The benefits**  
add up

Headline (max 60 characters):  
**More value for your energy dollar (34)**

Link Description Text (max 20 characters):  
**More convenient (14)**



**More energy**  
choice

Headline (max 60 characters):  
**A switch you can feel good about (34)**

Link Description Text (max 20 characters):  
**More comfort (12)**



**Switch to**  
natural gas

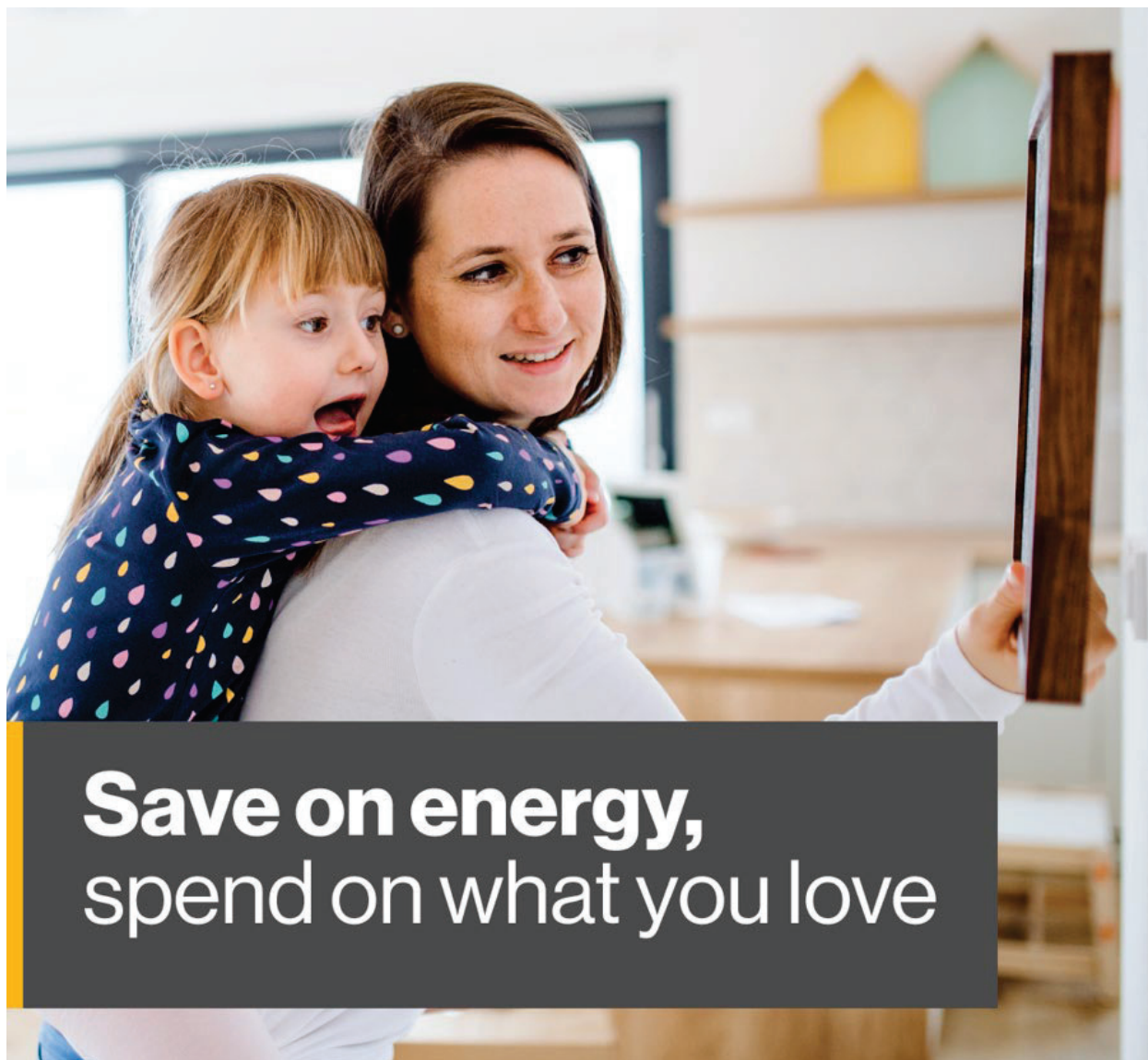
Headline (max 60 characters):  
**Affordable. Reliable. Plentiful. (32)**

Link Description Text (max 20 characters):  
**Lower emissions (15)**

Post Copy (max 125 characters):  
**When you switch to natural gas, you'll save all year, every year, avoid running out of fuel and reduce carbon emissions. (120)**

CTA:  
**Learn More**

Static Ad



**Save on energy,  
spend on what you love**

Headline (max 40 characters):

**Switch. Save. Simple. (22)**

Post copy (125 characters):

**North Bay: Switch from heating with oil or propane to natural gas for annual savings, more comfort and lower emissions. (119)**

Link description (max 30 characters):

**The benefits add up (19)**

CTA:

**Learn More**

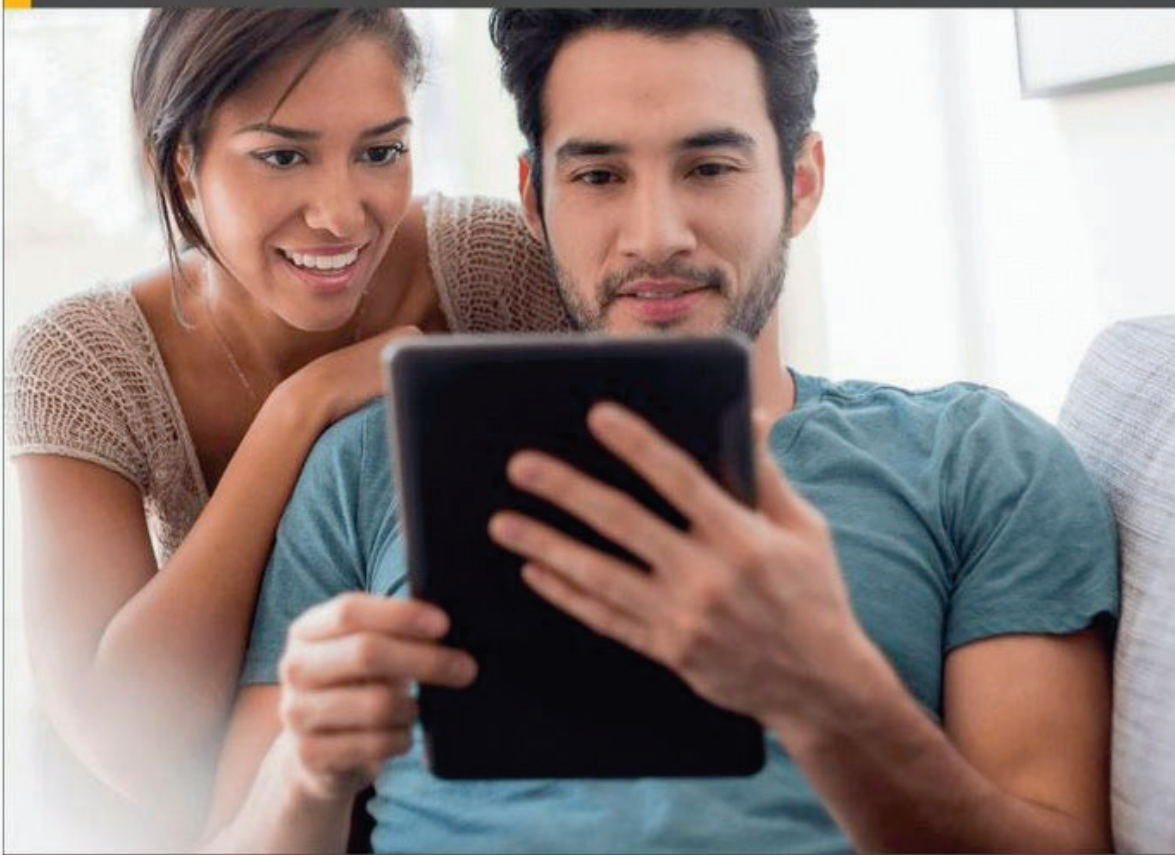


# North Bay Virtual Open House Ad

## March 2021



# Attend our Virtual Open House on March 4





Attachment 11

**North Bay**

Always there  
for you when  
you need it

**Natural gas is the  
consistent, versatile and  
affordable choice**

Calculate your savings at  
**savewithgas.com**

 **ENBRIDGE**  
Life Takes Energy<sup>®</sup>



## North Bay Newspaper Ad

Northshore and Peninsula Road Area

# Save on energy, spend on those you love

## Natural gas is now available!

Home comfort doesn't have to be costly — switch to reliable, affordable natural gas so you can save all year, every year.

### We're here for you

Jamie.Cooite@enbridge.com  
705-845-1100

Travis.James@enbridge.com  
289-971-0813

Email us at  
CEAPPLICATIONS@enbridge.com

**Sign up today!**

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)  
to sign up and calculate your savings.



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1

of 1



Northshore and Peninsula Road Area

# Towards a clean energy future

Switch to natural gas for more affordable, reliable home heating—plus do your part to reduce your home's greenhouse gas emissions.

**Sign up now** and enjoy your natural gas service this year.

**Connect with us today.**

Jamie Coote: 705-845-1100  
Jamie.Coote@enbridge.com

Travis James: 289-971-0813  
Travis.James@enbridge.com



Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to sign up and calculate your savings.





**Northshore and Peninsula Road Area**

# Towards a clean energy future

Switch to natural gas for more affordable, reliable home heating—plus do your part to reduce your home's greenhouse gas emissions.

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**Connect with us today.**

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Jamie.Coote@enbridge.com

Travis James: 289-971-0913  
Travis.James@enbridge.com

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to sign up and calculate your savings.



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## Rink Advertising

### Fenelon Falls

Jan 4, 2021 – Jan 2, 2022

Natural gas is a  
game-changer  
**savewithgas.com**





## Saugeen Kiosk Digital Ad

# Saugeen First Nation Residents

**We are here for you!**

**Stop by our kiosk at:**

Saugeen First Nation Governance Building  
6 Cameron Drive, Southampton

**Wednesday, Nov. 17**

1:30 – 5:30 p.m.

**Thursday, Nov. 18**

10 a.m. – 2 p.m.

**Rain date: Tuesday, Nov. 23** 10 a.m. – 2 p.m.





## Saugeen Fridge Magnet Calendar Mailer



# OCTOBER 2021

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

# Let's connect

## Selwyn Community Expansion Project

**Wednesday, May 4**  
10 a.m. – 6 p.m.

**Rain date:**  
Thursday, May 5, 10 a.m. – 6 p.m.

## Learn about the benefits of switching to natural gas and how to get connected.

**Stop by our kiosk at:**  
Classy Chassis & Cycles  
1399 8th Line Smith, Lakefield

**Representatives will be available to answer all your questions:**

Drop by to have all **your questions answered** and  
we'll help you apply for your natural gas service.

**Talk about potential savings**  
on your home energy bills.

Connect with us at: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)







## We're proud to energize the Township of Selwyn!

Dear Selwyn Resident,

### Now's the time to apply for natural gas

We have some good news to share with you. Your address is identified as in scope for receiving natural gas shortly, and we want to make sure you're in the best position to connect as soon as possible. By signing up now, we'll be able to prioritize your service install as soon as the natural gas main is installed in front of your house. You may see us working on your street, including items such as survey stakes or locates.

If you're considering converting to natural gas, the earlier you apply the better as permits and locates can take time.

Refer to the Four-Step Process card when you're ready to apply, then visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to start your application. You're required to agree to the Terms and Conditions – either electronically during sign up at [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas), or you can complete and email this to our Community Expansion Advisors at [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com) when the form is complete.

### Unlock the value of natural gas

When compared to using electricity, propane or oil, natural gas could save you up to 54%\* per year on home and water heating costs. Natural gas is also the most affordable way to run appliances like ranges, clothes dryers and barbecues.

For us to extend natural gas to rural areas where the cost of building the infrastructure is more expensive than the revenue it generates, the Ontario Energy Board approved an additional Expansion Surcharge or ES. This is a variable rate charge, of \$0.23/cubic meter of natural gas used, which will show as a separate line item on your monthly bill for up to 40 years. On average, this amounts to approximately \$550 a year. Even with the ES, you'll still save on home and water heating fuel costs by switching to natural gas. To estimate your potential fuel savings based on your circumstances or find valuable information to help make an informed decision for your household, [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to find out more.

### Get in touch with us

Our local Community Expansion Advisors are just a phone call away. You can reach out to them to talk about the steps to connect to natural gas, learn more about the value of natural gas, and estimate the potential savings for your home or business. They will provide you with sound information to help you determine if switching to natural gas is right for you.

Community Expansion Advisor  
[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)  
1-833-356-2689

We look forward to meeting your energy needs.

**Ahmed Al-Amry**  
Supervisor, Community Expansion  
Enbridge Gas Inc.  
[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)  
[enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)

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# Let's connect

## Selwyn Community Expansion Project

**Wednesday, May 4**  
10 a.m. – 6 p.m.

**Rain date:**  
Thursday, May 5, 10 a.m. – 6 p.m.

## Learn about the benefits of switching to natural gas and how to get connected.

**Stop by our kiosk at:**

Classy Chassis & Cycles  
1399 8th Line Smith, Lakefield

**Representatives will be available to answer all your questions:**

Drop by to have all **your questions answered** and  
we'll help you apply for your natural gas service.

**Talk about potential savings**  
on your home energy bills.

Connect with us at: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

# How to start saving with natural gas

Safe. Reliable. Affordable. Abundant.

1

## Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)

Go online to [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to express your interest in natural gas by clicking the “Sign up” button to agree to the Terms and Conditions.

2

## Talk to your local heating contractor

Advise your heating contractor that you’ve agreed to the Terms and Conditions and you’ve set up your account.

Your contractor will submit the natural gas service application on your behalf.

Once both are complete, our office will be in touch with you to confirm timing.

Our construction department will contact you to schedule a meeting to locate and mark all existing underground services.

3

## After we install the natural gas service

Contact your contractor to arrange for the installation/conversion of your natural gas equipment.

4

## The final step

Contact 1-877-362-7434 at least 48 hours in advance to arrange your meter activation and final inspection of the natural gas equipment.

If you have any questions, please reach out to one of the following options below::

Email: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

Phone: 1-833-356-2689



For more information visit  
**[enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)**  
to learn about the benefits of  
natural gas and the many ways  
it can help fuel your lifestyle.

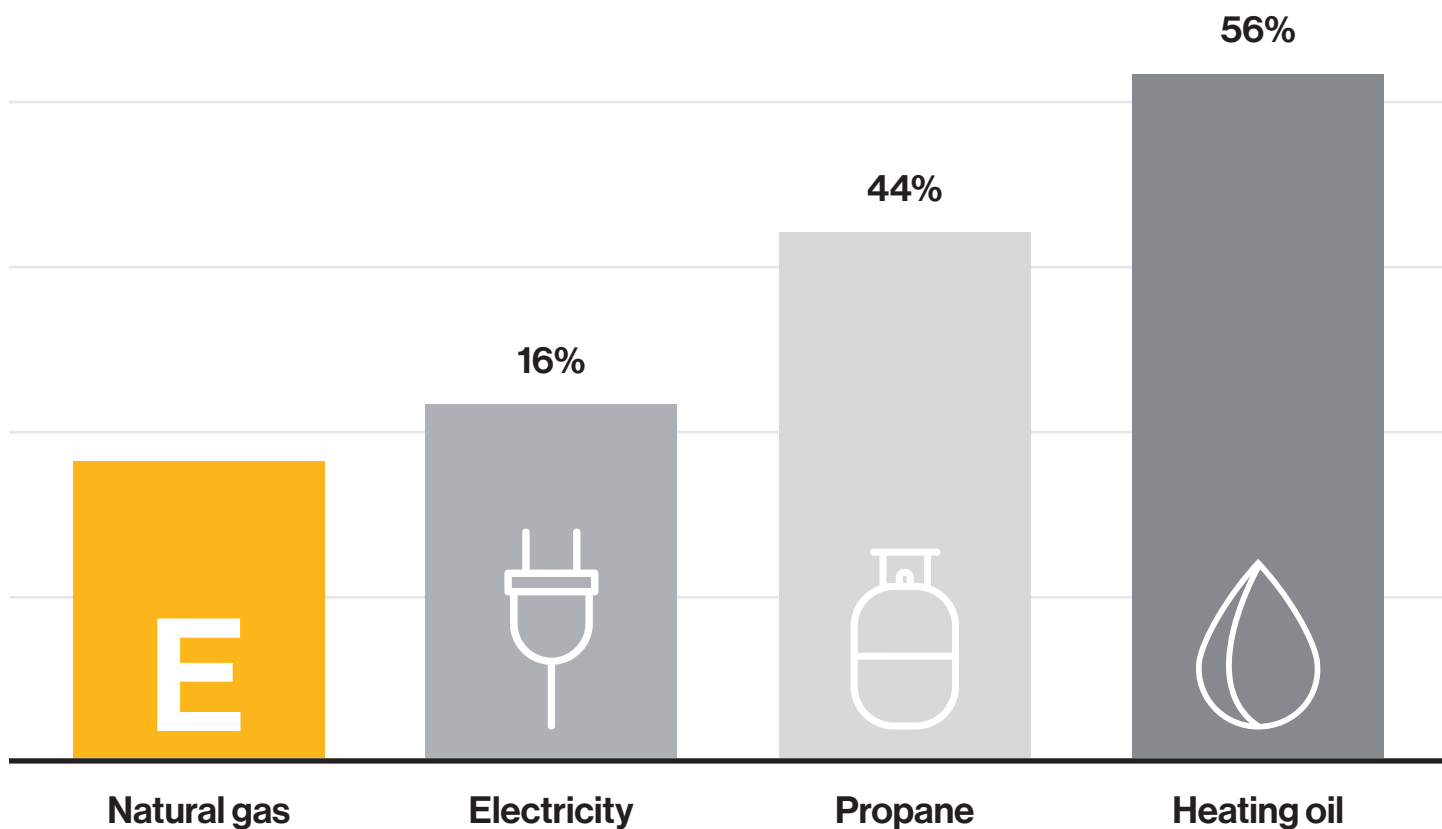


## **IMPORTANT**

Do not disconnect your existing fuel source or remove any equipment until your new natural gas service and gas meter have been installed.

# Residential annual heating bills

Annual cost comparison:  
space and water heating\*



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# Natural gas is now available in your community

## Terms and Conditions for natural gas service—to be completed by the property owner

---

### Natural gas service installation policy

Enbridge Gas will provide and install at no cost, one service line per civic address to new customers provided that:

1. The distance between the Owner's property line and the front wall of house/building is 20 metres or less; and
2. The distance between the front wall of house/building and the selected meter location is 2 metres or less.

Service and meter installation in excess of these distances will result in additional charges of \$32 per metre (plus applicable taxes)\*. Call your local heating, ventilation and air conditioning (HVAC) provider for an assessment and to submit an application for gas service.

Enbridge Gas will assess where your HVAC provider has requested the meter and determine where the service can be installed.

---

### Expansion Surcharge—what to expect

It takes significant investment to build the infrastructure to bring natural gas to your community. The System Expansion Surcharge (Surcharge) provides lower upfront costs to customers by spreading them out over time\*\*.

On average, most homes will pay a Surcharge of about \$550 per year (\$0.23 per cubic metre). The Surcharge is based on the home's consumption and will fluctuate based on the gas consumed.

---

### The cancellation policy

If your natural gas account is not activated within one year of installation of your new natural gas service, you'll be required to pay Enbridge Gas' installation costs of \$2,500.

_____	_____	_____
Name (please print)	Phone number	Email address
_____	_____	_____
Address (please print)	Signature	Date

### Questions? We're here for you

Contact our Community Expansion Team at 1-833-356-2689 or email [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

Please complete this form and email it to [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

\*First Nation communities are exempt from HST.

\*\*The Expansion Surcharge will transfer to subsequent owners of your property.



# Let's connect

## Selwyn Community Expansion Project

### **Location**

Classy Chassis & Cycles  
1399 8th Line Smith, Lakefield

### **Date**

Wednesday, May 4, 10 a.m. – 6 p.m.

### **Rain Date**

Thursday, May 5, 10 a.m. – 6 p.m.



# Let's connect

## Selwyn Community Expansion Project

### **Location**

Classy Chassis & Cycles  
1399 8th Line Smith, Lakefield

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# Let's connect

## Selwyn Community Expansion Project

### **Location**

Classy Chassis & Cycles  
1399 8th Line Smith, Lakefield

### **Date**

Tuesday, Oct. 4, 10 a.m. – 6 p.m.

### **Rain Date**

Thursday, Oct. 6, 10 a.m. – 6 p.m.



# Let's connect

## Selwyn Community Expansion Project

### **Location**

Classy Chassis & Cycles  
1399 8th Line Smith, Lakefield

### **Date**

Tuesday, Oct. 4, 10 a.m. – 6 p.m.

### **Rain Date**

Thursday, Oct. 6, 10 a.m. – 6 p.m.



# Choose to pay less for energy

Save up to 65% each year  
by switching to natural gas

What's inside:



See how  
much you  
can save



5-step  
guide to get  
connected



# Ready to cut energy bills in half?

**Good news**— natural gas is a convenient solution to help you save. This package will guide you through everything you need to know about connecting your home or business and all the benefits of affordable, reliable natural gas.

## Save up to 65 percent\* each year

Compared to electricity, propane or oil, switching to natural gas could save you on home and water heating costs year round. It's more convenient: you'll never run out of fuel or wait for trucks to arrive.

## Lower carbon emissions

Natural gas is cleaner than other fuels and can help reduce your home's carbon footprint.

## It's easy to get started

Follow our simple five-step guide on page six to see how the connection process works.

## See how much you can save

Use our online calculator to see how much you can save by switching to natural gas. Enter your home's size, age and a few more details to get a personalized estimate of annual savings.

Calculate your savings by visiting [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) and finding your community page to use the calculator.

*Ahmed Al-Amry*

**Ahmed Al-Amry**  
Supervisor, Community Expansion  
Enbridge Gas



## Get in touch any time

For construction updates or questions about the steps to connect to natural gas, personalized cost savings and more, contact one of our Community Expansion Advisors.

## Community Expansion Contacts:

**Phone:** 1-833-356-2689

**Email:** [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

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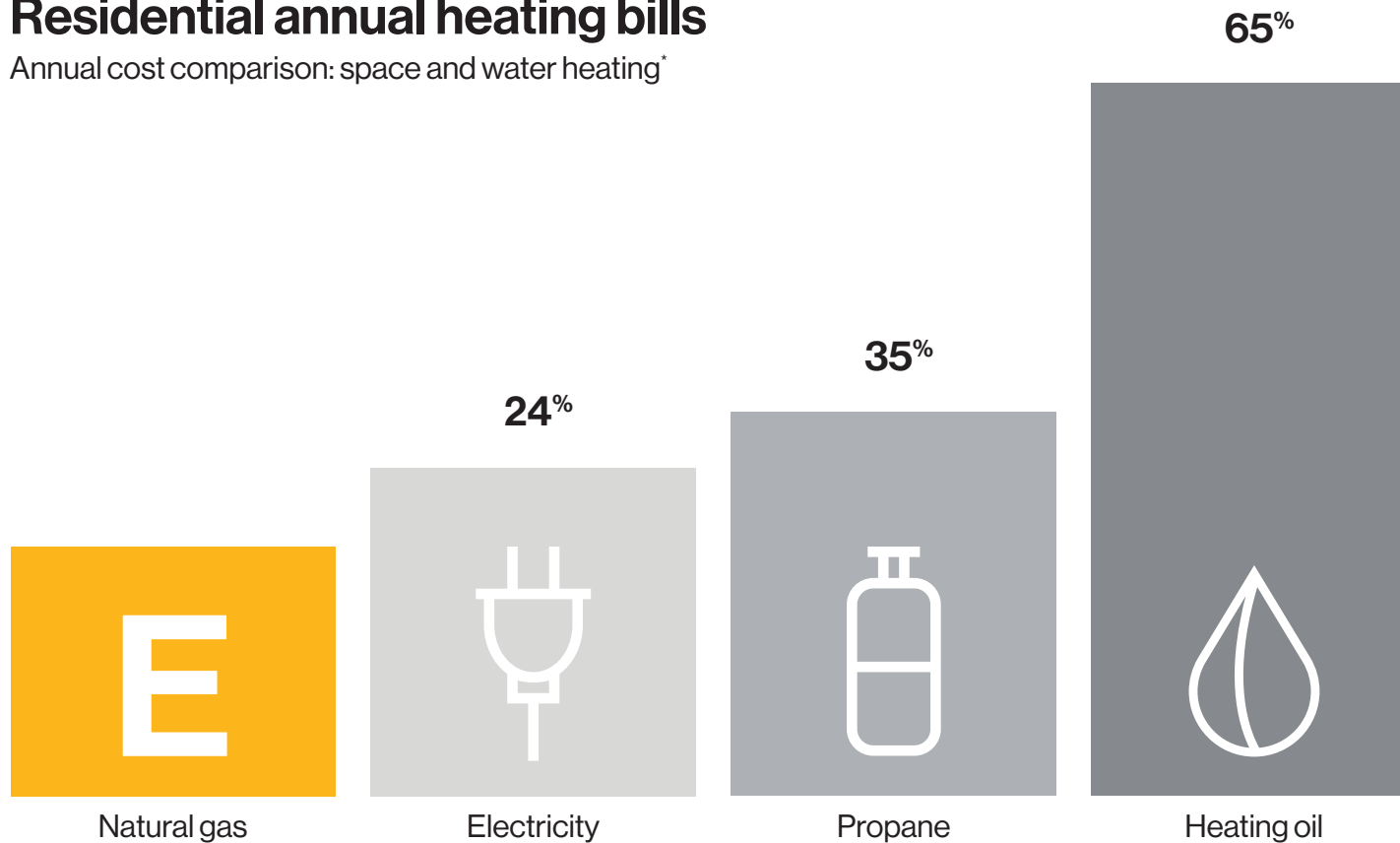
Cost and benefits

# How much can you save each year?

Lower costs, lower emissions, more convenience and peace of mind.

## Residential annual heating bills

Annual cost comparison: space and water heating\*



\* Natural gas prices are based on Rate 1 rates in effect as of **April 1, 2023** and include the \$0.23 per m<sup>3</sup> expansion surcharge. Oil price is based on the latest available retail price. Electricity rates based on Hydro One Distribution rates (Mid-density R1) as of **Jan. 1, 2023** and Regulated Price Plan (RPP) customers that are on Time-Of-Use (TOU) pricing. They include the new Ontario Electricity Rebate (OER). The propane price comparison is based on the lowest price obtained in an area survey conducted quarterly. Since individual fuel prices vary, savings assumptions may or may not be as accurate in your situation. Please use the savings calculator found on this page for a more accurate savings estimate. Costs have been calculated for the equivalent energy consumed and include all service, delivery and energy charges. Carbon price is included for all energy types as reported. HST is not included.

## Bring home all the benefits



### More affordable

Compared to other fuels and electricity, natural gas is the most cost-effective way to heat your home and water.



### Comfort and convenience

Never worry about running out of fuel or waiting for deliveries again.



### Versatile and efficient

From fireplaces to clothes dryers, natural gas can make your home more comfortable and enjoyable.



### Lower carbon emissions

Natural gas can help reduce your home's carbon footprint.

**Billing and charges**

# Where does your money go?

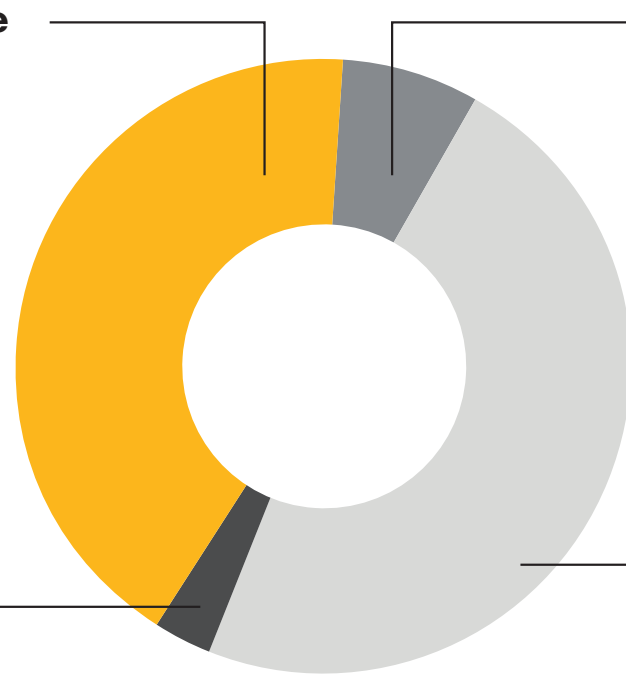
Here's a helpful explanation of a few key items on your natural gas bill

**Expansion Surcharge**

The fairest way to cover the infrastructure costs of expanding natural gas service.

**Cost Adjustment**

Natural gas rates vary by season—you pay what we pay.



**Customer Charge**

This is a fixed \$22.88\* amount that pays for 24/7 emergency response and other services.

\* Subject to change. Please note that all charges, except the fixed customer charge, vary based on how much natural gas you use.

**Supply, Delivery and Transportation Charges**

These cover the costs to buy and deliver natural gas to your home.

## Frequently asked questions

**Q: Why do I have to pay an additional charge towards the construction costs of the project?**

**A:** For us to extend natural gas to rural areas where the cost of building the infrastructure is more than the revenue it generates, the Ontario Energy Board approved an additional expansion surcharge. This is a variable rate charge, based on your usage, of \$0.23/cubic metre of natural gas used. Since homes use more natural gas in colder months, the surcharge will be higher in winter. It will appear as a separate line item on your monthly bill for up to 40 years.

Go to [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to get an estimate of your potential fuel savings.

**Q: Why is the surcharge in effect for different lengths of time by community?**

**A:** The length of time the surcharge remains in effect varies by community because the overall cost to serve each community is different, based on factors such as the distance of the community from an existing natural gas pipeline and more.

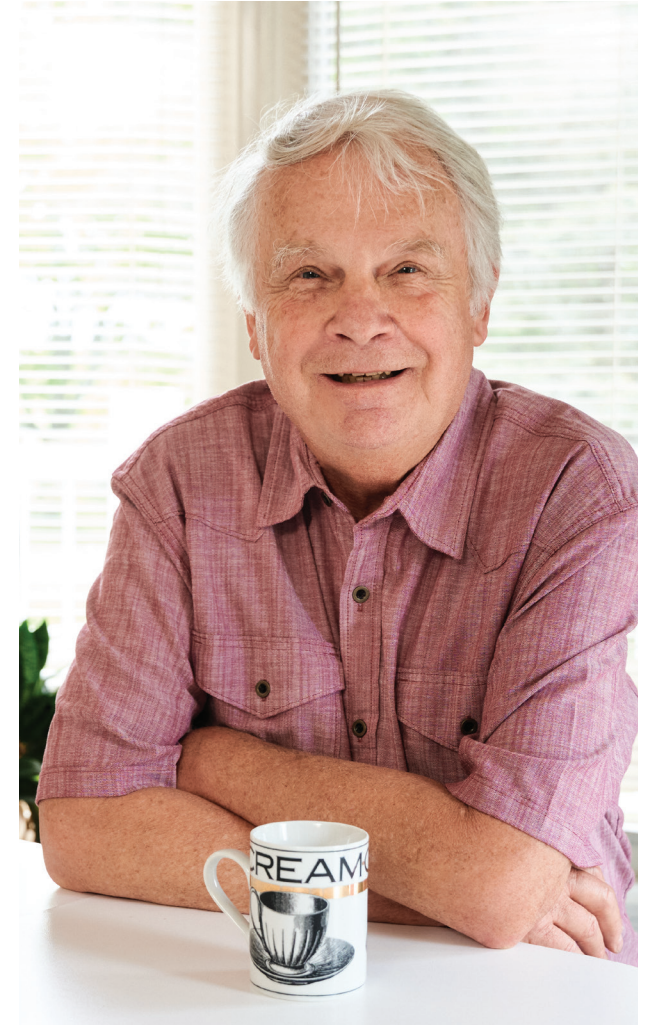
“We’ve saved all kinds of money by converting to natural gas, especially over the cost of hydro these days. It just made sense.”

**– Phil Dewsnap,  
Homeowner,  
Fenelon Falls**



“I live in a rural region. That means I have my own septic, my own water, and if things don’t work, I’m in real trouble. Natural gas has helped me be more independent and I saved a really good buck.”

**– John Powell, Homeowner, Scugog Island**



“The advice I would give others is to convert to natural gas. We’ve seen a lot of energy savings, the conversion was simple and you get some extra money in your pocket, so it’s worth doing.”

**– Phil Dewsnap, Homeowner, Fenelon Falls**

How to get connected

# 5 simple steps to switch

It's always best to complete your application for natural gas service as early as possible. This helps us to ensure you are included in our planning process.



**1. Inquire with us**

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to review project details, calculate your estimated savings and engage our project team to answer any of your questions.



**2. Get an estimate from your local heating contractor**

Once you have made your decision to convert, your contractor will submit the natural gas service application on your behalf. You will receive an email summary of the gas application as submitted by your contractor.

A member of our team will contact you to coordinate locating and marking all existing underground utilities.



**3. Acknowledge your account details**

You will receive a confirmation email with a verification link prompting you to validate the following: your service address, homeowner and billing information.

You will also be provided details on the expansion surcharge, which will fluctuate monthly based on your natural gas use. Even with this surcharge, you can still save significantly every year by switching to natural gas.



**4. After we install the natural gas service**

Contact your contractor to arrange for the installation and conversion of your natural gas equipment.



**5. The final step**

Contact 1-877-362-7434 at least 48 hours in advance to arrange your meter activation and final inspection of the natural gas equipment.

## Natural gas service installation policy

Enbridge Gas will provide and install at no cost, one service line per civic address to new customers provided that the distance between the Owner's property line and the front wall of house/building is 20 metres or less. Services in excess of this distance will result in additional charges of \$32 per metre (plus applicable taxes). Call your local heating, ventilation and air conditioning (HVAC) provider for an assessment and to submit an application for gas service.

### IMPORTANT!

Do not disconnect your existing fuel source or remove any equipment until your new natural gas service and gas meter have been installed.



Take the first step to savings

# Let us know you're interested in connecting to natural gas



Please send the following information to [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com) and a Community Expansion Advisor will contact you soon.

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Existing primary heat source

\_\_\_\_\_  
Existing secondary heat source

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Get in touch any time



### Prefer postal mail?

Mail your completed expression of interest to us at:

Enbridge Gas  
Community Expansion  
PO Box 618  
Bobcaygeon, ON K0M 1A0



### Questions?

#### We're here for you.

Contact a Community Expansion Advisor:

1-833-356-2689  
[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

Completing this Expression of Interest Card is not an application for natural gas, or a binding contract by either you or Enbridge Gas for natural gas service.

# Choose to pay less for energy

Save up to 65% each year  
by switching to natural gas

What's inside:



See how  
much you  
can save



5-step  
guide to get  
connected

 **ENBRIDGE**  
Life Takes Energy®



# Ready to cut energy bills in half?

**Good news**— natural gas is a convenient solution to help you save. This package will guide you through everything you need to know about connecting your home or business and all the benefits of affordable, reliable natural gas.

## Save up to 65 percent\* each year

Compared to electricity, propane or oil, switching to natural gas could save you on home and water heating costs year round. It's more convenient: you'll never run out of fuel or wait for trucks to arrive.

## Lower carbon emissions

Natural gas is cleaner than other fuels and can help reduce your home's carbon footprint.

## It's easy to get started

Follow our simple five-step guide on page six to see how the connection process works.

## See how much you can save

Use our online calculator to see how much you can save by switching to natural gas. Enter your home's size, age and a few more details to get a personalized estimate of annual savings.

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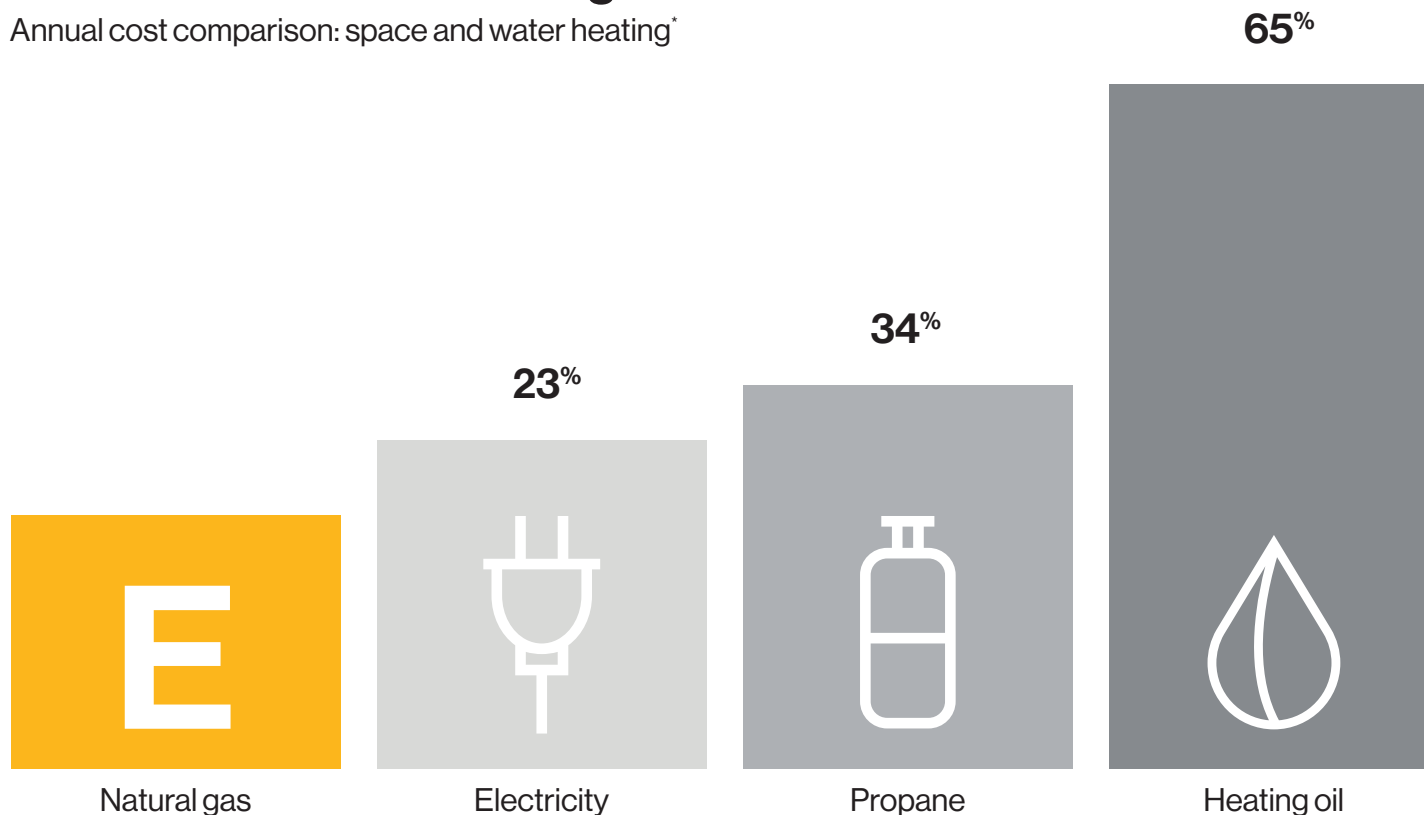
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Annual cost comparison: space and water heating\*



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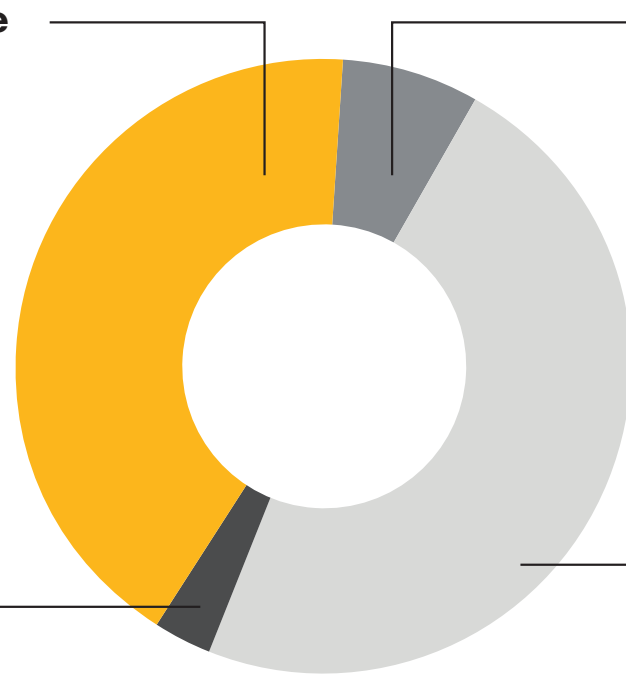
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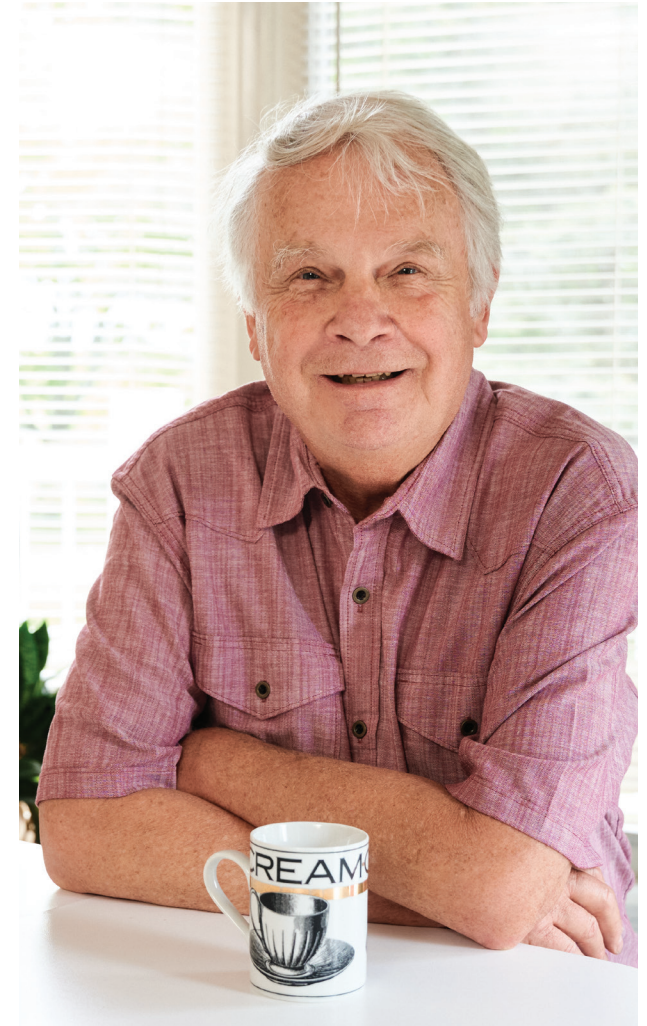
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**– Phil Dewsnap,  
Homeowner,  
Fenelon Falls**



“I live in a rural region. That means I have my own septic, my own water, and if things don’t work, I’m in real trouble. Natural gas has helped me be more independent and I saved a really good buck.”

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“The advice I would give others is to convert to natural gas. We’ve seen a lot of energy savings, the conversion was simple and you get some extra money in your pocket, so it’s worth doing.”

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Once you have made your decision to convert, your contractor will submit the natural gas service application on your behalf. You will receive an email summary of the gas application as submitted by your contractor.

A member of our team will contact you to coordinate locating and marking all existing underground utilities.



**3. Acknowledge your account details**

You will receive a confirmation email with a verification link prompting you to validate the following: your service address, homeowner and billing information.

You will be provided details on the expansion surcharge, which will fluctuate monthly based on your natural gas use. Even with this surcharge, you can still save significantly every year by switching to natural gas.



**4. After we install the natural gas service**

Contact your contractor to arrange for the gas meter installation and conversion of your natural gas equipment.



**5. The final step**

Your new natural gas equipment will be turned on and inspected as required by the Technical Standards and Safety Act.

## Natural gas service installation policy

Enbridge Gas will provide and install at no cost, one service line per civic address to new customers which will include up to 30 metres of laid pipe and anything beyond that would be \$45 per metre (plus applicable taxes). Call your local heating, ventilation and air conditioning (HVAC) provider for an assessment and to submit an application for gas service.

### IMPORTANT!

Do not disconnect your existing fuel source or remove any equipment until your new natural gas service and gas meter have been installed.

Take the first step to savings

# Let us know you're interested in connecting to natural gas



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\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Existing Primary Heat Source

\_\_\_\_\_  
Existing Secondary Heat Source

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Get in touch any time



### Prefer postal mail?

Mail your completed expression of interest to us at:

Enbridge Gas  
Community Expansion  
PO Box 618  
Bobcaygeon, ON K0M 1A0



### Questions?

**We're here for you.**

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Completing this Expression of Interest Card is not an application for natural gas, or a binding contract by either you or Enbridge Gas for natural gas service.



ENBRIDGE GAS

# CE Selwyn Campaign

October 5, 2022



C O N T E X T

**CE SELWYN CAMPAIGN**

# Concept 1: From pains to gains

We know that customers often make buying decisions based on emotions. In this concept, we focus on negative emotions (pain points) to hook interest initially, supported by the benefits of switching to natural gas.



C O N T E X T

Selwyn

Are you  
paying  
too much  
for home  
heating?

Now you can  
switch to natural  
gas and save  
up to 60%

You could cut  
your energy  
bills in half!

Why choose  
natural gas?

Save money compared to electricity, propane or oil.

Never run out of fuel or have to wait for deliveries again.

Make your home more comfortable with natural gas fireplaces, barbecues, clothes dryers and more.

Reduce your home's carbon footprint.

What your neighbours  
are saying



"We've seen a lot of energy savings since we converted. I think our first hydro bill when we moved in here was somewhere around \$800. Now we're down, saved maybe \$1,100 or \$1,500 a year by converting to natural gas."

Phil, Fenelon Falls



"It was costing me \$5,000 a year for oil fired heating, and now I'm paying 1,400 bucks a year from Enbridge. I'm sort of loving it."

John, Scugog

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to calculate your savings.



Concept 1a — Social (Static)

 **Enbridge Gas**  
Sponsored

Tired of high energy costs? Choose natural gas for lower energy bills and cleaner heating than propane, oil or wood. [116]



**Save with natural gas**

ENBRIDGEGAS.COM

**Save up to 60% when you switch [30]** [Learn More](#)

[Calculate your savings \[22\]](#)



Concept 1a — Social (Carousel)



**Enbridge Gas**

Sponsored

Selwyn—enjoy home comfort for less. Get lower energy bills and more peace of mind when you switch to natural gas. [113]



**Save with natural gas**

**Inflation hitting your budget? [30]**

Now you can hit back [20]

[Learn More](#)



**A natural choice**

**Switch to natural gas and save up to 60% [40]**

Cut costs and carbon [20]

[Learn More](#)



**Natural gas — available soon!**


**Coming soon to Selwyn! [22]**

Ready to switch? [17]


[Learn More](#)



Social—Video

 **Enbridge Gas**  
Sponsored

See why Selwyn welcomes natural gas. It's more affordable, reliable and cleaner than propane, oil or wood. [106]



**John Powell**  
Scugog

ENBRIDGEGAS.COM

**Hear from others who've made the switch [40]** [Learn more](#)

[Calculate your savings \[22\]](#)



Concept 1 — Google Discovery Image Options

Option 1



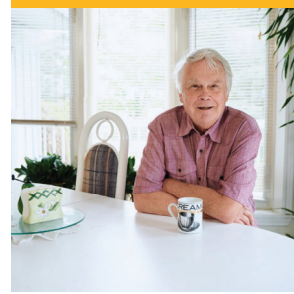
Option 2



Option 3



Option 4



Option 5



Google Discovery Copy

Short headline text – 5 variants (40 characters max)	Long headline text (90 characters max)	Description (90 characters max)	CTA:	Business name:	Destination URL:
Save big with natural gas (25)	See why Selwyn welcomes natural gas. It's affordable, reliable and cleaner. (75)	Save on energy bills with a cleaner and more convenient choice than oil, propane or wood. (86)	Learn more	Enbridge Gas	enbridgegas.com/savewithgas
Affordable energy can be yours (30)	Switch to natural gas to save up to 60 percent on energy bills and cut emissions too! (85)	Visit enbridgegas.com/savewithgas to calculate your savings and hear what others are saying. (89)			
Why choose natural gas? (23)	See why natural gas is Ontario's preferred choice and good news for Selwyn. (75)	Enjoy peace of mind and savings up to 60 percent when you switch—it's easy! (75)			
Tired of high energy costs? (28)	Home comfort doesn't need to be costly anymore—reliable natural gas is on the way! (84)	Never run out of fuel or have to wait for deliveries again. (58)			
Save on energy and emissions (28)	Good news for Selwyn—affordable, reliable, cleaner energy is coming soon! (73)	Reduce your energy bills by up to 60% with a cleaner choice than oil, propane or wood. (86)			





**CE SELWYN CAMPAIGN**

# Concept 2: Welcome home neighbour

With a focus on optimism, warm welcomes and community connections this concept creates positive emotions. Cost savings and convenience close the deal.



C O N T E X T

Concept 2 — Social (Static)



**Enbridge Gas**  
Sponsored

Selwyn—get ready to save up to 60 percent on energy bills when you switch to reliable, convenient natural gas. [110]

# Selwyn

## Natural gas is coming soon

ENBRIDGEGAS.COM

**Cut energy bills in half when you switch [40]** [Learn more](#)

Calculate your savings [22]



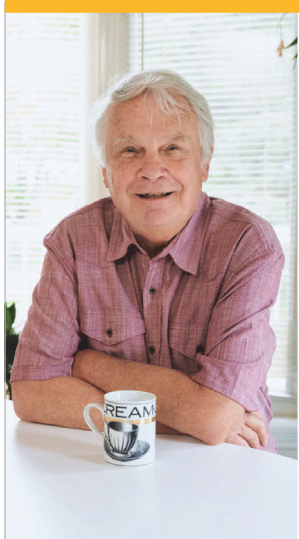
Concept 2 — Social (Carousel)



**Enbridge Gas**

Sponsored

Have you heard? Natural gas is coming to Selwyn! Find out why Ontarians choose Enbridge Gas. [92]

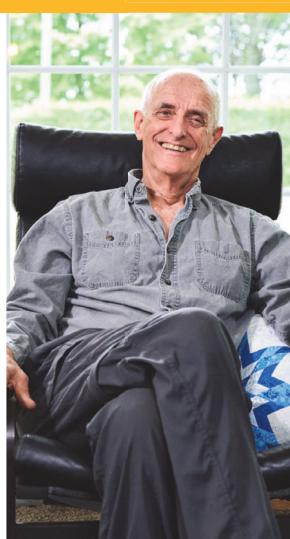


Save up  
to 60% on  
energy

**Cheaper than propane,  
oil or wood [33]**

Cut costs and carbon [20]

[Learn more](#)



A choice  
you can  
feel good  
about

**Cleaner than propane, oil  
or wood [22]**

Cut costs and carbon [20]

[Learn more](#)



Switch.  
Save.  
Smile.


**Worry-free comfort and  
convenience [34]**

Cut costs and carbon [20]


[Learn more](#)



Social (Video)

 **Enbridge Gas**  
Sponsored

Still heating with oil or propane? Switch to natural gas and save up to 60 percent on your energy costs. [104]



**Phil Dewsnap**  
Fenelon Falls

ENBRIDGEGAS.COM

**Hear why your neighbours made the switch [40]** [Learn more](#)

Cut costs and carbon [20]



Concept 2 — Google Discovery Image Options

Option 1

Option 2

Option 3

Option 4



CE SELWYN CAMPAIGN

# YouTube Companion Ads



C O N T E X T

YouTube Companion Ads (300 X 60)

Option 1A



Search



**Save up to 60%**  
Affordable natural gas

**Make the switch**  
AD enbridgegas.com/savewithgas [Start now](#)

Up next

AUTOPLAY



**Make the switch**  
enbridgegas.com/savewithgas [Start now](#)

Long Headline Text:

**Selwyn:** Are you paying too much for home heating? (59/90)

Description Text: Make the switch to natural gas and save up to 60 percent each year! (67/70)

Call-to-Action Text: Start now (10/10)

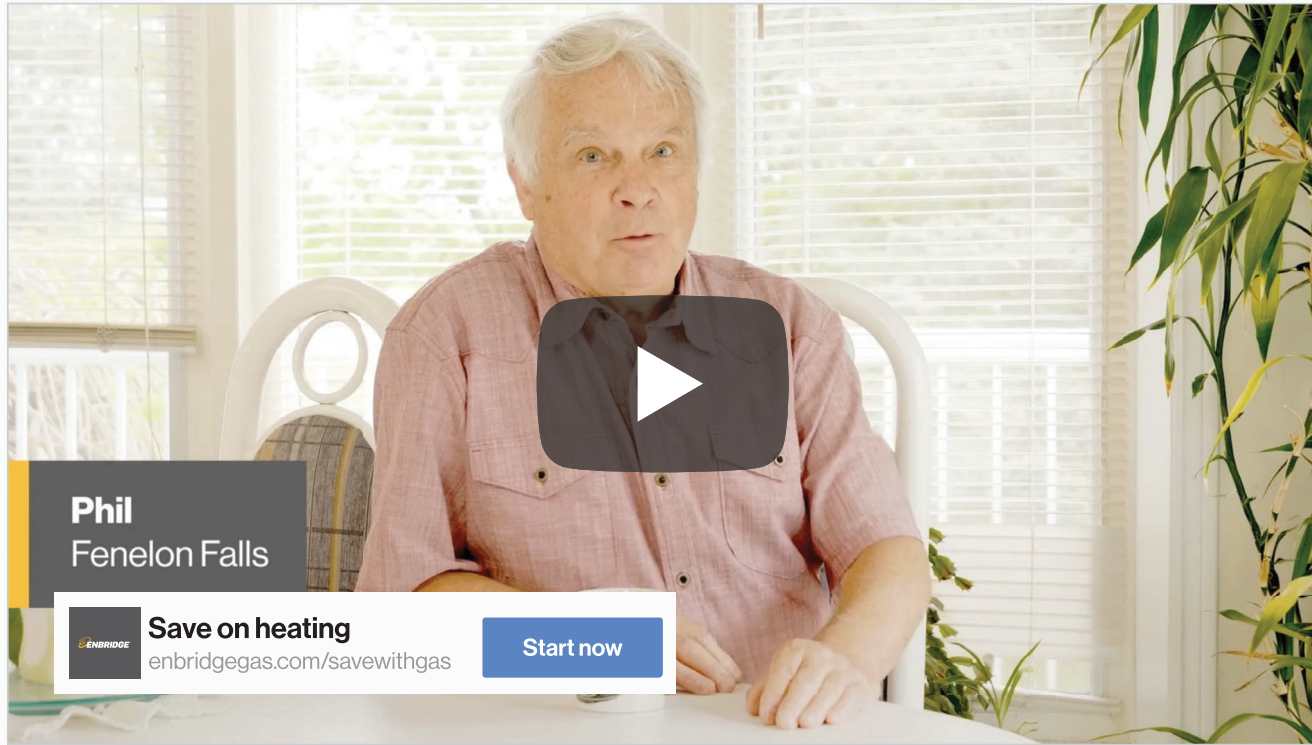
Headline Text: Make the switch (15/15)

Display URL: enbridgegas.com/savewithgas



YouTube Video Action Ads + Companion Ads

Option 1B



**How much could you save?**  
 Switch to natural gas

**Save on heating**  
 AD [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) [Start now](#)

Up next AUTOPLAY



Long Headline Text:

**Selwyn:** Now you can switch to natural gas and save up to 60 percent each year! (88/90)

Description Text: Cut your energy bills in half with affordable, reliable natural gas. (68/70)

Call-to-Action Text: Start now (10/10)

Headline Text: Save on heating (15/15)

Display URL: [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)



YouTube Video Action Ads + Companion Ads

Option 1C



**We're happy to bring natural gas to communities**

**ENBRIDGE**

**How much could you save?**  
 Switch to natural gas **ENBRIDGE**

**Save on heating**  
 AD enbridgegas.com/savewithgas **Start now**


Up next AUTOPLAY

Long Headline Text:  
 Natural gas is reliable, convenient and much more affordable than other energy options. (87/90)

Description Text:  
**Selwyn:** Switch to natural gas and save up to 60% a year! (68/70)

Call-to-Action Text: Start now (10/10)  
 Headline Text: Save on heating (15/15)

Display URL: enbridgegas.com/savewithgas



# Are you paying too much for home heating?

Come visit us to  
see how much  
you can save!

**Tuesday, Feb. 7**  
12 p.m. – 7 p.m.

## Learn about the benefits of switching to natural gas and how to get connected.

**Stop by our Information Session at:**

Community Hall

836 Charles St, Bridgenorth

Drop by to have all **your questions answered**  
and let us know if you're interested in connecting  
to natural gas.

**Talk about potential savings**  
on your home energy bills.

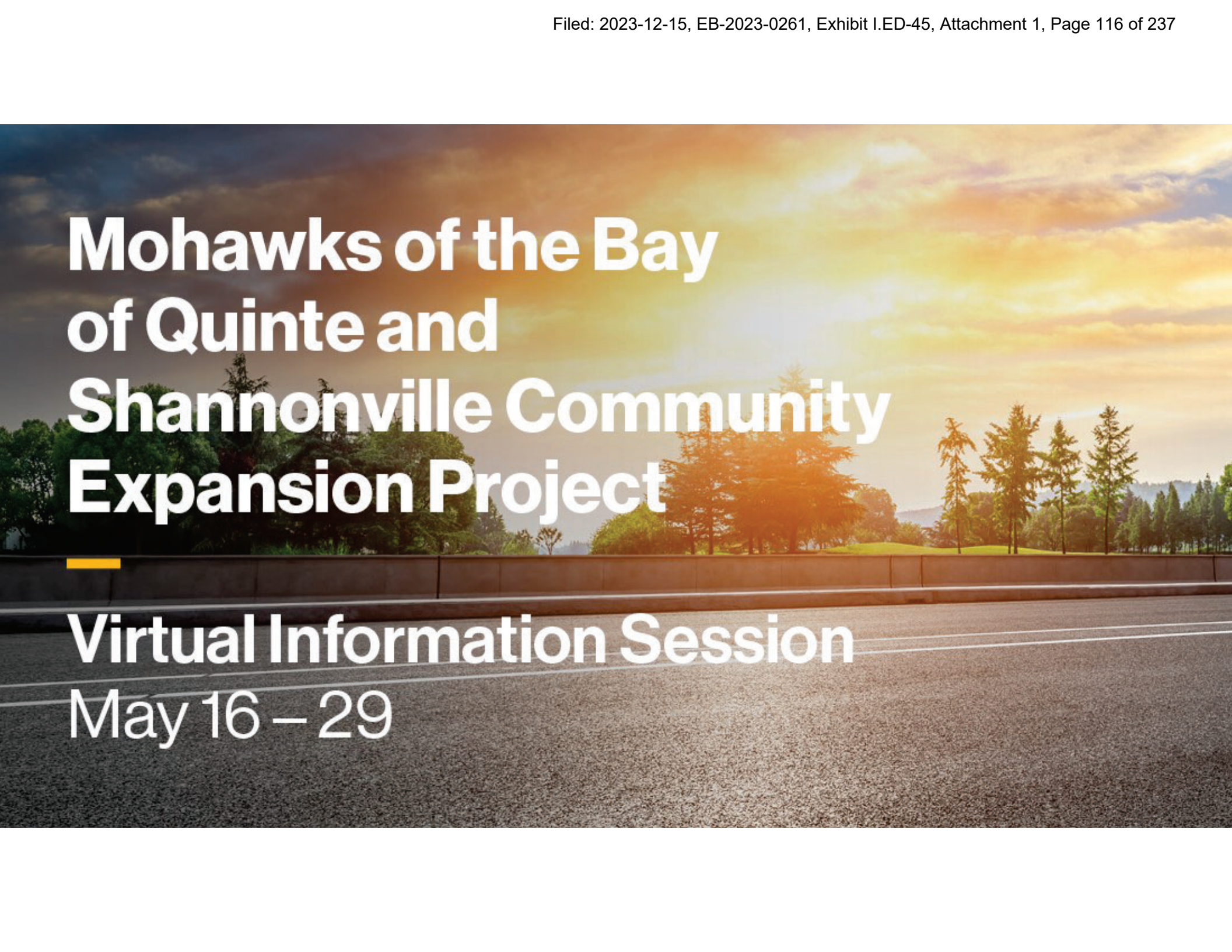
Connect with us at: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)



# Mohawks of the Bay of Quinte and Shannonville Community Expansion Project

Virtual Information Session  
May 16 – 29

# Mohawks of the Bay of Quinte and Shannonville Community Expansion Project

The background of the slide is a scenic landscape. In the foreground, there is a dark asphalt road with white lane markings. A concrete barrier runs across the middle ground. Behind the barrier, there are several tall, thin evergreen trees and some shorter, denser trees. The sky is filled with soft, golden light, suggesting a sunset or sunrise, with some light clouds. The overall mood is peaceful and natural.

Virtual Information Session  
May 16 – 29

# Mohawks of the Bay of Quinte and Shannonville Community Expansion Project

## Open House

### **Location**

Mohawks Bay of Quinte  
Community Centre (upstairs)  
1807 York Road, Deseronto

### **Date and time**

May 30, 4 – 7 p.m.



# Marketing Creative Approval Sign Off Document



	LUG 5-Step Sign Up Card
	Community Expansion
	Brock Hamilton

<b>Travis James</b>	
	Travis James

<b>Prints</b>	
Print quantity:	

<b>Shipping information</b>	
Ship to (name):	
Ship to (address):	
Phone (for courier):	
Date (to arrive):	

# How to start saving with natural gas

Safe. Reliable. Affordable. Abundant.

1

## Inquire with us

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to review project details, calculate your estimated savings and engage with our project team to answer any of your questions.

2

## Get an estimate from your local heating contractor

Once you have made your decision to convert, your contractor will submit the natural gas service application on your behalf.

You will receive an email summary of the gas application as submitted by your contractor.

A member of our team will contact you to coordinate locating and marking all existing underground utilities.

3

## Acknowledge your account details

You will receive a confirmation email with a verification link prompting you to validate the following: your service address, homeowner and billing information.

You will be provided details on the expansion surcharge, which will fluctuate monthly based on your natural gas use. Even with this surcharge, you can still save significantly every year by switching to natural gas.

4

## After we install the natural gas service

Contact your contractor to arrange for the gas meter installation and conversion of your natural gas equipment.

5

## The final step

Your new natural gas equipment will be turned on and inspected as required by the Technical Standards and Safety Act.

If you have any questions, please reach out to one of our Community Expansion advisors.

### Enbridge Gas Community Expansion Advisors

Email: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

Phone: 1-833-356-2689





For more information visit  
**[enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)**  
to learn about the benefits of  
natural gas and the many ways  
it can help fuel your lifestyle.



## **IMPORTANT**

Do not disconnect your existing fuel source or remove any equipment until your new natural gas service and gas meter have been installed.



# Choose to pay less for energy

Save up to 63% each year  
by switching to natural gas

What's inside:



See how  
much you  
can save



5-step  
guide to get  
connected



# Ready to cut energy bills in half?

**Good news**— natural gas is a convenient solution to help you save. This package will guide you through everything you need to know about connecting your home or business and all the benefits of affordable, reliable natural gas.

## Save up to 63 percent\* each year

Compared to electricity, propane or oil, switching to natural gas could save you on home and water heating costs year round. It's more convenient: you'll never run out of fuel or wait for trucks to arrive.

## Lower carbon emissions

Natural gas is cleaner than other fuels and can help reduce your home's carbon footprint.

## It's easy to get started

Follow our simple five-step guide on page six to see how the connection process works.

## See how much you can save

Use our online calculator to see how much you can save by switching to natural gas. Enter your home's size, age and a few more details to get a personalized estimate of annual savings.

Calculate your savings by visiting [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) and finding your community page to use the calculator.

*Ahmed Al-Amry*

**Ahmed Al-Amry**

Supervisor, Community Expansion  
Enbridge Gas



## Get in touch any time

For construction updates or questions about the steps to connect to natural gas, personalized cost savings and more, contact one of our Community Expansion Advisors.

## Community Expansion Contacts:

**Phone:** 1-833-356-2689

**Email:** [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

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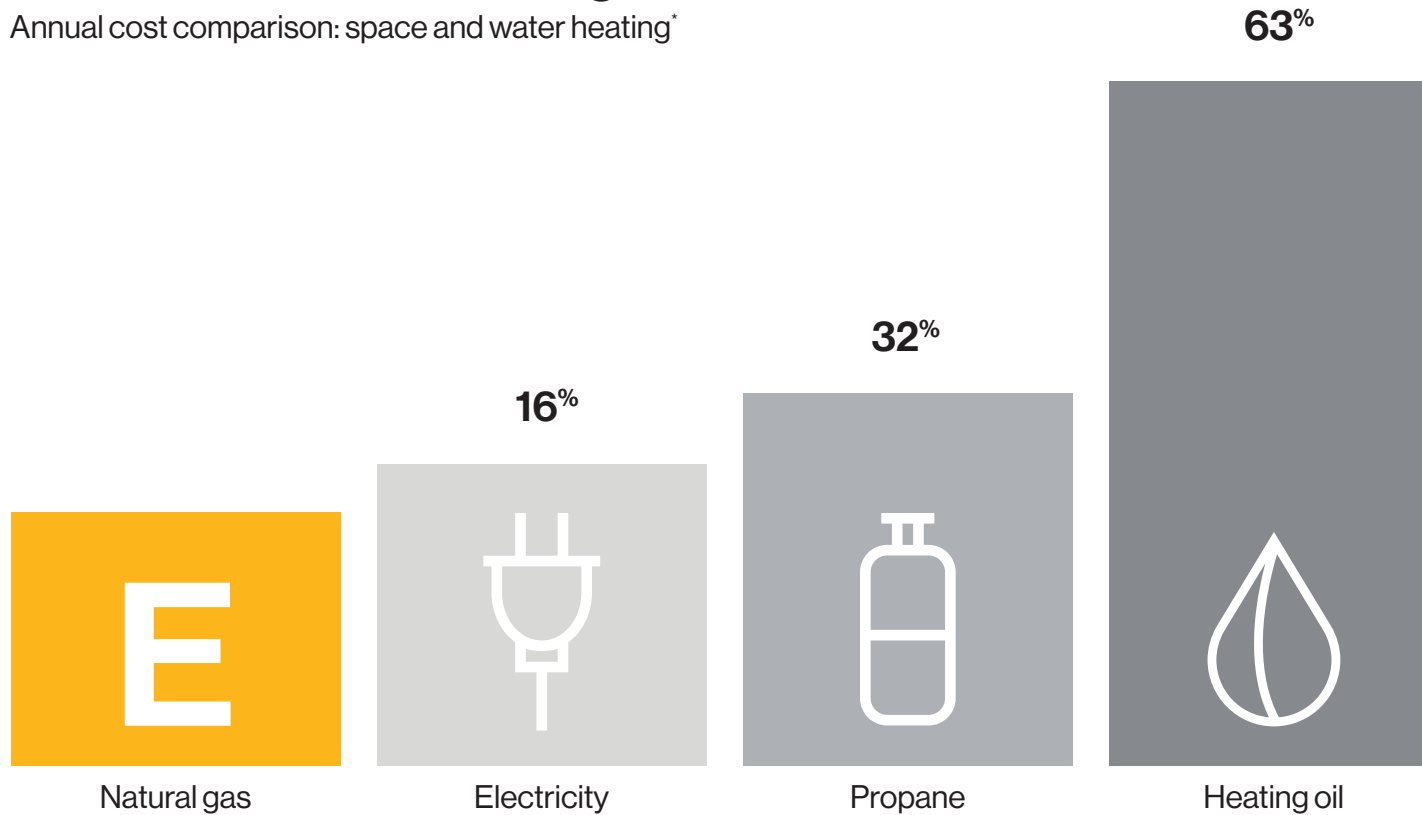
Cost and benefits

# How much can you save each year?

Lower costs, lower emissions, more convenience and peace of mind.

## Residential annual heating bills

Annual cost comparison: space and water heating\*



\* Natural gas prices are based on Rate M1 rates in effect as of Jan. 1, 2023 and include the \$0.23 per m<sup>3</sup> expansion surcharge. Oil price is based on the latest available retail price. Electricity rates based on Hydro One Distribution rates (Mid-density R1) as of Jan. 1, 2023 and Regulated Price Plan (RPP) customers that are on Time-Of-Use (TOU) pricing. They include the new Ontario Electricity Rebate (OER). The propane price comparison is based on the lowest price obtained in an area survey conducted quarterly. Since individual fuel prices vary, savings assumptions may or may not be as accurate in your situation. Please use the savings calculator found on this page for a more accurate savings estimate. Costs have been calculated for the equivalent energy consumed and include all service, delivery and energy charges. Carbon price is included for all energy types as reported. HST is not included.

### Bring home all the benefits



**More affordable**

Compared to other fuels and electricity, natural gas is the most cost-effective way to heat your home and water.



**Comfort and convenience**

Never worry about running out of fuel or waiting for deliveries again.



**Versatile and efficient**

From fireplaces to clothes dryers, natural gas can make your home more comfortable and enjoyable.



**Lower carbon emissions**

Natural gas can help reduce your home's carbon footprint.

**Billing and charges**

# Where does your money go?

Here's a helpful explanation of a few key items on your natural gas bill

**Expansion Surcharge**

The fairest way to cover the infrastructure costs of expanding natural gas service.

**Cost Adjustment**

Natural gas rates vary by season—you pay what we pay.



**Customer Charge**

This is a fixed \$23.98\* amount that pays for 24/7 emergency response and other services.

\* Subject to change. Please note that all charges, except the fixed customer charge, vary based on how much natural gas you use.

**Supply, Delivery and Transportation Charges**

These cover the costs to buy and deliver natural gas to your home.

## Frequently asked questions

**Q: Why do I have to pay an additional charge towards the construction costs of the project?**

**A:** For us to extend natural gas to rural areas where the cost of building the infrastructure is more than the revenue it generates, the Ontario Energy Board approved an additional expansion surcharge. This is a variable rate charge, based on your usage, of \$0.23/cubic metre of natural gas used. Since homes use more natural gas in colder months, the surcharge will be higher in winter. It will appear as a separate line item on your monthly bill for up to 40 years.

Go to [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to get an estimate of your potential fuel savings.

**Q: Why is the surcharge in effect for different lengths of time by community?**

**A:** The length of time the surcharge remains in effect varies by community because the overall cost to serve each community is different, based on factors such as the distance of the community from an existing natural gas pipeline and more.

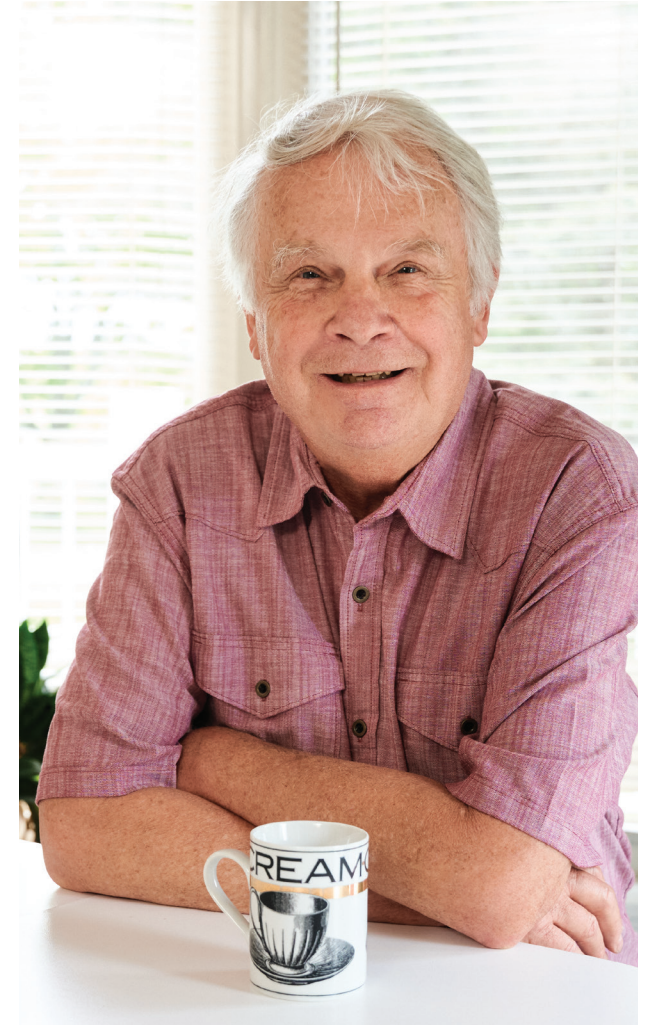
“We’ve saved all kinds of money by converting to natural gas, especially over the cost of hydro these days. It just made sense.”

**– Phil Dewsnap,  
Homeowner,  
Fenelon Falls**



“I live in a rural region. That means I have my own septic, my own water, and if things don’t work, I’m in real trouble. Natural gas has helped me be more independent and I saved a really good buck.”

**– John Powell, Homeowner, Scugog Island**



“The advice I would give others is to convert to natural gas. We’ve seen a lot of energy savings, the conversion was simple and you get some extra money in your pocket, so it’s worth doing.”

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How to get connected

# 5 simple steps to switch

It's always best to complete your application for natural gas service as early as possible. This helps us to ensure you are included in our planning process.



**1. Inquire with us**

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to review project details, calculate your estimated savings and engage with our project team to answer any of your questions.



**2. Get an estimate from your local heating contractor**

Once you have made your decision to convert, your contractor will submit the natural gas service application on your behalf. You will receive an email summary of the gas application as submitted by your contractor.

A member of our team will contact you to coordinate locating and marking all existing underground utilities.



**3. Acknowledge your account details**

You will receive a confirmation email with a verification link prompting you to validate the following: your service address, homeowner and billing information.

You will be provided details on the expansion surcharge, which will fluctuate monthly based on your natural gas use. Even with this surcharge, you can still save significantly every year by switching to natural gas.



**4. After we install the natural gas service**

Contact your contractor to arrange for the gas meter installation and conversion of your natural gas equipment.



**5. The final step**

Your new natural gas equipment will be turned on and inspected as required by the Technical Standards and Safety Act.

## Natural gas service installation policy

Enbridge Gas will provide and install at no cost, one service line per civic address to new customers which will include up to 30 metres of laid pipe and anything beyond that would be \$45 per metre (plus applicable taxes). Call your local heating, ventilation and air conditioning (HVAC) provider for an assessment and to submit an application for gas service.

### IMPORTANT!

Do not disconnect your existing fuel source or remove any equipment until your new natural gas service and gas meter have been installed.

Take the first step to savings

# Let us know you're interested in connecting to natural gas



Please send the following information to [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com) and a Community Expansion Advisor will contact you soon.

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Existing Primary Heat Source

\_\_\_\_\_  
Existing Secondary Heat Source

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Get in touch any time



### Prefer postal mail?

Mail your completed expression of interest to us at:

Enbridge Gas  
Community Expansion  
PO Box 618  
Bobcaygeon, ON K0M 1A0



### Questions?

**We're here for you.**

Contact a Community Expansion Advisor:

1-833-356-2689  
[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

Completing this Expression of Interest Card is not an application for natural gas, or a binding contract by either you or Enbridge Gas for natural gas service.



# Are you paying too much for home heating?

Come visit us to see how  
much you can save!

**Wednesday, Feb. 1**  
2 p.m. – 7 p.m.

**Thursday, Feb. 2**  
10 a.m. – 3 p.m.

**Learn about the benefits of switching to  
natural gas and how to get connected.**

**Stop by our Information Session at:**

Mohawk Community Centre—Upper floor  
1807 York Rd. Deseronto

Drop by to have all **your questions answered**  
and let us know if you're interested in connecting  
to natural gas.

**Talk about potential savings**  
on your home energy bills.

Connect with us at: **[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)**





# Choose to pay less for energy

Save up to 65% each year  
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## What's inside:



See how  
much you  
can save



5-step  
guide to get  
connected



# Ready to cut energy bills in half?

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## It's easy to get started

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## See how much you can save

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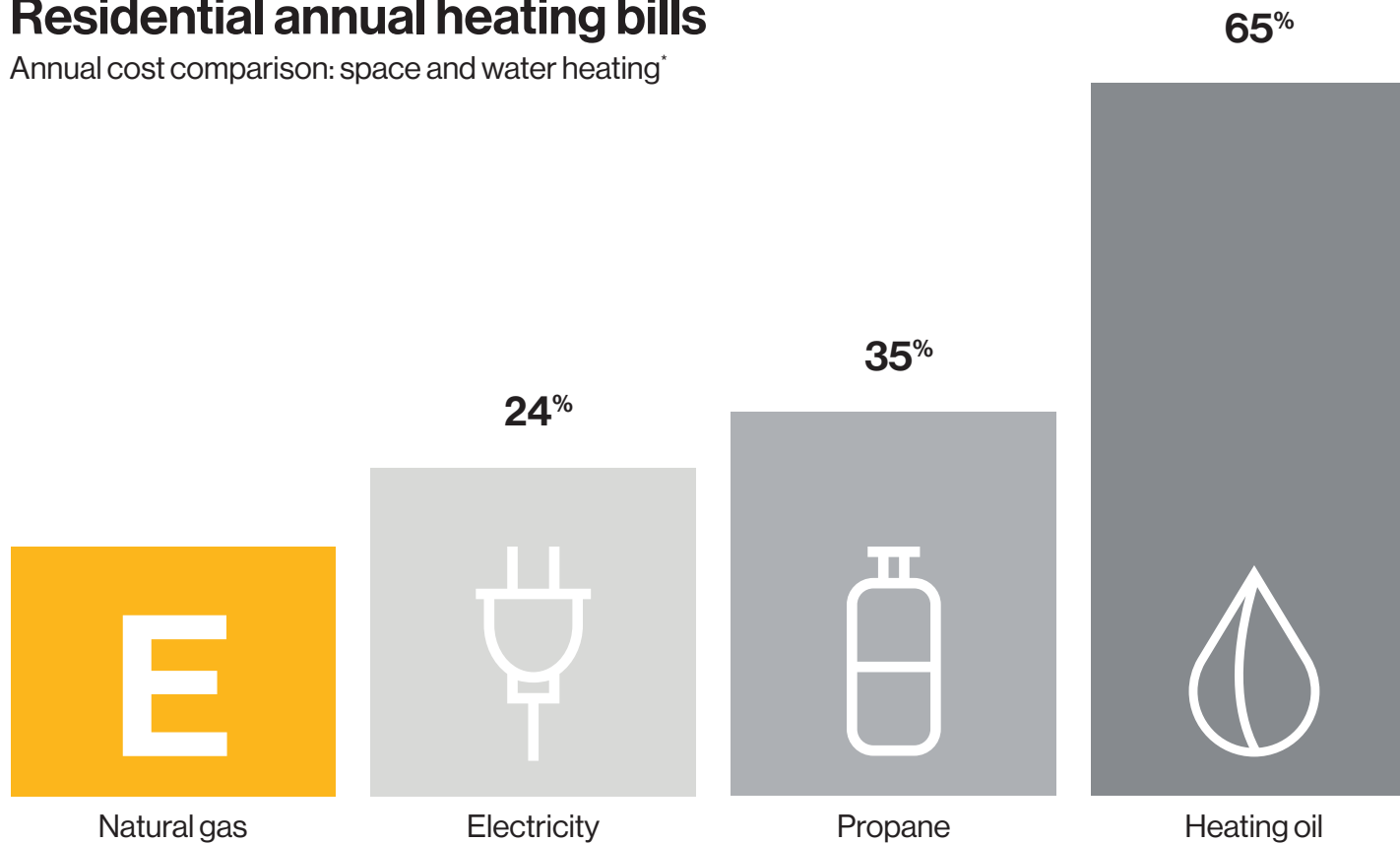
Cost and benefits

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**Supply, Delivery and Transportation Charges**

These cover the costs to buy and deliver natural gas to your home.

## Frequently asked questions

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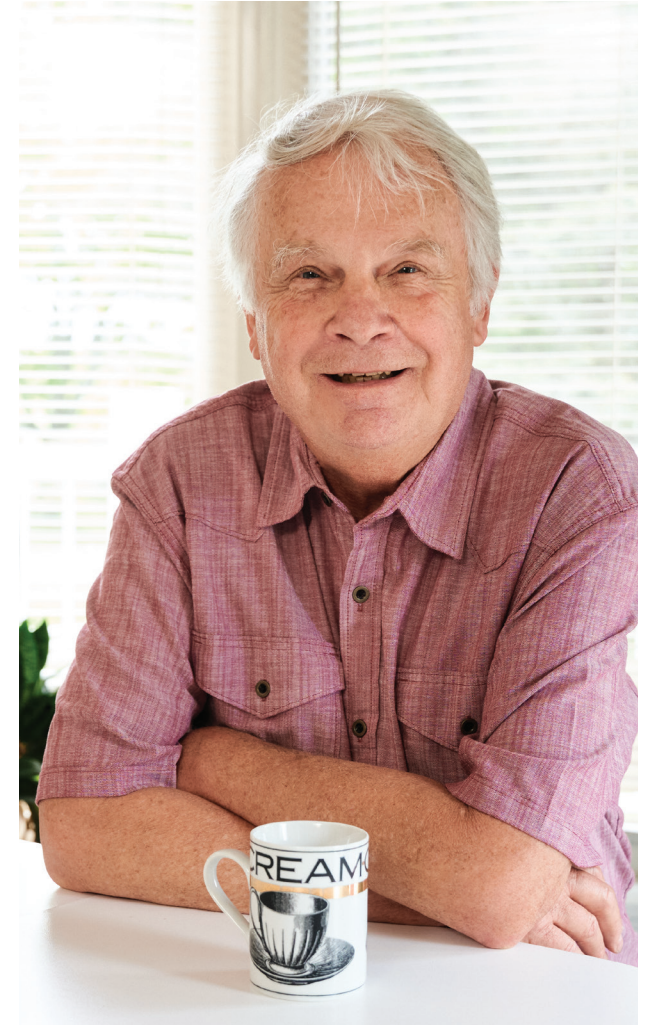
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**– Phil Dewsnap,  
Homeowner,  
Fenelon Falls**



“I live in a rural region. That means I have my own septic, my own water, and if things don’t work, I’m in real trouble. Natural gas has helped me be more independent and I saved a really good buck.”

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**5. The final step**

Contact 1-877-362-7434 at least 48 hours in advance to arrange your meter activation and final inspection of the natural gas equipment.

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Enbridge Gas will provide and install at no cost, one service line per civic address to new customers provided that the distance between the Owner's property line and the front wall of house/building is 20 metres or less. Services in excess of this distance will result in additional charges of \$32 per metre (plus applicable taxes). Call your local heating, ventilation and air conditioning (HVAC) provider for an assessment and to submit an application for gas service.

### IMPORTANT!

Do not disconnect your existing fuel source or remove any equipment until your new natural gas service and gas meter have been installed.

Take the first step to savings

# Let us know you're interested in connecting to natural gas



Please send the following information to [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com) and a Community Expansion Advisor will contact you soon.

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Existing primary heat source

\_\_\_\_\_  
Existing secondary heat source

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Get in touch any time



### Prefer postal mail?

Mail your completed expression of interest to us at:

Enbridge Gas  
Community Expansion  
PO Box 618  
Bobcaygeon, ON K0M 1A0



### Questions?

**We're here for you.**

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# Choose to pay less for energy

Save up to 65% each year  
by switching to natural gas

What's inside:



See how  
much you  
can save



5-step  
guide to get  
connected





# Ready to cut energy bills in half?

**Good news**— natural gas is a convenient solution to help you save. This package will guide you through everything you need to know about connecting your home or business and all the benefits of affordable, reliable natural gas.

## Save up to 65 percent\* each year

Compared to electricity, propane or oil, switching to natural gas could save you on home and water heating costs year round. It's more convenient: you'll never run out of fuel or wait for trucks to arrive.

## Lower carbon emissions

Natural gas is cleaner than other fuels and can help reduce your home's carbon footprint.

## It's easy to get started

Follow our simple five-step guide on page six to see how the connection process works.

## See how much you can save

Use our online calculator to see how much you can save by switching to natural gas. Enter your home's size, age and a few more details to get a personalized estimate of annual savings.

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*Ahmed Al-Amry*

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Enbridge Gas



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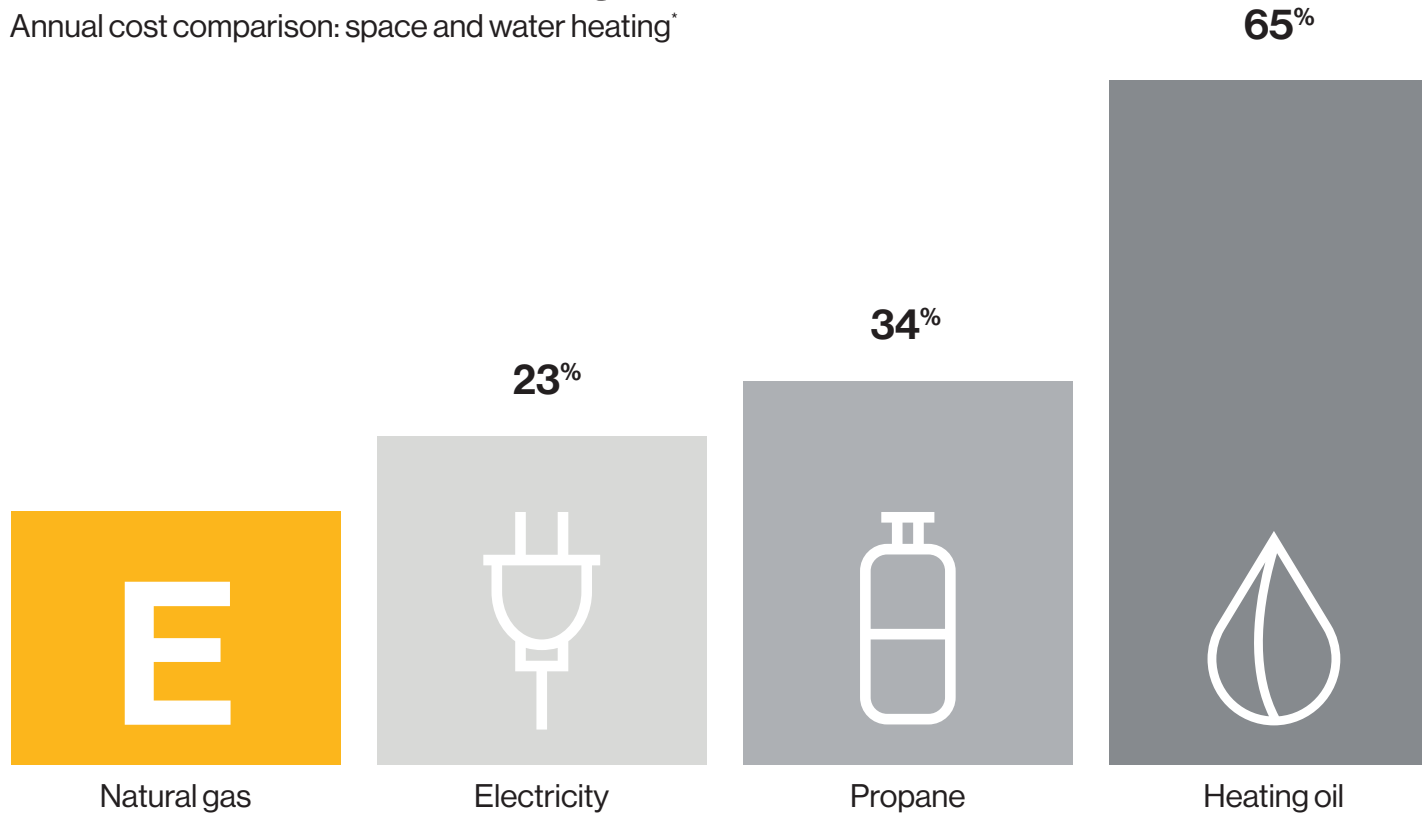
Cost and benefits

# How much can you save each year?

Lower costs, lower emissions, more convenience and peace of mind.

## Residential annual heating bills

Annual cost comparison: space and water heating\*



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### Bring home all the benefits



**More affordable**

Compared to other fuels and electricity, natural gas is the most cost-effective way to heat your home and water.



**Comfort and convenience**

Never worry about running out of fuel or waiting for deliveries again.



**Versatile and efficient**

From fireplaces to clothes dryers, natural gas can make your home more comfortable and enjoyable.



**Lower carbon emissions**

Natural gas can help reduce your home's carbon footprint.

**Billing and charges**

# Where does your money go?

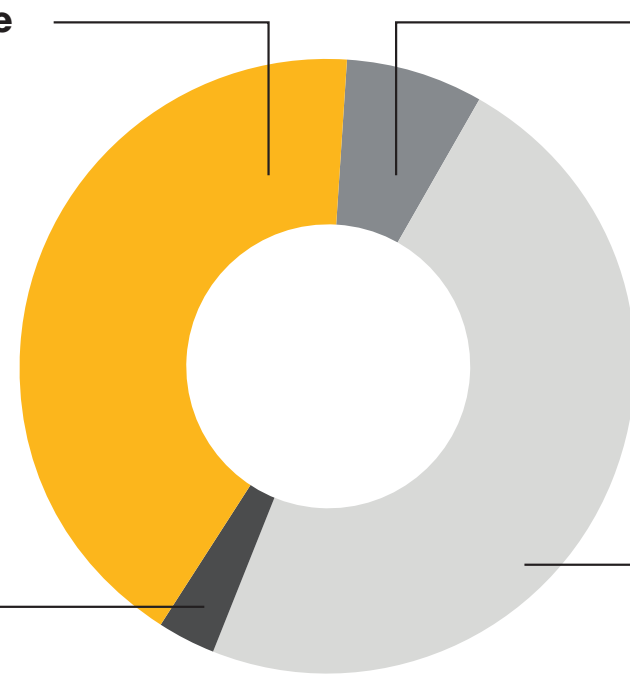
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The fairest way to cover the infrastructure costs of expanding natural gas service.

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**Customer Charge**

This is a fixed \$23.98\* amount that pays for 24/7 emergency response and other services.

\* Subject to change. Please note that all charges, except the fixed customer charge, vary based on how much natural gas you use.

**Supply, Delivery and Transportation Charges**

These cover the costs to buy and deliver natural gas to your home.

## Frequently asked questions

**Q: Why do I have to pay an additional charge towards the construction costs of the project?**

**A:** For us to extend natural gas to rural areas where the cost of building the infrastructure is more than the revenue it generates, the Ontario Energy Board approved an additional expansion surcharge. This is a variable rate charge, based on your usage, of \$0.23/cubic metre of natural gas used. Since homes use more natural gas in colder months, the surcharge will be higher in winter. It will appear as a separate line item on your monthly bill for up to 40 years.

Go to [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to get an estimate of your potential fuel savings.

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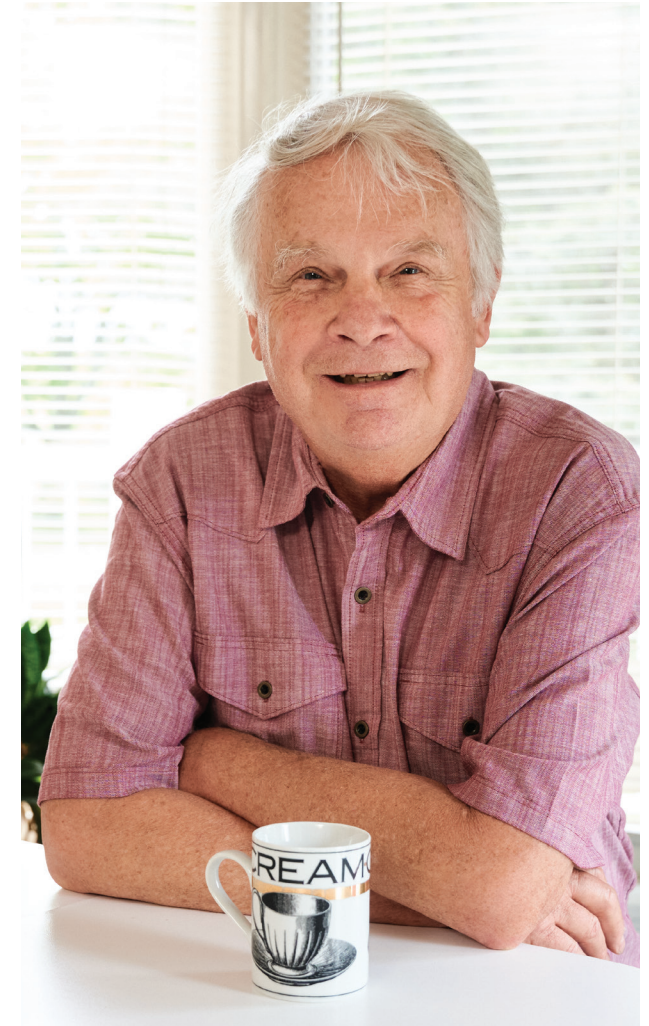
“We’ve saved all kinds of money by converting to natural gas, especially over the cost of hydro these days. It just made sense.”

**– Phil Dewsnap,  
Homeowner,  
Fenelon Falls**



“I live in a rural region. That means I have my own septic, my own water, and if things don’t work, I’m in real trouble. Natural gas has helped me be more independent and I saved a really good buck.”

**– John Powell, Homeowner, Scugog Island**



“The advice I would give others is to convert to natural gas. We’ve seen a lot of energy savings, the conversion was simple and you get some extra money in your pocket, so it’s worth doing.”

**– Phil Dewsnap, Homeowner, Fenelon Falls**

How to get connected

# 5 simple steps to switch

It's always best to complete your application for natural gas service as early as possible. This helps us to ensure you are included in our planning process.



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**2. Get an estimate from your local heating contractor**

Once you have made your decision to convert, your contractor will submit the natural gas service application on your behalf. You will receive an email summary of the gas application as submitted by your contractor.

A member of our team will contact you to coordinate locating and marking all existing underground utilities.

**3. Acknowledge your account details**

You will receive a confirmation email with a verification link prompting you to validate the following: your service address, homeowner and billing information.

You will be provided details on the expansion surcharge, which will fluctuate monthly based on your natural gas use. Even with this surcharge, you can still save significantly every year by switching to natural gas.

**4. After we install the natural gas service**

Contact your contractor to arrange for the gas meter installation and conversion of your natural gas equipment.

**5. The final step**

Your new natural gas equipment will be turned on and inspected as required by the Technical Standards and Safety Act.

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Enbridge Gas will provide and install at no cost, one service line per civic address to new customers which will include up to 30 metres of laid pipe and anything beyond that would be \$45 per metre (plus applicable taxes). Call your local heating, ventilation and air conditioning (HVAC) provider for an assessment and to submit an application for gas service.

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Take the first step to savings

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\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Existing Primary Heat Source

\_\_\_\_\_  
Existing Secondary Heat Source

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Get in touch any time



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# Are you paying too much for home heating?

Dinner and prizes available!\*

Come visit us to see how much you can save!

**Wednesday, April 19**  
11 a.m. – 8 p.m.

## Learn about the benefits of switching to natural gas and how to get connected.

### Stop by our Information Session at:

Mohawk Community Centre—First floor  
1807 York Rd. Deseronto

Guest dinner: 5:30 p.m. – 7:30 p.m.

Prize draw at 7 p.m.

\*Must speak with a rep to be entered into the draw.

Drop by to have all **your questions answered** and let us know if you're interested in connecting to natural gas.

**Talk about potential savings** on your home energy bills.

Connect with us at: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

# Marketing Creative Approval Sign Off Document



	LUG 5-Step Sign Up Card
	Community Expansion
	Brock Hamilton

<b>Travis James</b>	
	Travis James

<b>Prints</b>	
Print quantity:	

<b>Shipping information</b>	
Ship to (name):	
Ship to (address):	
Phone (for courier):	
Date (to arrive):	



# How to start saving with natural gas

Safe. Reliable. Affordable. Abundant.

1

## Inquire with us

Visit [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to review project details, calculate your estimated savings and engage with our project team to answer any of your questions.

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## Get an estimate from your local heating contractor

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## Acknowledge your account details

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4

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Contact your contractor to arrange for the gas meter installation and conversion of your natural gas equipment.

5

## The final step

Your new natural gas equipment will be turned on and inspected as required by the Technical Standards and Safety Act.

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### Enbridge Gas Community Expansion Advisors

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Phone: 1-833-356-2689





For more information visit  
**[enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas)**  
to learn about the benefits of  
natural gas and the many ways  
it can help fuel your lifestyle.



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# Hidden Valley

Community Expansion  
Project



**Virtual  
Open House**

Join us June 20 – July 4



# Choose to pay less for energy

Save up to 65% each year  
by switching to natural gas

What's inside:



See how  
much you  
can save



5-step  
guide to get  
connected



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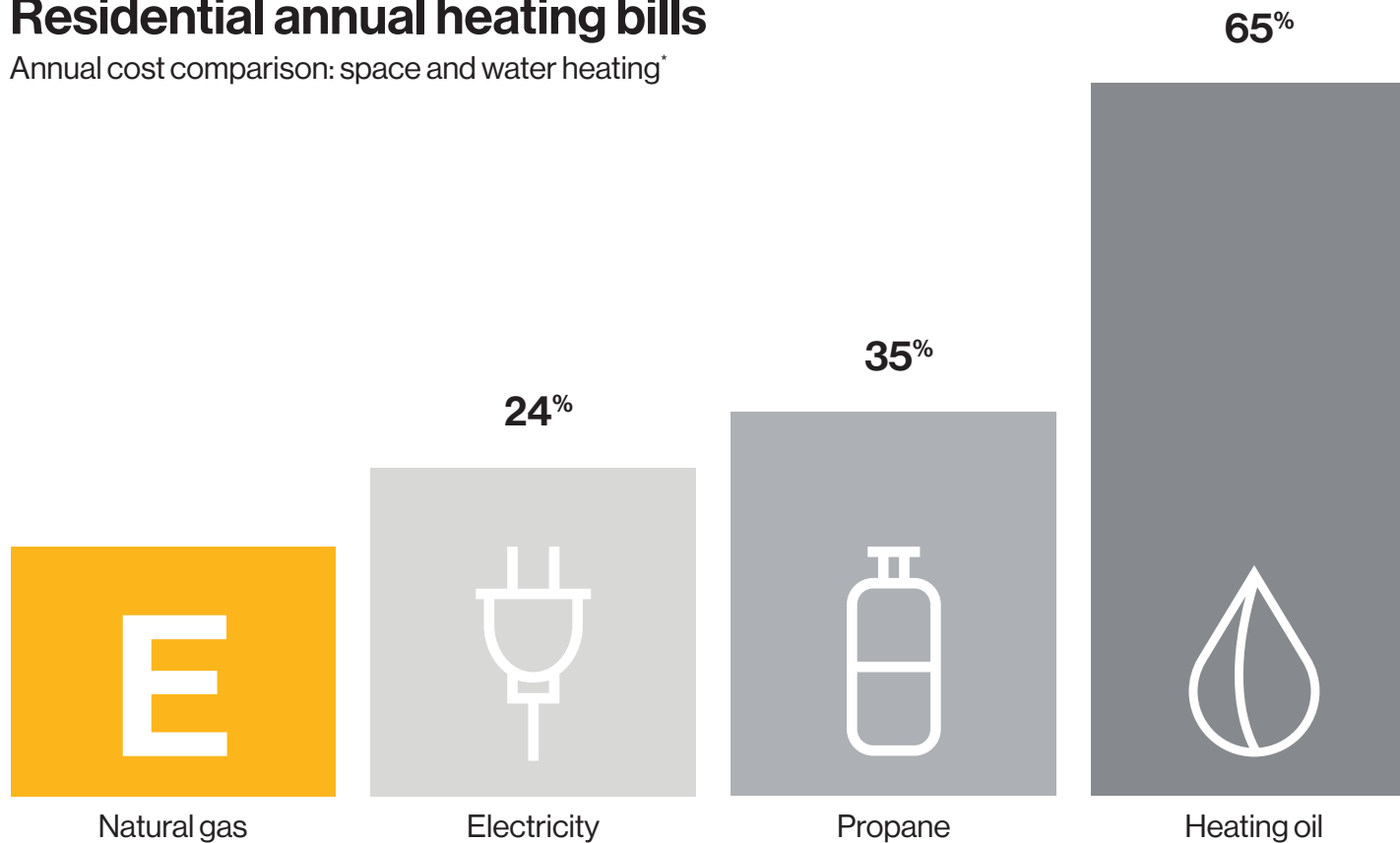
Cost and benefits

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Annual cost comparison: space and water heating\*



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## Bring home all the benefits



### More affordable

Compared to other fuels and electricity, natural gas is the most cost-effective way to heat your home and water.



### Comfort and convenience

Never worry about running out of fuel or waiting for deliveries again.



### Versatile and efficient

From fireplaces to clothes dryers, natural gas can make your home more comfortable and enjoyable.



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**Billing and charges**

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Here's a helpful explanation of a few key items on your natural gas bill

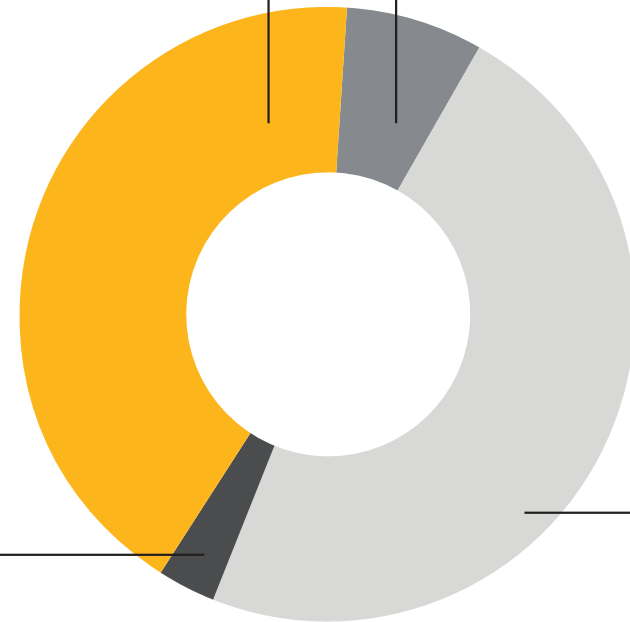
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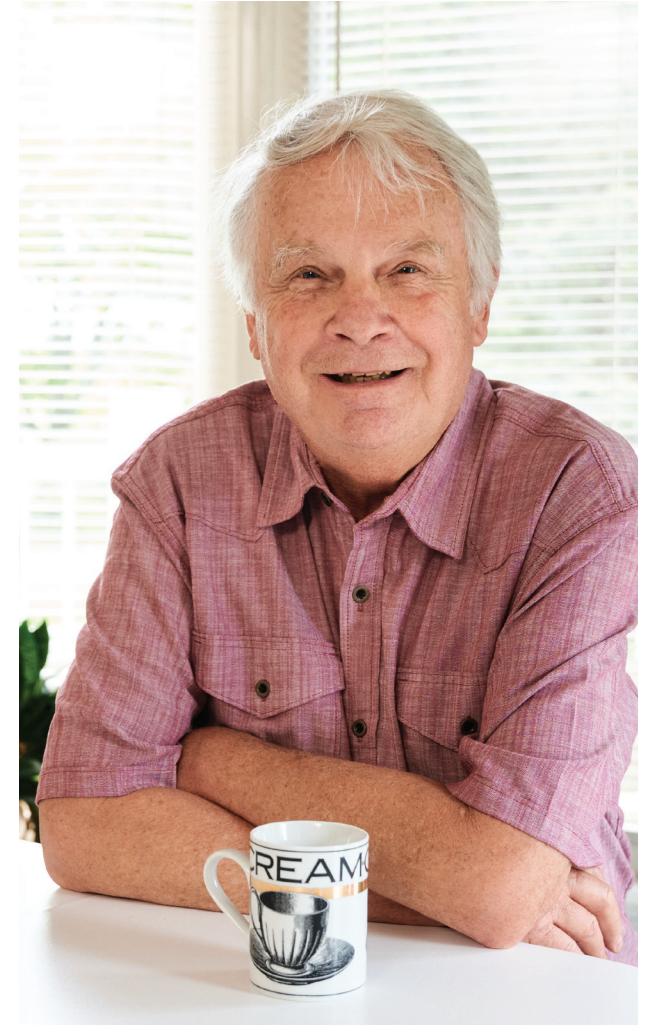
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\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Existing primary heat source

\_\_\_\_\_  
Existing secondary heat source

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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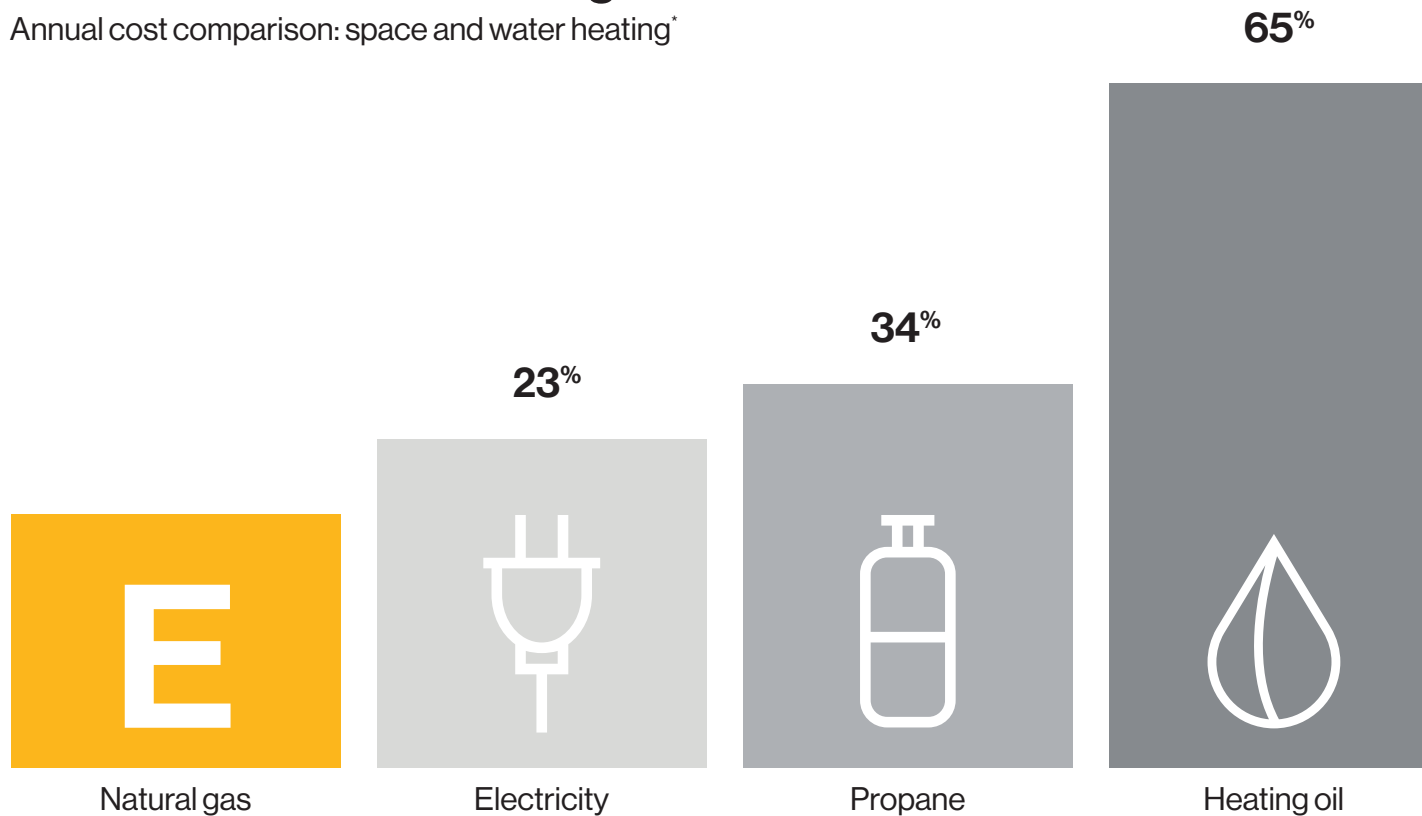
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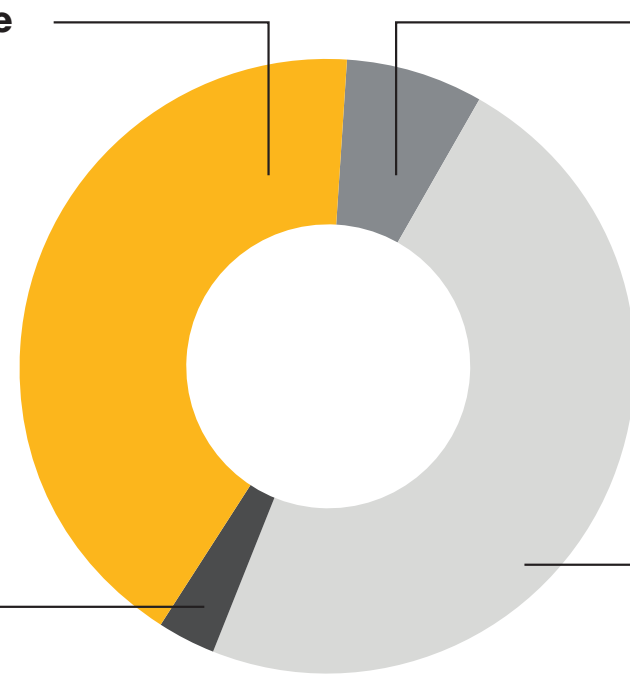
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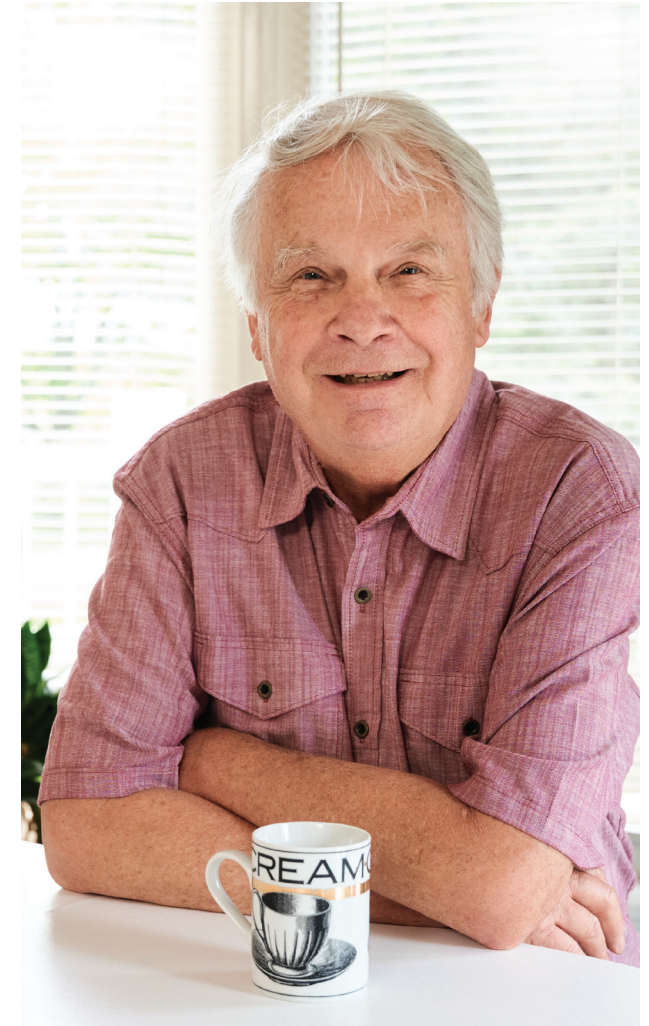
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“I live in a rural region. That means I have my own septic, my own water, and if things don’t work, I’m in real trouble. Natural gas has helped me be more independent and I saved a really good buck.”

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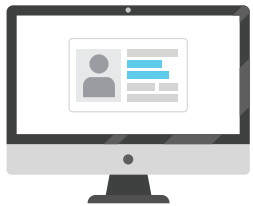
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Name (please print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Existing Primary Heat Source

\_\_\_\_\_  
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\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Get in touch any time



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Community Expansion  
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Bobcaygeon, ON K0M 1A0



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# Choose to pay less for energy

Save up to 63% each year  
by switching to natural gas

What's inside:



See how  
much you  
can save



5-step  
guide to get  
connected



# Ready to cut energy bills in half?

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## Save up to 63 percent\* each year

Compared to electricity, propane or oil, switching to natural gas could save you on home and water heating costs year round. It's more convenient: you'll never run out of fuel or wait for trucks to arrive.

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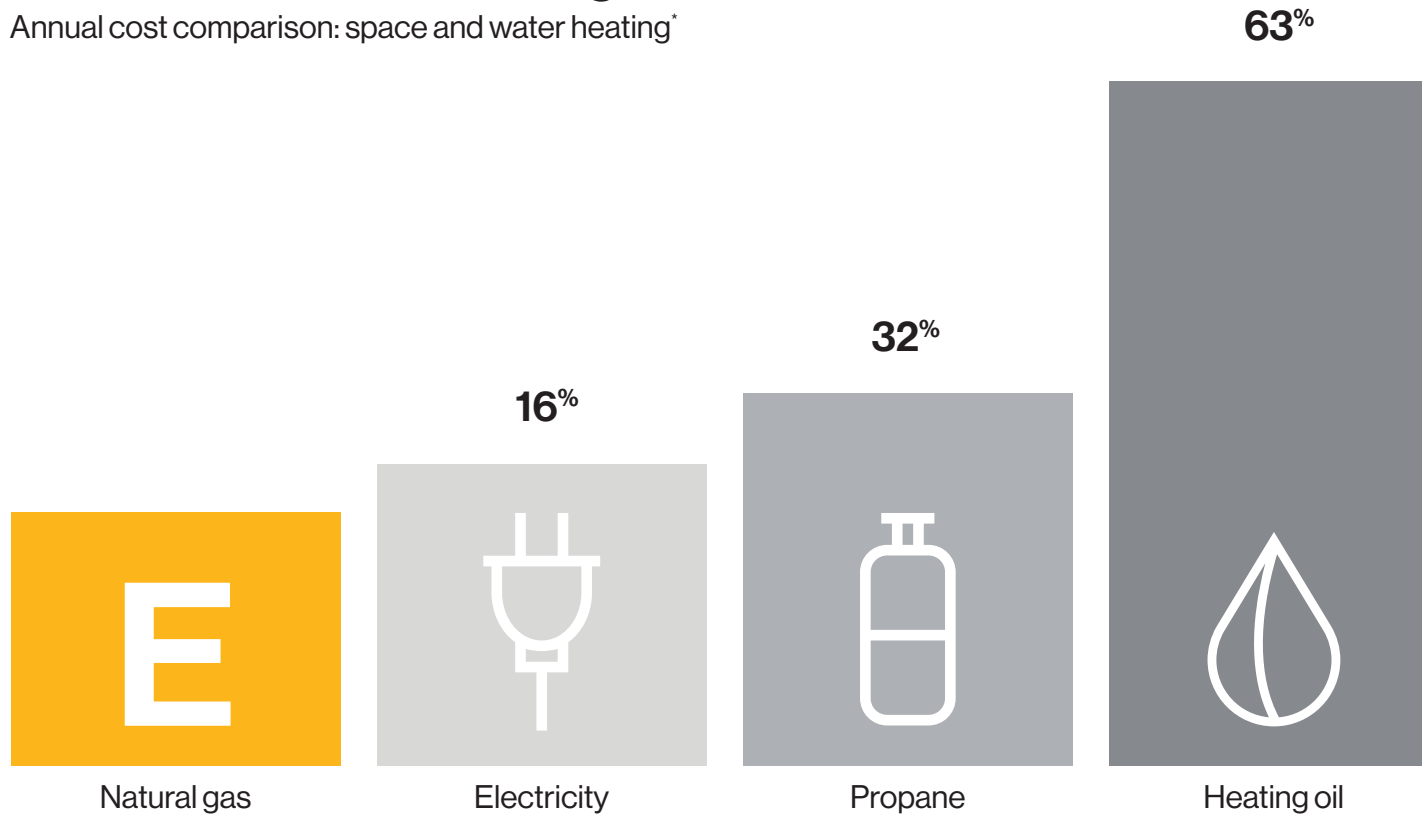
Cost and benefits

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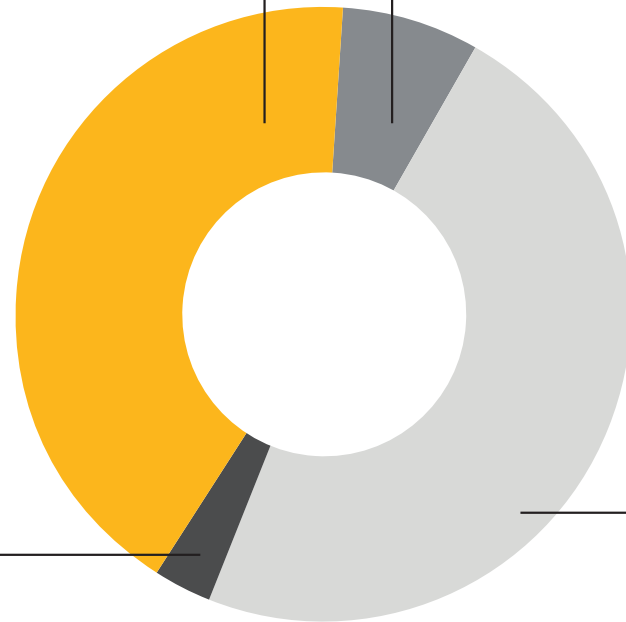
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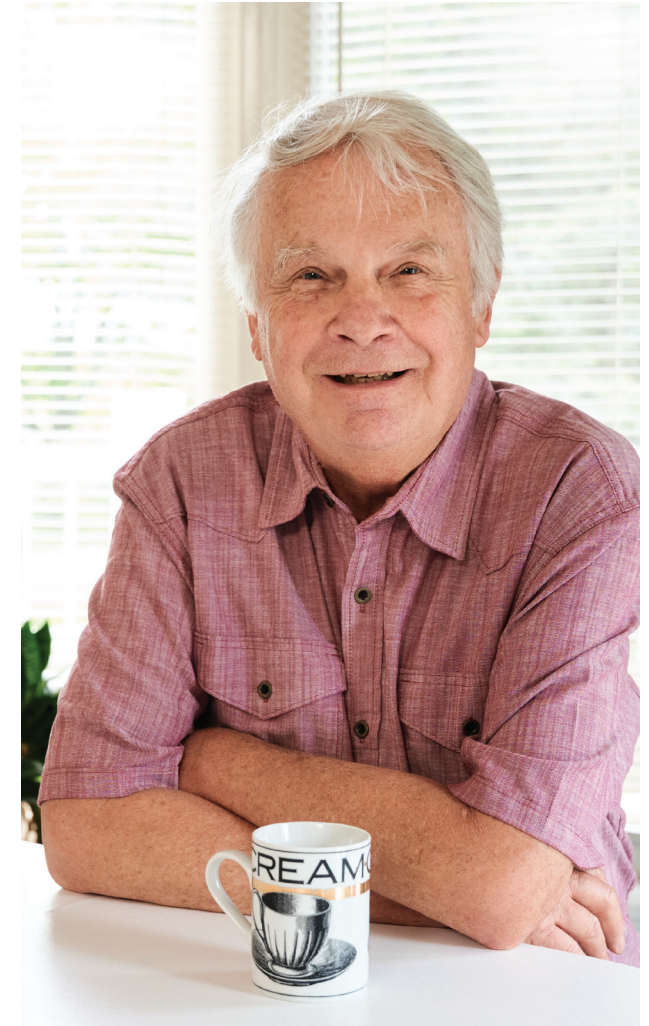
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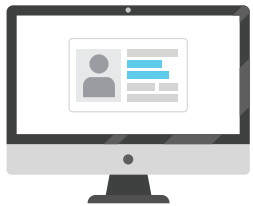
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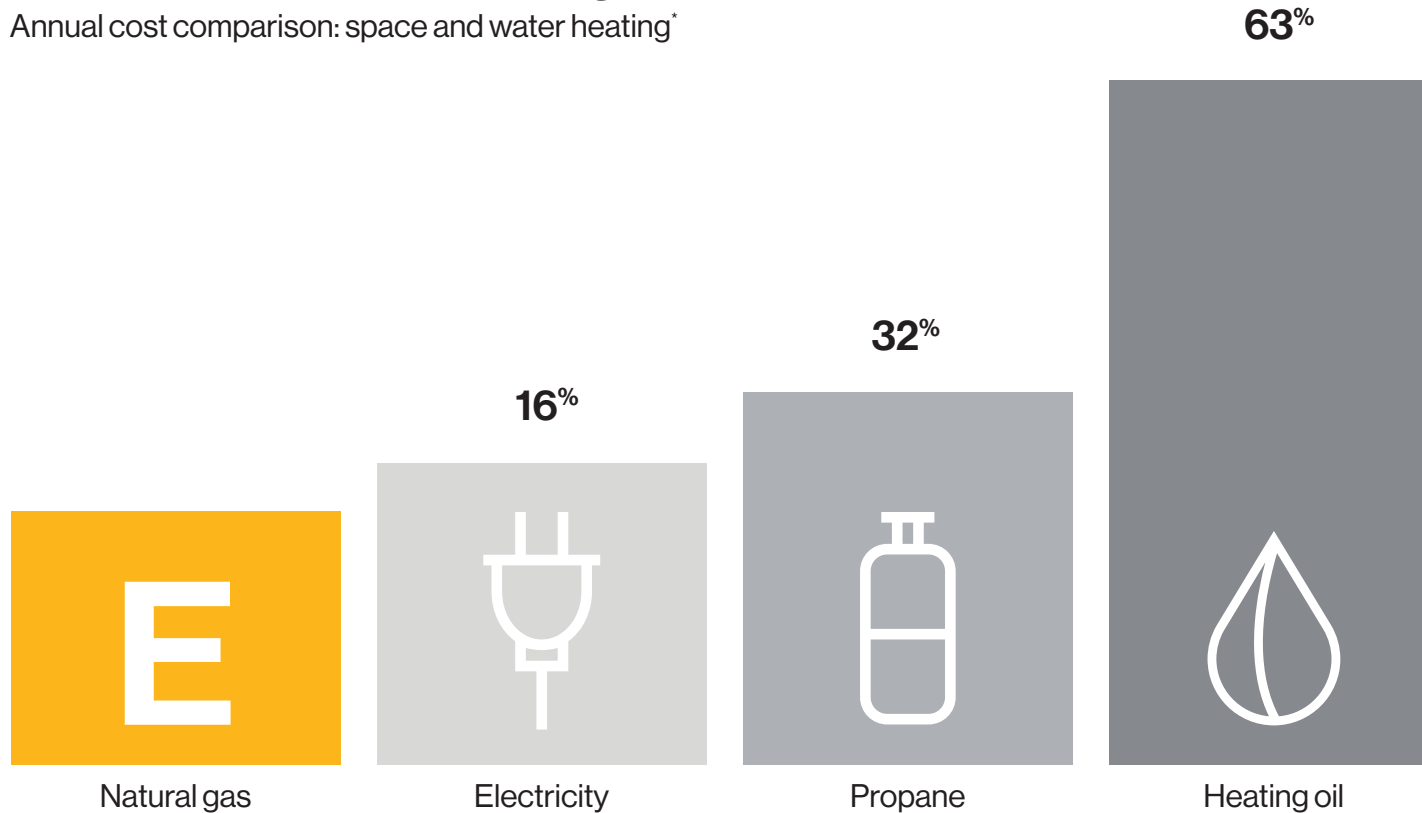
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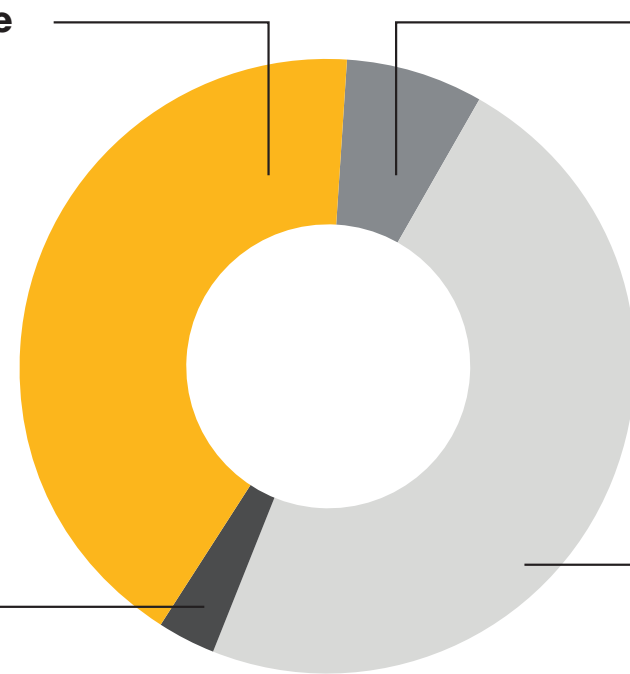
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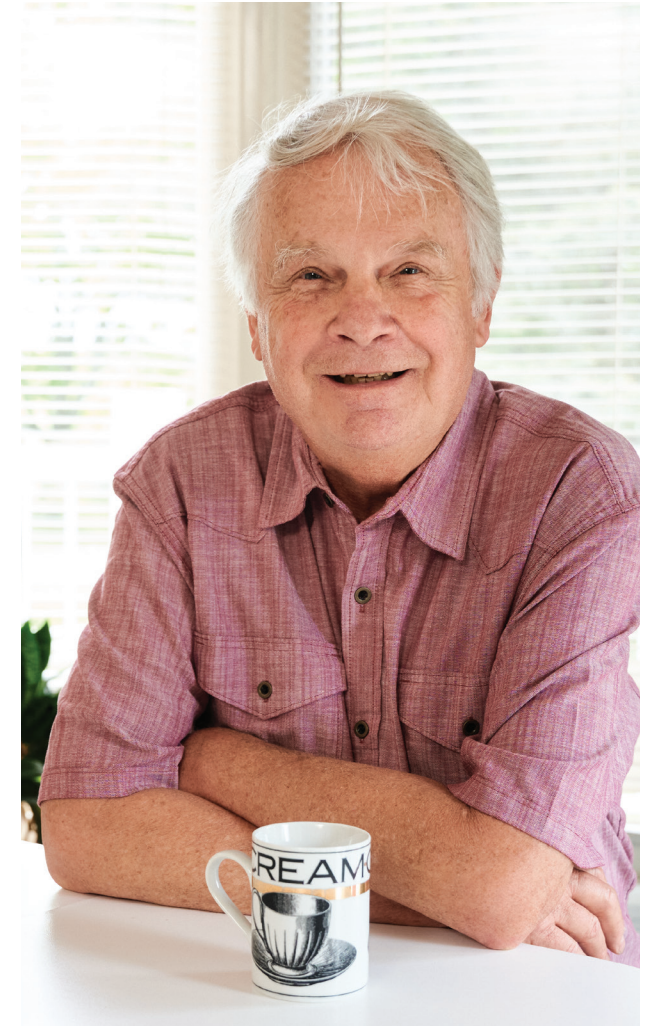
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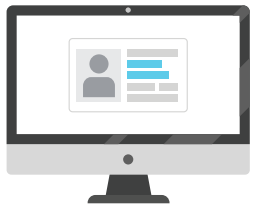
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Bobcaygeon  
Information Session Advertisement  
Kiawartha This Week  
November 2022

# Ready to cut your energy bills in half?

**Bobcaygeon Community  
Expansion Information Session**

**Thursday, Dec. 1  
5 p.m. – 8 p.m.**

**Learn about the benefits of switching to natural gas and how to get connected.**

**Stop by our Information Session at:**

Royal Canadian Legion Branch 239  
96 King St. E, Bobcaygeon

**Representatives will be available to answer all your questions:**

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Bobcaygeon  
Attachment Package  
November 2022 – January 2023



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**Good news**—natural gas is a convenient solution to help you save. This package will guide you through everything you need to know about connecting your home or business and all the benefits of affordable, reliable natural gas.

## Save up to 55 percent\* each year

Compared to electricity, propane or oil, switching to natural gas could save you on home and water heating costs year round. It's more convenient: you'll never run out of fuel or wait for trucks to arrive.

## Lower carbon emissions

Natural gas is cleaner than other fuels and can help reduce your home's carbon footprint.

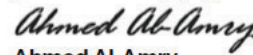
## It's easy to get started

Follow our simple five-step guide on page six to see how the connection process works.

## See how much you can save

Use our online calculator to see how much you can save by switching to natural gas. Enter your home's size, age and a few more details to get a personalized estimate of annual savings.

Calculate your savings by visiting [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) and finding your community page to use the calculator.



**Ahmed Al-Amry**  
Supervisor, Community Expansion  
Enbridge Gas



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**Phone:** 1-833-356-2689

**Email:** [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

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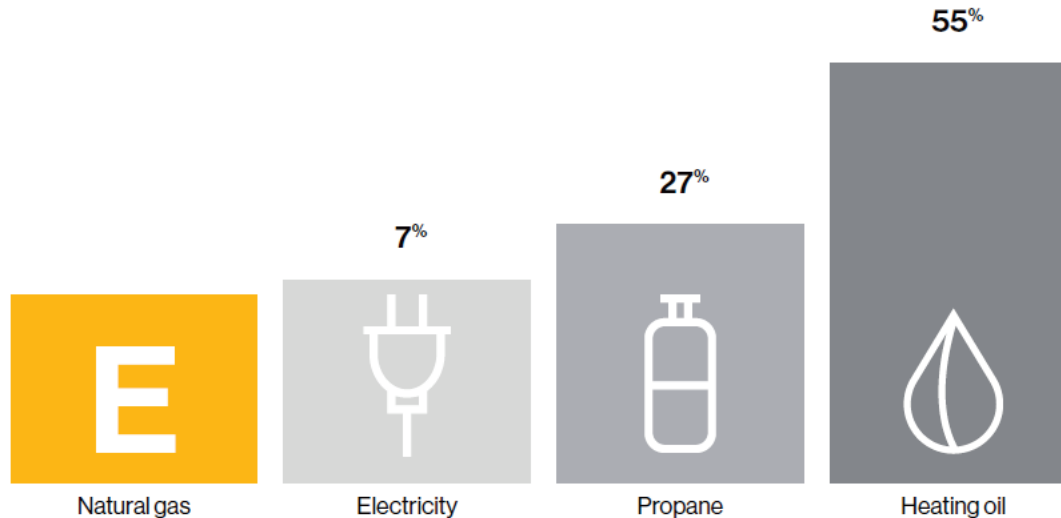
Cost and benefits

# How much can you save each year?

Lower costs, lower emissions, more convenience and peace of mind.

## Residential annual heating bills

Annual cost comparison: space and water heating\*



\* Natural gas prices are based on Rate 1 rates in effect as of Oct. 1, 2022 and include the \$0.23 per m<sup>3</sup> expansion surcharge. Oil price is based on the latest available retail price. Electricity rates based on Hydro One Distribution rates (Mid-density Rt) as of Jan. 1, 2022 and Regulated Price Plan (RPP) customers that are on Time-Of-Use (TOU) pricing. They include the new Ontario Electricity Rebate (OER). The propane price comparison is based on the lowest price obtained in an area survey conducted quarterly. Since individual fuel prices vary, savings assumptions may or may not be as accurate in your situation. Please use the savings calculator found on this page for a more accurate savings estimate. Costs have been calculated for the equivalent energy consumed and include all service, delivery and energy charges. Carbon price is included for all energy types as reported. HST is not included.

### Bring home all the benefits



**More affordable**

Compared to other fuels and electricity, natural gas is the most cost-effective way to heat your home and water.



**Comfort and convenience**

Never worry about running out of fuel or waiting for deliveries again.



**Versatile and efficient**

From fireplaces to clothes dryers, natural gas can make your home more comfortable and enjoyable.



**Lower carbon emissions**

Natural gas can help reduce your home's carbon footprint.

Billing and charges

# Where does your money go?

Here's a helpful explanation of a few key items on your natural gas bill

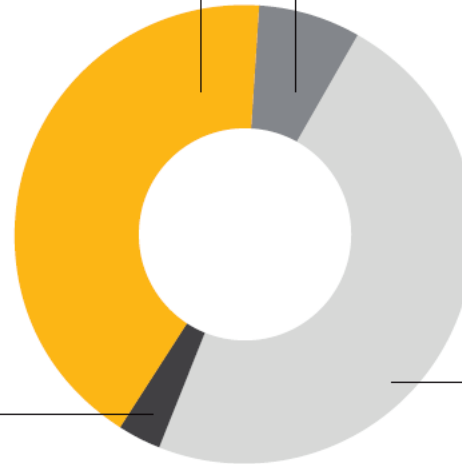
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The fairest way to cover the infrastructure costs of expanding natural gas service.

**Customer Charge**

This is a fixed \$22.12\* amount that pays for 24/7 emergency response and other services.

\* Subject to change. Please note that all charges, except the fixed customer charge, vary based on how much natural gas you use.



**Cost Adjustment**

Natural gas rates vary by season—you pay what we pay.

**Supply, Delivery and Transportation Charges**

These cover the costs to buy and deliver natural gas to your home.

## Frequently asked questions

**Q: Why do I have to pay an additional charge towards the construction costs of the project?**

**A:** For us to extend natural gas to rural areas where the cost of building the infrastructure is more than the revenue it generates, the Ontario Energy Board approved an additional expansion surcharge. This is a variable rate charge, based on your usage, of \$0.23/cubic metre of natural gas used. Since homes use more natural gas in colder months, the surcharge will be higher in winter. It will appear as a separate line item on your monthly bill for up to 40 years.

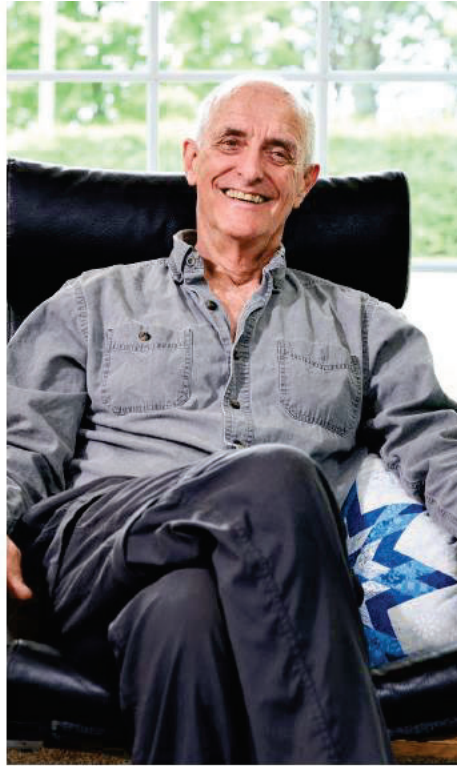
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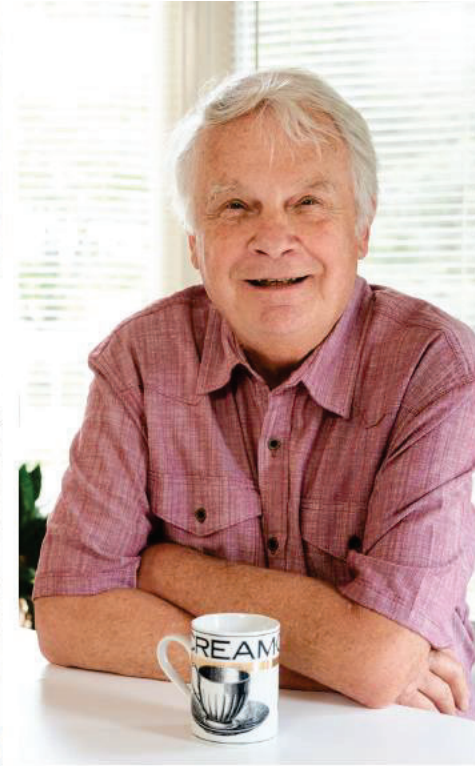
“We’ve saved all kinds of money by converting to natural gas, especially over the cost of hydro these days. It just made sense.”

– **Phil Dewsnap,**  
**Homeowner,**  
**Fenelon Falls**



“I live in a rural region. That means I have my own septic, my own water, and if things don’t work, I’m in real trouble. Natural gas has helped me be more independent and I saved a really good buck.”

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“The advice I would give others is to convert to natural gas. We’ve seen a lot of energy savings, the conversion was simple and you get some extra money in your pocket, so it’s worth doing.”

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Take the first step to savings

# Let us know you're interested in connecting to natural gas



Please send the following information to [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com) and a Community Expansion Advisor will contact you soon.

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Existing Primary Heat Source

\_\_\_\_\_  
Existing Secondary Heat Source

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Completing this Expression of Interest Card is not an application for natural gas, or a binding contract by either you or Enbridge Gas for natural gas service. The Expression of Interest Card is intended to help us understand community interest in converting to natural gas if it were to become available. Pending regulatory approvals, we anticipate that we will begin to accept natural gas applications for this expansion project in summer 2023.

## Get in touch any time



### Prefer postal mail?

Mail your completed expression of interest to us at:

Enbridge Gas  
Community Expansion  
PO Box 618  
Bobcaygeon, ON K0M 1A0



### Questions?

We're here for you.

Contact a Community Expansion Advisor:

1-833-356-2689  
[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

Digital/Social Media Ads  
December 2022 – January 2023



 **Enbridge Gas**  
Sponsored

Tired of high energy costs? Choose natural gas for lower energy bills and cleaner heating than propane, oil or wood. [116]



**Save with natural gas**

ENBRIDGEGAS.COM

**Switching can save you up to 55% [32]** [Learn More](#)

Let us know you're interested [29]

 **Enbridge Gas**  
Sponsored

Bobcaygeon—get ready to save up to 55 percent on energy bills when you switch to reliable, convenient natural gas. [114]



**Bobcaygeon**

**Natural gas is coming soon**

ENBRIDGEGAS.COM

**Let us know you're interested [29]** [Learn more](#)

Cut costs and carbon [20]



**Enbridge Gas**

Sponsored

Bobcaygeon—enjoy home comfort for less. Get lower energy bills and more peace of mind when you switch to natural gas. [117]



**Save with natural gas**

**Inflation hitting your budget? [30]**

Now you can hit back [20]

[Learn More](#)



**A natural choice**

**Switch to natural gas and save up to 55% [40]**

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[Learn More](#)



**Natural gas—coming soon!**

**Coming soon to Bobcaygeon! [26]**

Let us know you're interested [29]

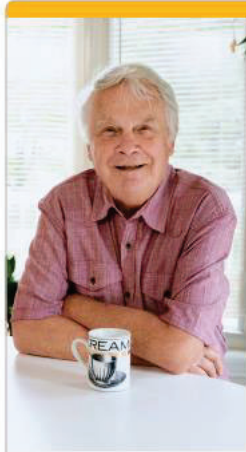
[Learn More](#)



**Enbridge Gas**

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Have you heard? Natural gas is coming to Bobcaygeon! Find out why Ontarians choose Enbridge Gas. [96]



Save up to 55% on energy

Cheaper than propane, oil or wood [33]

Let us know you're interested [29]

[Learn more](#)



A choice you can feel good about

Cleaner than propane, oil or wood [22]

Let us know you're interested [29]

[Learn more](#)



Switch. Save. Smile.

Worry-free comfort and convenience [34]

Let us know you're interested [29]

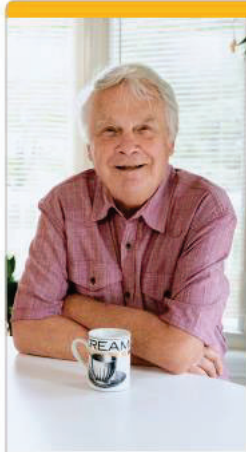
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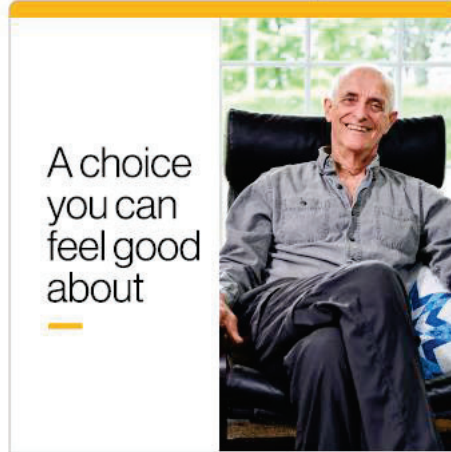


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 **Enbridge Gas**  
Sponsored

See why Bobcaygeon welcomes natural gas. It's more affordable, reliable and cleaner than propane, oil or wood. [110]




**John Powell**  
Scugog


ENBRIDGEGAS.COM

**Hear from others who've made the switch [40]** [Learn more](#)

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 **Enbridge Gas**  
Sponsored

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Fenelon Falls

ENBRIDGEGAS.COM

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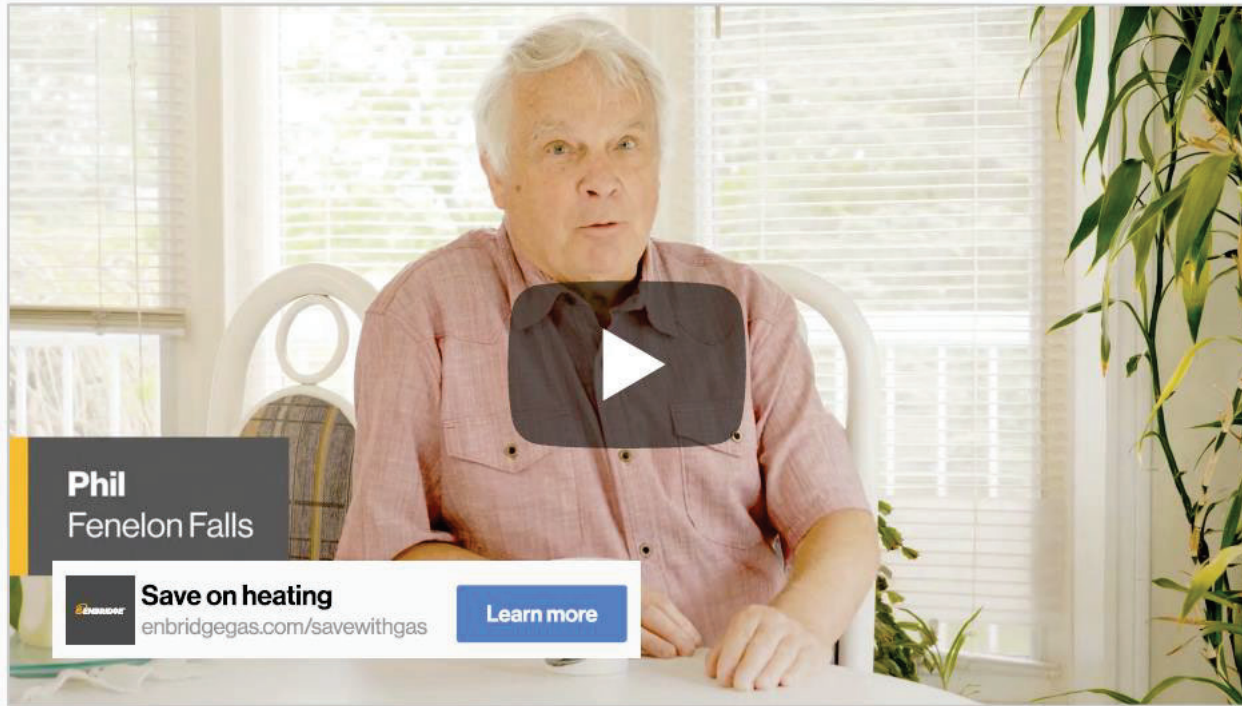
Short headline text – 5 variants (40 characters max)	Long headline text (90 characters max)	Description (90 characters max)
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Affordable energy can be yours (30)	Switch to natural gas to save up to 55 percent on energy bills and cut emissions too! (85)	Visit <a href="https://enbridgegas.com/savewithgas">enbridgegas.com/savewithgas</a> to let us know you're interested. (67)
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Long Headline Text:

**Bobcaygeon:** Are you paying too much for home heating? (53/90)

Description Text: Let us know you're interested in switching to affordable natural gas (68/70)



Long Headline Text:

**Bobcaygeon:** You can switch to natural gas and save up to 55 percent each year! (78/90)

Description Text: Let us know you're interested in affordable, reliable natural gas. (66/70)



# Kiosk Flyer

## January 2023

# Are you paying too much for home heating?

Come visit us to see how  
much you can save!

**Saturday, Jan. 21**  
9:30 a.m. – 6:00 p.m.

**Learn about the benefits of switching to  
natural gas and how to get connected.**

**Stop by our Information Session at:**  
Royal Canadian Legion Branch 239  
96 King St E, Bobcaygeon

Drop by to have all **your questions answered**  
and let us know if you're interested in connecting  
to natural gas.

**Talk about potential savings**  
on your home energy bills.

Connect with us at: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)



# Community Expansion Construction Trailer Wrap

## March 2023 – Present

# Bobcaygeon Community Expansion Project

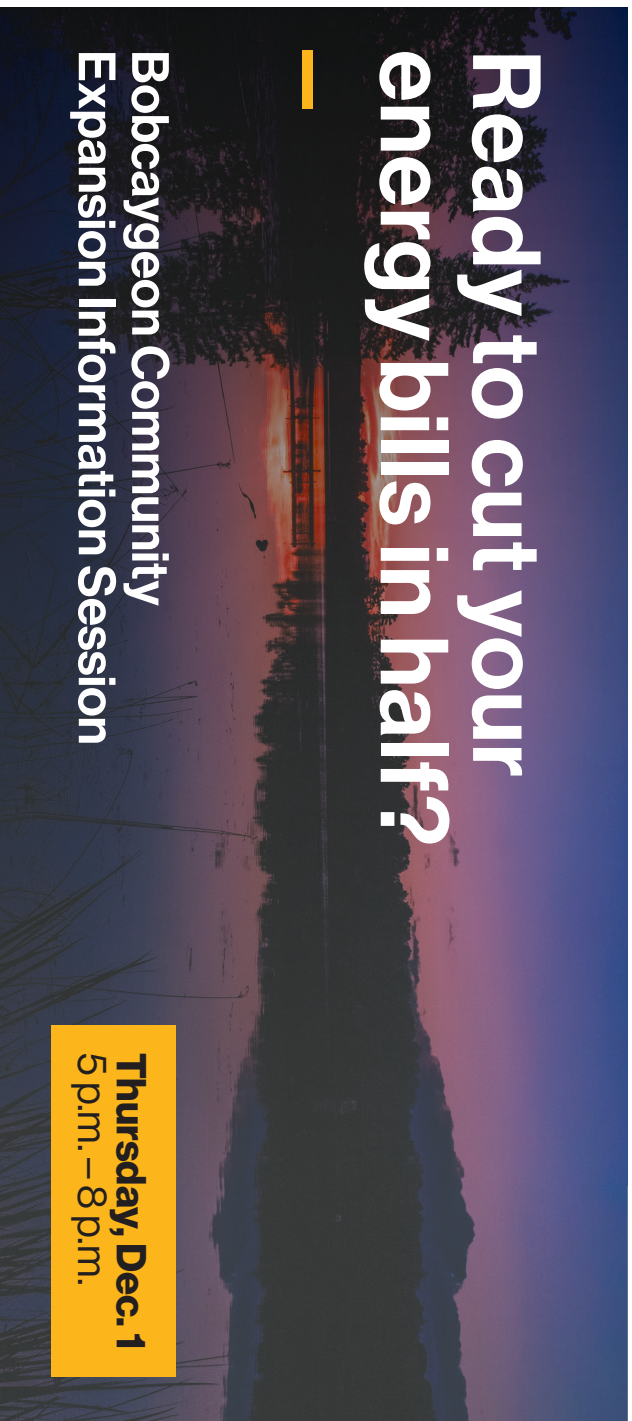


In partnership with NPLC

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For more information: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)





**Bobcaygeon Community  
Expansion Information Session**

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**Representatives will be available to answer all your questions:**

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FILE NAME: ENB1275-CE-BobcaygeonKosk-KawarthaThisWeek-10_375x10_5_CR02		PUBLICATION (VENDOR) / INSERT DATE		C O N T E N T ✖	
JOB NO. / CLIENT / PROGRAM	ENB 1275 / ENB /	DATE	November 21, 2022	Kawartha This Week	
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CMWK	10_375x10_5			9.625 x 9.75	No bleed
SCALE: 11	P.M.: MA	DESIGNER: CR			PRODUCTION: CR

# Choose to pay less for energy

—  
Save up to **55%** each year  
by switching to natural gas



# Ready to cut energy bills in half?

**Good news**— natural gas is a convenient solution to help you save. This package will guide you through everything you need to know about connecting your home or business and all the benefits of affordable, reliable natural gas.

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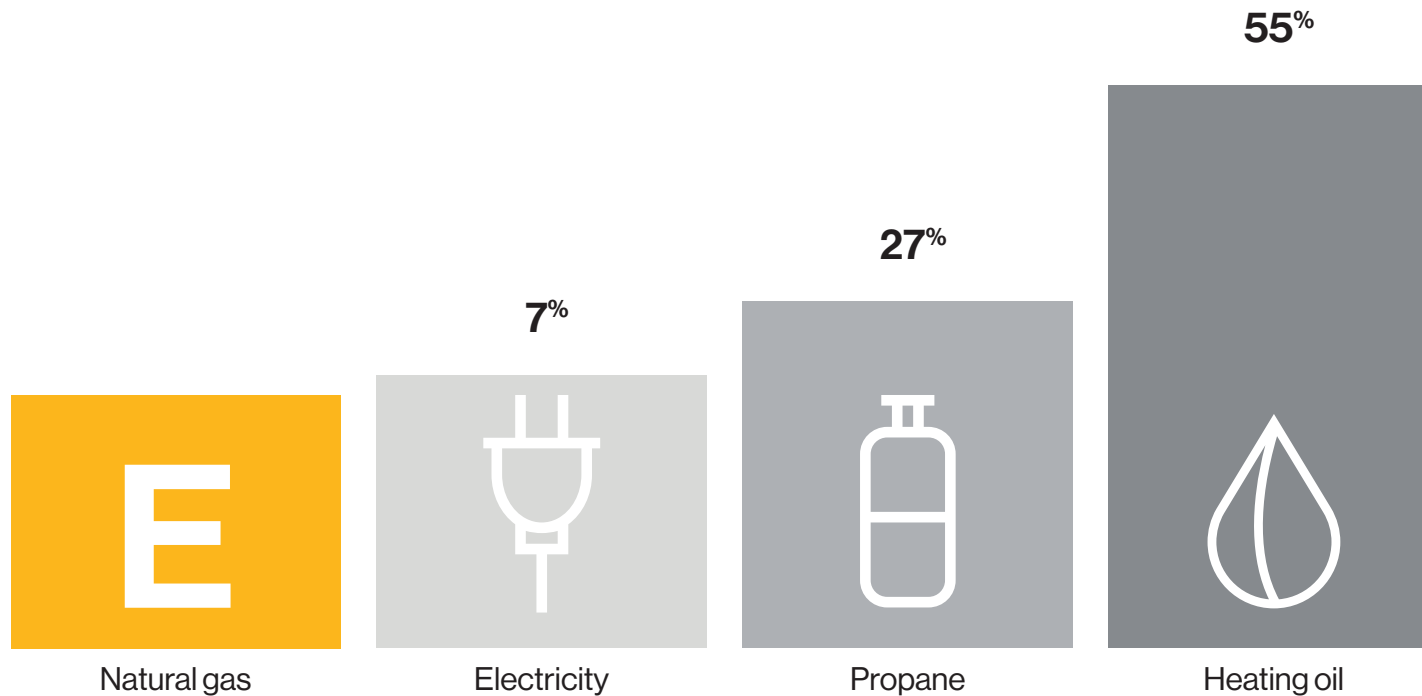
Cost and benefits

# How much can you save each year?

Lower costs, lower emissions, more convenience and peace of mind.

## Residential annual heating bills

Annual cost comparison: space and water heating\*



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### Bring home all the benefits



**More affordable**

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**Comfort and convenience**

Never worry about running out of fuel or waiting for deliveries again.



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**Billing and charges**

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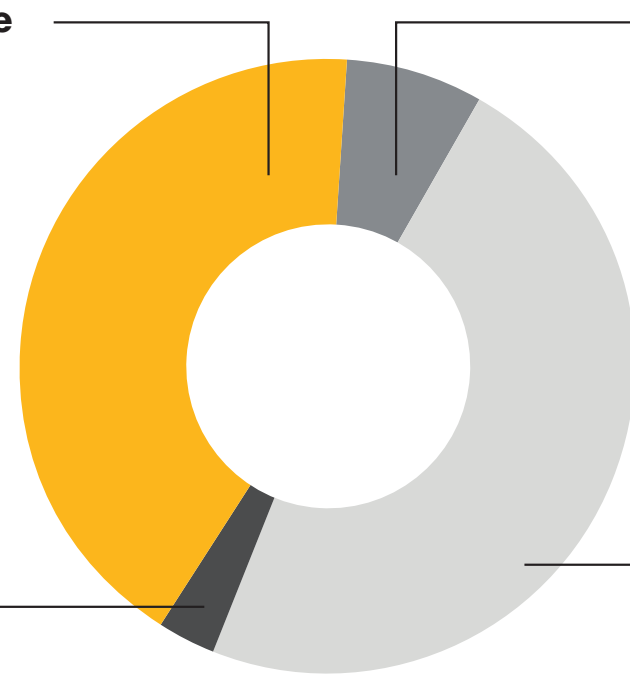
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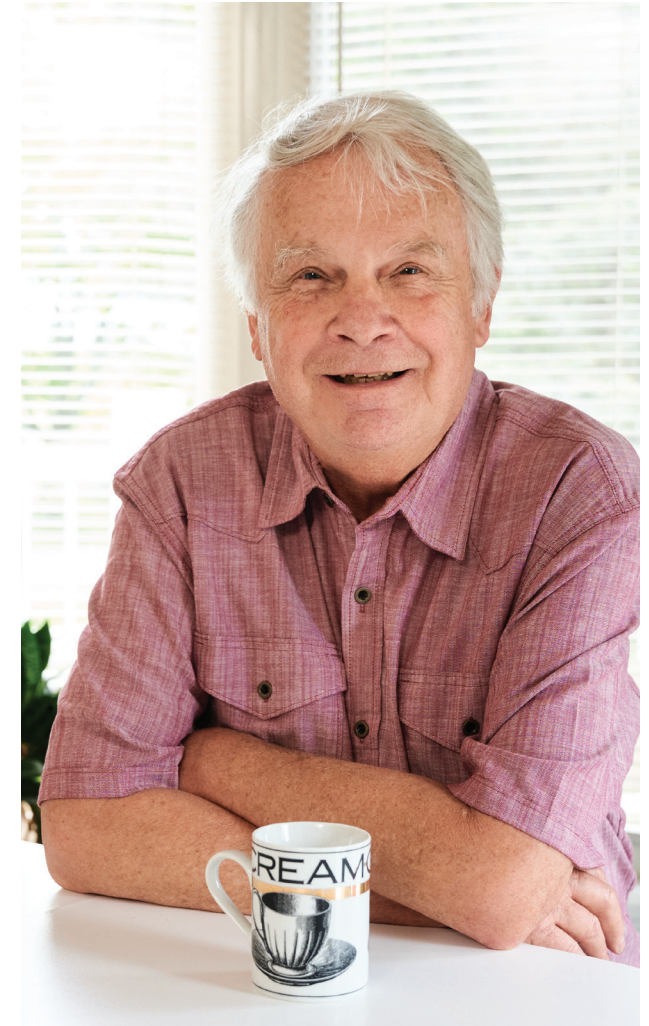
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Homeowner,  
Fenelon Falls**



“I live in a rural region. That means I have my own septic, my own water, and if things don’t work, I’m in real trouble. Natural gas has helped me be more independent and I saved a really good buck.”

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Take the first step to savings

# Let us know you're interested in connecting to natural gas



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Name (please print)

Address

Phone number

Email address

Existing Primary Heat Source

Existing Secondary Heat Source

Signature

Date

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Community Expansion  
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Bobcaygeon, ON K0M 1A0



### Questions?

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1-833-356-2689  
[ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

ENBRIDGE GAS

CE Bobcaygeon

November 29, 2022



C O N T E X T

**CE BOBCAYGEON**

# Concept 1: From pains to gains

We know that customers often make buying decisions based on emotions. In this concept, we focus on negative emotions (pain points) to hook interest initially, supported by the benefits of switching to natural gas.



C O N T E X T

Concept 1a — Social (Static)

 **Enbridge Gas**  
Sponsored

Tired of high energy costs? Choose natural gas for lower energy bills and cleaner heating than propane, oil or wood. [116]



**Save with natural gas**

ENBRIDGEGAS.COM

**Switching can save you up to 55% [32]** [Learn More](#)

Let us know you're interested [29]



Concept 1a — Social (Carousel)



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**Save with natural gas**

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**Coming soon to Bobcaygeon! [26]**

Let us know you're interested [29]


[Learn More](#)



Social—Video

 **Enbridge Gas**  
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See why Bobcaygeon welcomes natural gas. It's more affordable, reliable and cleaner than propane, oil or wood. [110]



**John Powell**  
Scugog

ENBRIDGEGAS.COM

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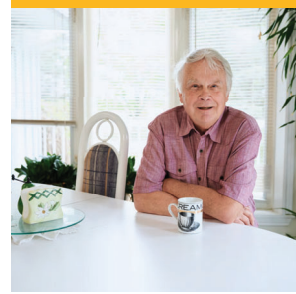
Concept 1 — Google Discovery Image Options

Option 1

Option 2

Option 3

Option 4



Google Discovery Copy

Short headline text – 5 variants (40 characters max)	Long headline text (90 characters max)	Description (90 characters max)	CTA:	Business name:	Destination URL:
Save big with natural gas (25)	See why Ontarians welcome natural gas. It's affordable, reliable and cleaner. (77)	Save on energy bills with a cleaner and more convenient choice than oil, propane or wood. (86)	Learn more	Enbridge Gas	enbridgegas.com/savewithgas
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**CE BOBCAYGEON**

## Concept 2: Welcome home neighbour

With a focus on optimism, warm welcomes and community connections this concept creates positive emotions. Cost savings and convenience close the deal.



C O N T E X T

Concept 2 — Social (Static)

 **Enbridge Gas**  
Sponsored

Bobcaygeon—get ready to save up to 55 percent on energy bills when you switch to reliable, convenient natural gas. [114]

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**Bobcaygeon**  
**Natural gas is coming soon**

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ENBRIDGEGAS.COM

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Cut costs and carbon [20]



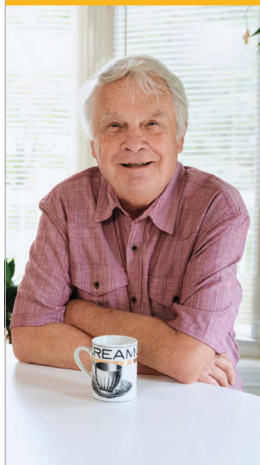
Concept 2 — Social (Carousel)



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A choice you can feel good about

**Cleaner than propane, oil or wood [22]**

[Learn more](#)

Let us know you're interested [29]



Switch. Save. Smile.


**Worry-free comfort and convenience [34]**

[Learn more](#)


Let us know you're interested [29]



Social (Video)

 **Enbridge Gas**  
Sponsored

Still heating with oil or propane? Switch to natural gas and save up to 55% on your energy costs. [97]



**Phil Dewsnap**  
Fenelon Falls

ENBRIDGEGAS.COM

**Hear why your neighbours made the switch [40]** [Learn more](#)

Let us know you're interested [29]



Concept 2 — Google Discovery Image Options

Option 1

Option 2



CE BOBCAYGEON

# YouTube Companion Ads - Concept 1



C O N T E X T



YouTube Companion Ads (300 X 60)

Option 1A



Search



**Save up to 55%**  
Affordable natural gas

**Save on heating**  
enbridgegas.com/savewithgas [Learn more](#)

Up next AUTOPLAY

Long Headline Text:

**Bobcaygeon:** Are you paying too much for home heating? (53/90)

Description Text: Let us know you're interested in switching to affordable natural gas (68/70)

Call-to-Action Text: Learn more (10/10)

Headline Text: Save on heating (15/15)

Display URL: enbridgegas.com/savewithgas



CE BOBCAYGEON

# YouTube Companion Ads - Concept 2



C O N T E X T

YouTube Video Action Ads + Companion Ads

Option 2A

The image shows a YouTube video player interface. At the top, there is a search bar and navigation icons. The main video area shows a man (Phil Fenelon Falls) sitting at a table. Overlaid on the video are two Enbridge Gas ads. The top ad is a dark banner with the text 'How much could you save? Switch to natural gas' and the Enbridge logo. Below it is a smaller ad with the text 'Save on heating' and a 'Learn more' button. To the right of the video, there is a sidebar with an 'Up next' section and an 'AUTOPLAY' toggle.

Long Headline Text:

**Bobcaygeon:** You can switch to natural gas and save up to 55 percent each year! (78/90)

Description Text: Let us know you're interested in affordable, reliable natural gas. (66/70)

Call-to-Action Text: Learn more (10/10)

Headline Text: Save on heating (15/15)

Display URL: enbridgegas.com/savewithgas



CE BOBCAYGEON

# YouTube Companion Ads - Concept 3



C O N T E X T

YouTube Video Action Ads + Companion Ads

Option 3A



How much could you save? Switch to natural gas ENBRIDGE

Save on heating enbridgegas.com/savewithgas Learn more

Up next AUTOPLAY

Up next video thumbnails

Long Headline Text: Natural gas is reliable, convenient and much more affordable than other energy options. (87/90)

Description Text: Bobcaygeon: Let us know you're interested. (42/70)

Call-to-Action Text: Learn more (10/10) Headline Text: Save on heating (15/15)

Display URL: enbridgegas.com/savewithgas

# Ready to cut your energy bills in half?

## Bobcaygeon Community Expansion Information Session

**Thursday, Dec. 1**  
5 p.m. – 8 p.m.

**Learn about the benefits of switching to natural gas and how to get connected.**

**Stop by our Information Session at:**  
Royal Canadian Legion Branch 239  
96 King St E, Bobcaygeon

**Representatives will be available to answer all your questions:**

Drop by to have all **your questions answered** and let us know if you're interested in connecting to natural gas.

**Talk about potential savings** on your home energy bills.

Connect with us at: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)

# Bobcaygeon Community Expansion Project

In partnership with NPLC

For more information: [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)



Facebook Ad for Sanford Community Expansion  
Project Active from March 20 – April 2, 2023



**Enbridge Gas**

Sponsored ·



Join us from March 20 - April 2, 2023, for our virtual information session where you can learn more about the Sanford Community Expansion project. You will be able to provide feedback and comments on the project, supporting the overall design and execution.



[enbridgegas.com](https://enbridgegas.com)

**Virtual Info Session**

Welcome to Enbridge Ga...

[Learn more](#)



# Choose to pay less for energy

—  
Save up to 65% each year  
by switching to natural gas



# Ready to cut energy bills in half?

**Good news**— natural gas is a convenient solution to help you save. This package will guide you through everything you need to know and the benefits of affordable, reliable natural gas.

## Save up to 65 percent\* each year

Compared to alternative heating sources like electric baseboard, propane or oil, switching to natural gas could save you on home and water heating costs year round.

## Lower carbon emissions

Natural gas is cleaner than other fuels, such as propane and oil, and can help reduce your home's carbon footprint.

## See how much you can save

Calculate your savings by visiting [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) and finding your community page to use the calculator.

*Ahmed Al-Amry*

**Ahmed Al-Amry**  
Supervisor, Community Expansion  
Enbridge Gas

## Get in touch any time

There are many alternatives to serve your energy needs. To learn more about alternative technologies, such as heat pumps, visit Natural Resources Canada at <https://tinyurl.com/y3k2nh8b>. If you have questions, please contact one of our Community Expansion Advisors.

## Community Expansion Contacts:

**Phone:** 1-833-356-2689  
**Email:** [ceapplications@enbridge.com](mailto:ceapplications@enbridge.com)



\* Natural gas prices are based on Rate 1 rates in effect as of April 1, 2023 and include the \$0.23 per m3 expansion surcharge. Electricity rates based on Hydro One Distribution rates (Mid-density R1) as of Jan. 1, 2023 and Regulated Price Plan (RPP) customers that are on Time-Of-Use (TOU) pricing. They include the new Ontario Electricity Rebate (OER). Electric cold climate air source heat pumps are available but not included in the savings calculations. The propane price comparison is based on the lowest price obtained in an area survey conducted quarterly. Oil price is based on the latest available retail price. Since individual fuel prices vary, savings assumptions may or may not be as accurate in your situation. Costs have been calculated for the equivalent energy consumed and include all service, delivery and energy charges. The Federal carbon charge is included for all energy types based on the April 1, 2023 rate. The Federal carbon charge is projected to increase annually from 2024 to 2030.

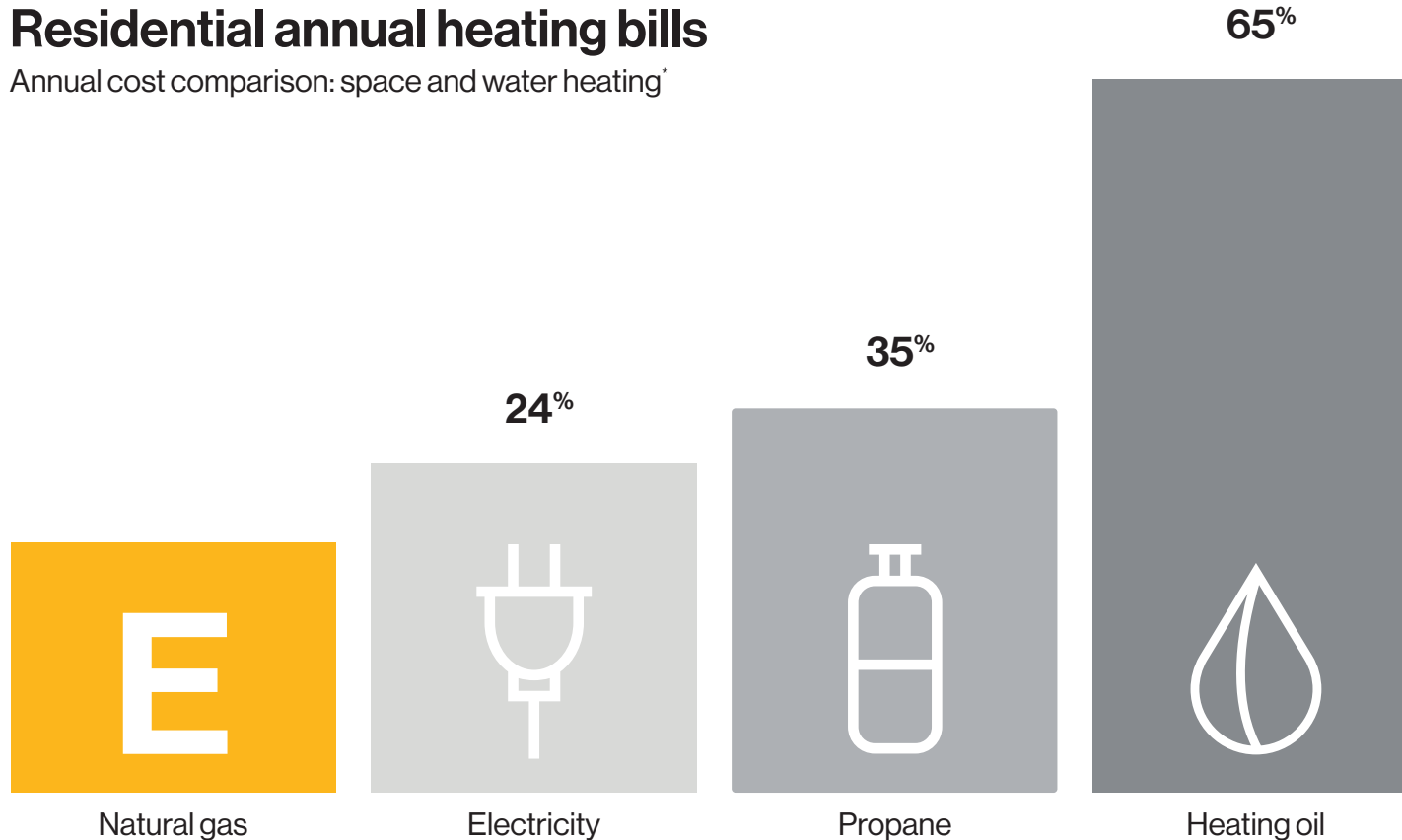
Cost and benefits

# How much can you save each year?

Lower costs, lower emissions, more convenience and peace of mind.

## Residential annual heating bills

Annual cost comparison: space and water heating\*



\* Natural gas prices are based on Rate 1 rates in effect as of April 1, 2023 and include the \$0.23 per m3 expansion surcharge. Electricity rates based on Hydro One Distribution rates (Mid-density R1) as of Jan. 1, 2023 and Regulated Price Plan (RPP) customers that are on Time-Of-Use (TOU) pricing. They include the new Ontario Electricity Rebate (OER). Electric cold climate air source heat pumps are available but not included in the savings calculations. The propane price comparison is based on the lowest price obtained in an area survey conducted quarterly. Oil price is based on the latest available retail price. Since individual fuel prices vary, savings assumptions may or may not be as accurate in your situation. Costs have been calculated for the equivalent energy consumed and include all service, delivery and energy charges. The Federal carbon charge is included for all energy types based on the April 1, 2023 rate. The Federal carbon charge is projected to increase annually from 2024 to 2030.

## Bring home all the benefits



### More affordable

Compared to other fuels, natural gas is the most cost-effective way to heat your home and water.



### Comfort and convenience

Never worry about running out of fuel or waiting for deliveries again.



### Versatile and efficient

From fireplaces to clothes dryers, natural gas can make your home more comfortable and enjoyable.



### Lower carbon emissions

Natural gas can help reduce your home's carbon footprint.

**Billing and charges**

# Where does your money go?

Here's a helpful explanation of a few key items on your natural gas bill

**Expansion Surcharge**

The fairest way to cover the infrastructure costs of expanding natural gas service.

**Cost Adjustment**

Natural gas rates vary by season—you pay what we pay.



**Customer Charge**

This is a fixed \$22.88\* amount that pays for 24/7 emergency response and other services.

\* Subject to change. Please note that all charges, except the fixed customer charge, vary based on how much natural gas you use.

**Supply, Delivery and Transportation Charges**

These cover the costs to buy and deliver natural gas to your home.

## Frequently asked questions

**Q: Why do I have to pay an additional charge towards the construction costs of the project?**

**A:** For us to extend natural gas to rural areas where the cost of building the infrastructure is more than the revenue it generates, the Ontario Energy Board approved an additional expansion surcharge. This is a variable rate charge, based on your usage, of \$0.23/cubic metre of natural gas used. Since homes use more natural gas in colder months, the surcharge will be higher in winter. It will appear as a separate line item on your monthly bill for up to 40 years.

Go to [enbridgegas.com/savewithgas](https://enbridgegas.com/savewithgas) to get an estimate of your potential fuel savings.

**Q: Why is the surcharge in effect for different lengths of time by community?**

**A:** The length of time the surcharge remains in effect varies by community because the overall cost to serve each community is different, based on factors such as the distance of the community from an existing natural gas pipeline and more.

# Programs and rebates to help you save

Enbridge Gas offers a suite of conservation programs to help you save energy at home. From money-saving rebates to discounts and special offers, we're committed to helping you make your home more energy efficient, comfortable and affordable.

## Energy conservation is good for you and your community

Reducing energy use is the simplest, most cost-effective way to keep energy costs affordable for everyone. When you make your home more energy efficient, you also help protect it against the effects of a changing climate and contribute to a cleaner, greener Ontario.



Visit our website at [enbridgegas.com/conservation](https://enbridgegas.com/conservation) to find the right program for you.



“ I was connected with someone who came to my house and walked through the house with me looking for areas that I could improve on by myself or with professional help. Because of the efforts I've made, it's a lot more comfortable and a lot less cold. ”

– **Erica H.**  
**Program participant**  
**Ottawa, Ontario**

**Attachment 2 - Community Engagement Strategies for Community Expansion Projects**

Phase	Timelines (Marketing and Market Insights Timelines)	Strategy	Tier 3 Mktg Activities 50 - 150 customers	Tier 2 Mktg Activities 150 - 500 customer	Tier 1 Mktg Activities 500 + customers	Community Engagement Activities Across all tiers
			Activity (in order of priority)	Activity (in order of priority)	Activity (in order of priority)	
<b>Phase 1 - Market Insights</b>	2-3 weeks survey prep (hire vendor/supply chain process, update and program questionnaire, arrange for fielding)  4+ weeks fielding  2 weeks data compilation, analysis and high level reporting	* Survey typically used to forecast customer attachments, therefore survey required before project economics can be finalized * Survey to gather information that supports future marketing efforts, such as demographics, existing fuel and equipment types, housing characteristics, perceptions of natural gas, etc. * Methodology determined based on community characteristics: door-to-door, online, telephone, or a combination.	* Survey	* Survey	* Survey	1. Municipality are notified of the survey for awareness 2. Municipality to notify residents through available channels (eg social media, newsletter, etc.)
<b>Phase 2 - Pre-Construction</b>  This includes activities such as  * Identify stakeholders * Attachment forecasts * Route selection * Environmental and Archeology work * Development of drawings * Load estimates for customers	Up to 6 months (Tier 1) Up to 3 months (Tier 2) Up to 2 months (Tier 3)	Build awareness about natural gas and uses of natural gas, informing that natural gas is coming to the community and to address any questions as needed.	* Community open house * Construction vehicle decals (3rd party vehicles)	* Community open house* * Foundational creative assets - print/digital * Construction vehicle decals (3rd party vehicles)	* Community open house * Foundational creative assets - print/digital * Construction vehicle decals (3rd party vehicles)	* Develop or strengthen relationships with key stakeholders * Media scans * Prepare key messaging to respond to inquiries * Support project team
<b>Phase 3 - Active Construction</b>	Up to 18 months (Tier 1) Up to 12 months (Tier 2) Up to 8 months (Tier 3)	1. Drive awareness and education on natural gas and the attachment process, address customer questions/concerns. 2. Drive adoption/attachments	* Open House * Creative Assets - print, digital, grass roots, newspapers * Construction packages (attachment team) * Vehicle decals * CE Tool kit leave behind	* Open House * Creative Assets - print, digital, social, grass roots/community events * Construction packages * Community events	* Open House * Storefront location * Creative Assets - print, digital, social, grass roots/community events, radio, newspapers * Construction packages	* Notice of construction * Internal and external stakeholder communications and events * Support to project team

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Environmental Defence (ED)

Interrogatory

Reference:

EB-2023-0200, Exhibit 1.ED-2, Attachment 1

Question(s):

- a) In the Sanford Community Expansion (EB-2023-0200) materials, Enbridge personnel sought support from municipalities for leave to amend the leave to construct threshold. Please confirm that the salary of that municipal/stakeholder staff person is funded out of rates and please also justify spending ratepayers' money on lobbying activities.

Response:

- a) The Company respectfully declines to provide the requested information as the proceeding referenced by ED is not relevant to this application.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1 indicates that Enbridge is requesting OEB approval in this application for: Approximately 4.8 km of NPS 2 PE natural gas distribution pipeline,

- 7.6 km of NPS 6 PE natural gas pipeline, consisting of approximately 6.7 km of supply lateral and 0.9 km of reinforcement pipeline, and
- Ancillary facilities (customer services including meters, regulators, and service pipelines).

Question(s):

- a) Please explain the impact on the “Project” if any of the following was not approved or constructed:
- (1) Supply Lateral
  - (2) the Reinforcement pipelines
  - (3) Ancillary Facilities
- b) Is there incremental demand capacity in any of the following Project components that will be used for purposes other than serving the proposed 230 customers, or has all three project components been sized only to serve those customers? Please explain how the excess capacity will be used, if applicable.
- (1) Supply Lateral
  - (2) the Reinforcement pipelines
  - (3) Ancillary Facilities
- c) Are the Ancillary Facilities only for the purpose to serve the 230 customers identified? If not please explain how many of the 230 customers would be served and what other customers would be served from the Ancillary Facilities now or in the future.
- d) Are the Reinforcements only for the purpose to serve the 230 customers identified? If not please explain how many of the 230 customers would be served and what other customers would be served from the Ancillary Facilities.



Response:

- a)
- i. Without the approximately 6.7 km of NPS 6 PE supply lateral connecting the Project to the natural gas distribution system in the Town of Hanover, there would be no pipeline to serve the community of Neustadt.
  - ii. Without the 0.9 km of NPS 6 PE reinforcement pipeline, there would be insufficient natural gas supply in the distribution pipeline to meet the total forecasted demand.
  - iii. Without the ancillary facilities (customer services including meters, regulators, and service pipelines), there would be no way to serve the individual customers in the community.
- b)
- i. The NPS 6 PE supply lateral is sized to serve the customers in the Project area; excess capacity is incidental. There are no plans for use of the excess capacity; excess capacity is not reserved. For details on capacities please see the response at Exhibit I.ED-5.
  - ii. The NPS 6 PE reinforcement pipeline was sized to serve the customers in the Project area. For details on capacities please see the response at Exhibit I.ED-5.
  - iii. Ancillary facilities are sized to serve each customer according to their demand. For details on capacities please see the response at Exhibit I.ED-5.
- c) The ancillary facilities are only for the purpose to serve the 230 customers identified.
- d) The reinforcement pipeline is only for the purpose to serve the 230 customers identified.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

Enbridge indicates that the project was reviewed and selected for a grant by the Government of Ontario under Phase 2 of the NGEF.

- a) Please provide a copy of the approvals from the Government of Ontario and the OEB for this Project, and please highlight the specific approvals and scope related to this Project.
- b) Please identify any variances between the information in the NGEF application and the information in this application.
- c) Please confirm that NGEF approval for access to grant funding does not automatically provide Leave to Construct (or other required regulatory) approvals related to this project.
- d) Please provide any approvals received from the Government of Ontario and/or the OEB related to:
  - the Reinforcement pipelines
  - Ancillary Facilities
- e) Is there a mandated timeframe under NGEF for completion of the proposed pipeline? If yes, please provide the relevant condition that dictates specific timing.
- f) Please confirm that the Government of Ontario requires a full review under the OEB Leave to Construct process for Enbridge to proceed with the project.
- g) Please confirm that Enbridge will not proceed with the project without OEB Leave to Construct approval.

Response:

- a) For the approval related to this Project from the Government of Ontario, please refer to Schedule 2, Item 19, O. Reg. 24/19 Expansion of Natural Gas Distribution Systems.<sup>1</sup> The approval does not reference Project scope; however, the Project's

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<sup>1</sup> <https://www.ontario.ca/laws/regulation/190024>

NGEP proposal includes Project scope information (please see Attachment 1 to the response at Exhibit I.STAFF-1 for the Project's NGEP proposal).

- b) Please see response at Exhibit I.STAFF-5, Attachment 1.
- c) Confirmed.
- d) No approvals have been granted towards the reinforcement pipeline or ancillary facilities; they are included in this Project's proposal.
- e) Please refer to section 2(2) O. Reg. 24/19: Expansion of Natural Gas Distribution Systems<sup>2</sup> which states:

“The following rules apply to any project listed in Column 1 of the table to Schedule 2 that requires a Board order under section 96 of the Act granting leave to construct a hydrocarbon line:

- 1. If the gas distributor fails to apply for the Board order on or before December 31, 2025, investments in the project are no longer eligible to be qualifying investments.”

- f) Confirmed.
- g) Confirmed.

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<sup>2</sup><https://www.ontario.ca/laws/regulation/190024>

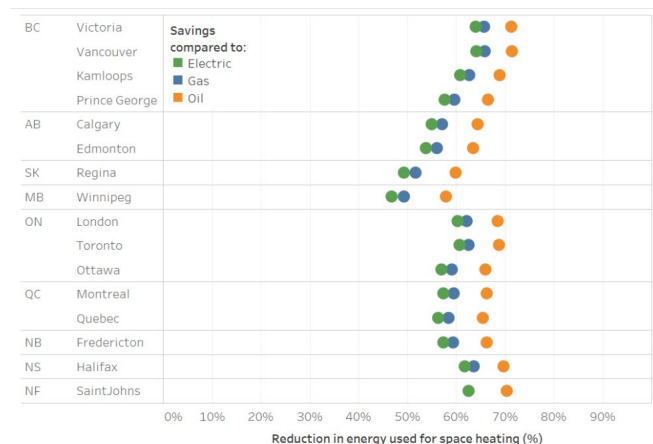
ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Reference:

PollutionProbe\_IR\_AppendixA\_CanmetReport [from Enbridge per EB-2022-0200 Exhibit J11.5]



The CanmetENERGY cold-climate air source heat pump (ccASHP) Report filed by Enbridge indicates in Figure 1 (above), that for Ontario jurisdictions a ccASHP is approximately 50% to 70% more efficient than natural gas, oil or resistance (i.e. baseboard) electric.

Question(s):

- Please indicate whether this information for ccASHPs was shared with potential customers as part of the information related to heat pumps. If it was, please provide a copy of the information/materials provided to consumers.
- This information was provided by Enbridge in 2023 based on a 2022 Study. If Enbridge has a more recent/relevant study/information that provides a different savings rate for ccASHPs vs. natural gas, oil or electric resistance heating, please provide a copy.

Response:

- a) This information was not shared with potential customers.
- b) Please see the response at Exhibit I.ED-28 part a) for Enbridge Gas's information regarding annual operational costs and ranges of possible up-front capital costs for high-efficiency electric cold climate air source heat pump configurations compared to natural gas furnace configurations.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Reference:

PollutionProbe\_IR\_AppendixB\_HeatPumpConversionGuidehouse per EB-2022-0200.

Question(s):

Enbridge's Guidehouse Energy Transition expert indicated that 40% to 85% of Ontario households are expected to switch to a heat pump by 2050. If Enbridge has more current information or reports, please provide a copy.

Response:

The referenced information is from the Pathways to Net Zero Emissions for Ontario Study (P2NZ), which was not designed or intended to be interpreted as a forecast or prediction. The objective of the P2NZ study was to create and present possible scenarios relating to how Ontario's energy system could support the achievement of net zero emissions in Ontario by 2050.

Enbridge Gas submits that provincial-level scenario analyses regarding the year 2050 are not relevant to the Company's application. Enbridge Gas's natural gas attachment forecast for the Project area relies on the energy interests expressed by actual residents and business-owners within the Project area.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

- a) Please confirm that the Reinforcement included in the Project scope would require full OEB IRP assessment if it were filed as a discrete Leave to Construct application. If that is incorrect, please explain why.
- b) Please explain why Enbridge did not conduct an IRP assessment for the Reinforcement or if one was conducted, please provide all related documents and reports.

Response:

- a) Not confirmed. In the hypothetical scenario where the Reinforcement Pipeline was the only infrastructure facility required to meet the Project's need (i.e., the Government of Ontario's Access to Natural Gas legislation) it would not require an OEB IRP assessment. As noted in the IRP Decision with respect to Community Expansion projects, the OEB stated:<sup>1</sup>

Given the goal of the Ontario Government's Access to Natural Gas legislation<sup>2</sup> to extend gas service to designated communities, the OEB will not require Enbridge Gas to develop an IRP Plan or consider alternatives to the infrastructure facilities to meet this need.

- b) Please see response to part a).

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<sup>1</sup> EB-2020-0091, Decision and Order (July 22, 2021), p. 48

<sup>2</sup> Access to Natural Gas Act, 2018, S.O. 2018, c. 15 - Bill 32.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Reference:

Exhibit B, Tab 1, Schedule 1, Figure 1

Question(s):

- a) Please confirm that the values in Figure 1 relate to fuel only and do not include incremental equipment costs to retrofit a home or business with natural gas.
- b) Please confirm that the values in Figure 1 only include costs and savings related to heat and exclude costs/savings for cooling.
- c) Please confirm that the values in Figure 1 related to electricity are for electric resistance (e.g. baseboard) heating only. If that is not correct, please state the assumptions and provide the calculation.
- d) Please confirm that the options provided in Figure 1 are meant to represent common fuels used historically in comparison to natural gas and not a comprehensive list of current/future options for consumers in the community. If not correct, please explain.
- e) Please explain why other current/modern options have not been included in the Figure 1 comparison and related marketing information, specifically cold climate air source heat pumps.

Response:

- a) Confirmed.
- b) The values in Figure 1 are based on the energy-equivalent of annual natural gas consumption of 2,200 m<sup>3</sup>/yr, which does not include cooling. Please refer to the response at Exhibit I.ED-1 part c) - d) for the calculations and assumptions used to calculate Figure 1.
- c) Confirmed. Please refer to the response at Exhibit I.ED-1 part c) - d) for the calculations and assumptions used to calculate Figure 1.



d - e)

Figure 1 illustrates consumer cost savings for conversions from existing base case fuel (i.e., electric (resistance), oil, and propane) to natural gas. Figure 1 is not intended to provide information regarding consumer conversions from natural gas (or other fuels) to non-natural gas energy solutions, as the Company has no ability to cause consumers to convert to those solutions via the Application. Additionally, please see the response to Exhibit I.ED-1 a – b).

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Reference:

"Enbridge Gas served new or upgraded natural gas service requests from customers on the understanding that these customers are sufficiently informed about the available energy and technology solutions and that they have chosen the alternative that best suits their needs" [EB-2022-0200 2.6-Staff-81, part (c)]

Question(s):

Please confirm that the above evidence from Enbridge is still accurate. If it is no longer accurate, please provide updated evidence to indicate how Enbridge views its role in providing resources and educational information on a full range of modern energy/technology options to new, potential or existing customers.

Response:

Confirmed.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

- a) Please provide a copy of the all materials used for public consultation including those used for the Open House.
- b) Please provide a copy of all marketing and communication material provided by Enbridge or partners to consumers/businesses in the community to promote DSM or other energy efficiency opportunities when considering renovation of a primary (water/space) heating systems.
- c) Please provide a copy of all communication material provided by Enbridge or partners to educate consumers/businesses on options and incentives under the Greener Homes program (delivered by Enbridge in Ontario).
- d) Please provide a table (or marketing material if a table is already included) of potential Greener Homes Grant Program incentives for residential homes, including those for air source heat pumps.
- e) Please confirm that Enbridge Gas is delivering the Greener Homes Grant program in the area impacted by the proposed project.
- f) Please confirm how many potential customers have expressed interest to leverage incentives through the Greener Homes Grant program for retrofits.
- g) Please confirm how many of the potential attachments have completed one or more home audits required to participate in the Greener Homes Grant Program.
- h) Has Enbridge conducted analysis on consumers along the proposed pipeline that can or have (currently or recently) participated in the Greener Homes Grant Program. If yes, please provide a copy of the information and analysis.

Response:

- a) Please refer to Appendix B.3, B.4, B.5 of the Environmental Report at Attachment 1 to Exhibit F, Tab 1, Schedule 1 for a copy of the materials used for public consultation including those used for the Open House.

b - c)

Consumers who responded to the Forum Research survey were advised that incentives for air source heat pump (ASHP) systems are available; however, specific rebate amounts or details about DSM/energy conservation opportunities were not provided. No additional communications were provided.

d) Please see Attachment 1 to this response.

e) Confirmed.

f) 11 HER+ website leads have come in from the Project area since January 2023.

g) There are approximately 15 participants in HER+ that have one or more audits completed in the Project area.

h) No.

**OEB-APPROVED ADDITIONAL MEASURE INCENTIVES FOR JOINT RESIDENTIAL WHOLE HOME PROGRAM**

NRCan Canada Greener Homes Grant Measures	NRCan Incentive	EGI Proposed Enhanced Incentive	OEB Approved Measures	OEB Approved Incentives for EGI	Total Enhanced Incentive (NRCan + OEB Approved EGI)
<b>Energy Audits</b>			<b>Energy Audits</b>		
ENERGuide Pre & Post Evaluations	\$600	\$0	ENERGuide Pre & Post Evaluations	\$0	\$600
<b>Attic/Cathedral Insulation</b>			<b>Attic/Cathedral Insulation</b>		
Increase attic insulation to at least R50 from less than R12	\$1,800	\$200	Increase attic insulation to at least R50 from less than R12	\$550	\$2,350
Increase attic insulation to at least R50 from greater than R12 up to R25	\$600	\$400	Increase attic insulation to at least R50 from greater than R12 up to R25	\$200	\$800
Increase attic insulation to at least R50 from greater than R25 up to R35	\$250	\$600	Increase attic insulation to at least R50 from greater than R25 up to R35	\$75	\$325
Increase cathedral/flat roof insulation to at least R-28 from R12 or less	\$600	\$400	Increase cathedral/flat roof insulation to at least R-28 from R12 or less	\$200	\$800
Increase cathedral/flat roof insulation to at least R-28 from greater than R12 up to R25	\$250	\$600	Increase cathedral/flat roof insulation to at least R-28 from greater than R12 up to R25	\$75	\$325
Upgrade uninsulated cathedral ceiling/flat roof to at least R20 from R12 or less	\$600	\$400	Upgrade uninsulated cathedral ceiling/flat roof to at least R20 from R12 or less	\$200	\$800
<b>Exterior Wall Insulation</b>			<b>Exterior Wall Insulation</b>		
For adding insulation value of at least greater than R20 for 100% of building	\$5,000	\$2,500	For adding insulation value of at least greater than R20 for 100% of building	\$1,750	\$6,750
For adding insulation value greater than R12 up to R20 to 100% of the building	\$3,800	\$1,700	For adding insulation value greater than R12 up to R20 to 100% of the building	\$1,200	\$5,000
For adding insulation value greater than R7.5 up to R12 for 100% of building	\$3,300	\$1,200	For adding insulation value greater than R7.5 up to R12 for 100% of building	\$1,200	\$4,500
<b>Exposed Floor Insulation</b>			<b>Exposed Floor Insulation</b>		
For adding insulation value of at least R20 for entire exposed area (minimum area of 11 square meters or 120 square feet)	\$350	\$150	For adding insulation value of at least R20 for entire exposed area (minimum area of 11 square meters or 120 square feet)	\$100	\$450
<b>Basement Insulation</b>			<b>Basement Insulation</b>		
For sealing and insulating at least 80% of basement header to a minimum R20	\$240	\$110	For sealing and insulating at least 80% of basement header to a minimum R20	\$85	\$325
For sealing and insulating at least 50% of the entire basement slab by a minimum of R3.5	\$400	\$200	For sealing and insulating at least 50% of the entire basement slab by a minimum of R3.5	\$150	\$550
For adding insulation value greater than R22 to 100% of basement	\$1,500	\$1,000	For adding insulation value greater than R22 to 100% of basement	\$500	\$2,000

NRCan	NRCan Incentive	EGI Proposed Enhanced Incentive	OEB Approved Measures	OEB Approved Incentives for EGI	Total Enhanced Incentive (NRCan + OEB Approved EGI)
Canada Greener Homes Grant Measures					
For adding insulation value of R10 to R22 to 100% of basement	\$1,050	\$450	For adding insulation value of R10 to R22 to 100% of basement	\$350	\$1,400
For adding insulation value of R10 to R22 to 100% of exterior crawl space wall area, including header	\$1,300	\$700	For adding insulation value of R10 to R22 to 100% of exterior crawl space wall area, including header	\$400	\$1,700
For adding insulation value of R10 to R22 to 100% of exterior crawl space wall area, including header	\$1,040	\$460	For adding insulation value of R10 to R22 to 100% of exterior crawl space wall area, including header	\$360	\$1,400
For adding insulation value greater than R24 to 100% of crawl space ceiling	\$800	\$400	For adding insulation value greater than R24 to 100% of crawl space ceiling	\$250	\$1,050
<b>Furnace/Boiler</b>			<b>Furnace/Boiler</b>		
N/A	N/A	N/A	N/A	N/A	N/A
<b>Space Heating Heat Pump</b>			<b>Space Heating Heat Pump</b>		
Install a ground source heat pump – full system.	\$5,000	\$0	Install a ground source heat pump – full system.	\$1,500	\$6,500
Replace a ground source heat pump – heat pump unit only.	\$3,000	\$0	Replace a ground source heat pump – heat pump unit only.	\$1,000	\$4,000
Install a complete ENERGY STAR certified new or replacement air source heat pump (ASHP) system or a variable capacity cold climate air source heat pump (ccASHP) system. The system must be intended to service the entire home.	\$2,500	\$0	Install a complete ENERGY STAR certified new or replacement air source heat pump (ASHP) system or a variable capacity cold climate air source heat pump (ccASHP) system. The system must be intended to service the entire home.	\$750	\$3,250
Install a complete ENERGY STAR certified new or replacement air source heat pump (ASHP) system, intended to service the entire home.	\$4,000	\$0	Install a complete ENERGY STAR certified new or replacement air source heat pump (ASHP) system, intended to service the entire home.	\$1,250	\$5,250
Install a complete new or replacement variable capacity cold climate air source heat pump (ccASHP) system, intended to service the entire home.	\$5,000	\$0	Install a complete new or replacement variable capacity cold climate air source heat pump (ccASHP) system, intended to service the entire home.	\$1,500	\$6,500
<b>Water Heating</b>			<b>Water Heating</b>		
Replace domestic water heater with an ENERGY STAR certified domestic hot water heat pump (DHW-HP)	\$1,000	\$0	Replace domestic water heater with an ENERGY STAR certified domestic hot water heat pump (DHW-HP)	\$300	\$1,300
<b>Windows &amp; Doors</b>			<b>Windows &amp; Doors</b>		
Replace windows or sliding glass doors with ENERGY STAR most efficient models.	\$250	\$0	Replace windows or sliding glass doors with ENERGY STAR most efficient models.	\$75	\$325
Replace windows or sliding glass doors with ENERGY STAR certified models.	\$125	\$0	Replace windows or sliding glass doors with ENERGY STAR certified models.	\$50	\$175
Replace hinged doors, with or without sidelites or transoms with ENERGY STAR certified models.	\$125	\$0	Replace hinged doors, with or without sidelites or transoms with ENERGY STAR certified models.	\$50	\$175

NRCan	NRCan Incentive	EGI Proposed Enhanced Incentive	OEB Approved Measures	OEB Approved Incentives for EGI	Total Enhanced Incentive (NRCan + OEB Approved EGI)
Canada Greener Homes Grant Measures					
<b>Air Sealing</b>			<b>Air Sealing</b>		
Achieve base target	\$550	\$0	Achieve base target	\$175	\$725
Achieve 10% or more above base target	\$810	\$0	Achieve 10% or more above base target	\$240	\$1,050
Achieve 20% or more above base target	\$1,000	\$0	Achieve 20% or more above base target	\$300	\$1,300
<b>Renewable Energy System</b>			<b>Renewable Energy System</b>		
Install solar panels (photovoltaic (PV) system) ≥ 1.0 kW	\$1,000 per kW	\$0	N/A	\$0	\$1,000 per kW
<b>Resiliency Measures</b>			<b>Resiliency Measures</b>		
Batteries connected to Photovoltaic systems	\$1,000	\$0	Batteries connected to Photovoltaic systems	\$0	N/A
Roofing Membrane	\$150	\$0	Roofing Membrane	\$0	N/A
Foundation water-proofing	\$875	\$0	Foundation water-proofing	\$0	N/A
Moisture proofing crawl space floor, walls and headers	\$600	\$0	Moisture proofing crawl space floor, walls and headers	\$0	N/A
<b>Thermostat</b>			<b>Thermostat</b>		
Replace a manual thermostat with a programmable thermostat	\$50		Replace a manual thermostat with a programmable thermostat	\$20	\$70
Replace a manual thermostat with a adaptive thermostat (Natural gas heated participants in the Enbridge franchise area are eligible for an enhanced \$75 rebate (or \$125 rebate if Moderate Income eligible), all other participants eligible for \$50 rebate.	\$50	\$75	Replace a manual thermostat with a adaptive thermostat (Natural gas heated participants in the Enbridge franchise area are eligible for an enhanced \$75 rebate (or \$125 rebate if Moderate Income eligible), all other participants eligible for \$50 rebate.	\$75	\$125
<b>Multi Measure Bonus</b>			<b>Multi Measure Bonus</b>		
N/A	\$0		N/A	N/A	N/A

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

Please provide the full list of 'alternative energy sources' considered and provide cost comparison analysis for any beyond resistance (e.g. baseboard) electric, propane and heating oil.

Response:

Alternative energy sources considered are noted in Table 1 of Exhibit B, Tab 1, Schedule 1. Table 1 illustrates consumer cost savings for conversions from existing base case fuel (i.e., electric (resistance), oil, and propane) to natural gas. Table 1 does not provide information regarding consumer conversions from natural gas (or other fuels) to non-natural gas energy solutions, which Enbridge Gas has no ability to cause consumers to convert to via the Application. Please see the response at Exhibit I.ED-1 parts a) - b) for more information.

Please see the response at Exhibit I.ED-28 for a comparison of the annual operating costs and up-front capital costs of high-efficiency electric cold climate air source heat pump configurations compared to natural gas furnace configurations.



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

- a) Please confirm that the revenue horizon (for EBO 188 analysis) for the proposed Project in the application is 40 years. If that is incorrect, please provide the correct figure.
- b) Please provide the EBO 188 wording that mandates a 40 year period be used for project economic analysis.
- c) Please confirm the actual amortization that Enbridge intends to apply to the Project (or if it varies by Project elements, e.g. (1) Supply Lateral and (2) the Reinforcement pipelines, plus (3) Ancillary Facilities, please provide info for each).
- d) Please explain how any residual (unamortized) costs would be recovered from rate payers if the proposed pipeline becomes stranded (i.e. not used and useful) before it is fully depreciated.

Response:

- a) Enbridge Gas confirms that a 40-year revenue horizon has been used for the Project proposed in this Application.
- b) In Section 2.2 Specific Parameters, paragraph (b) of Appendix B of Ontario Energy Board Guidelines for Assessing and Reporting on Natural Gas Expansion in Ontario<sup>1</sup>, the OEB states that specific parameters of the common elements include the following: “a customer revenue horizon of 40 years from the in service date of the initial mains (20 years for large volume customers)”. Enbridge Gas aligns the Project economic analysis with the prescribed 40 year revenue horizon.
- c) Enbridge Gas interprets the term “amortization” as “revenue horizon”. Enbridge Gas has applied the same revenue horizon to all project elements. Please see the response to part a) above.

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<sup>1</sup> <https://www.oeb.ca/sites/default/files/uploads/documents/regulatorycodes/2019-01/EBO-188-AppB-Guidelines-Gas-Expansion-19980130.pdf>

- d) Enbridge Gas has no basis to believe that the proposed facilities will become stranded assets. From an accounting and regulatory perspective, Enbridge Gas applies group depreciation procedures to plant assets, including gas meters and distribution service lines. If the assets are retired before their expected average service life is reached (as reflected for the group), the implied loss is captured in accumulated depreciation. The loss would be reflected in subsequent depreciation studies and recovered through depreciation expense over the remaining life of the assets left within the group.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

Has Enbridge conducted a risk assessment on the probability that the proposed pipeline will become a stranded asset before being fully depreciated? If yes, please provide a copy of the assessment and all related materials. If no, what evidence exists to support that the pipeline will remain used and useful for the full amortization period.

Response:

No. Enbridge Gas has no reasonable basis to believe that the proposed facilities will become stranded assets and thus has had no reason to complete the assessment in question. The Project's natural gas attachment forecast is based on the energy interests expressed by actual residents and business owners within the Project area.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

Enbridge indicates that the System Expansion Surcharge (“SES”) to all new customers taking gas distribution service from the Project will be a fixed volumetric rate of \$0.23 per cubic metre of gas to be charged in addition to Enbridge Gas’s base distribution rates as approved by the OEB. The SES is proposed to be charged to all customers taking gas distribution service from the Project for a term of 40 years. Please indicate the SES impact if the amortization period the OEB approves is less than 40 years (e.g. 25 years).

Response:

Enbridge Gas interprets the term “amortization period” used within this interrogatory as “revenue horizon”.

This project has already been approved by the OEB for an SES term of 40 years. If the approved revenue horizon is less than 40 years, it will result in a PI of less than 1.0.

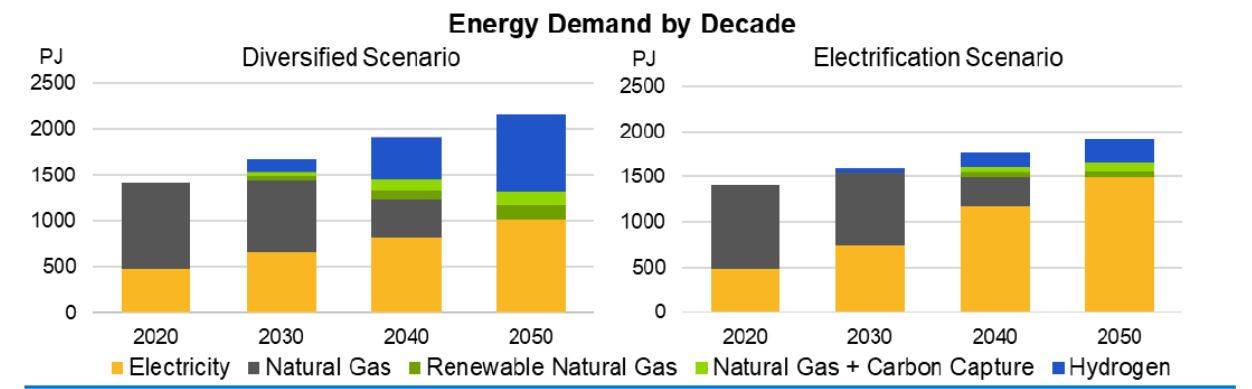
ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Reference:

Pathways to Net Zero Emissions for Ontario 1.<sup>1</sup>



Question(s):

Enbridge indicates that for both the (Enbridge-preferred) Diversified Scenario and the Electrification Scenario that by 2050 natural gas will no longer be used in Ontario with the potential exception of select large volume industrial customers that have economic access to carbon capture and geological sequestration.

- a) Please explain why an amortization period past 2050 (i.e. greater than 25 years) is appropriate if natural gas will no longer be available to these customers prior to 2050.
- b) Please confirm that Enbridge has not received approval (from the OEB, TSSA or other relevant regulator) for use of 100% hydrogen for the Project assets proposed. If approval has been received for 100% hydrogen, please provide a copy of such approval.
- c) If Enbridge intends to use hydrogen to serve this community once natural gas is no longer available, please provide details on the source, transmission and lifecycle carbon emissions of the proposed hydrogen.

<sup>1</sup> EB-2022-0200 Exhibit 1.10.5.2\_Pathways to Net-Zero Emissions for Ontario\_BLACKLINE\_20230421

Response:

- a) PP's interrogatory is premised on an inaccurate characterization of the Pathways to Net Zero Emissions for Ontario Study (P2NZ), and therefore Enbridge Gas is unable to respond to the question. In contrast to PP's assertion that the study suggests that natural gas will not be available to customers prior to 2050, the objective of the P2NZ study was not to forecast or predict what the future will look like in Ontario. Rather, the analysis was meant to consider scenarios on how Ontario's energy system might support the achievement of net zero emissions in Ontario by 2050 under a certain set of established assumptions.

Enbridge Gas submits that provincial-level scenario analyses regarding the year 2050 are not relevant to the Company's application. Enbridge Gas's natural gas attachment forecast for the Project area relies on the energy interests expressed by actual residents and business-owners within the Project area. Based on the foregoing, PP's question is not relevant to Enbridge Gas's application.

- b) Confirmed.

- c) Enbridge Gas has proposed a Hydrogen Blending Grid Study (EB-2022-0200, Exhibit 4, Tab 2, Schedule 6, pages 16 to 18) to help identify and prioritize the sections of the gas grid most suitable for hydrogen blending and to identify associated costs and benefits. Until the completion of this study, it is not yet known how hydrogen may be able to serve this community.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

Is this proposed Project included in the most current Enbridge Asset Management Plan (AMP) and Utility System Plan (USP)? If not, why not. If yes, please provide the references and documents (or links).

Response:

Community Expansion (CE) projects are included within the USP as part of the System Access category of projects and associated budget totals.<sup>1</sup> All regulated utility projects are included in the USP.

The 2023-2032 AMP includes commentary on CE projects generally. Further, the proposed Project is included on the map displaying approved project locations.<sup>2</sup> However, as stated in the 2023-2032 AMP, specific CE project details and capital expenses are excluded from the AMP as they are not subject to optimization and follow separate project funding criteria.<sup>3</sup>

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<sup>1</sup> EB-2022-0200, Exhibit 2, Tab 6, Schedule 1, p. 53.

<sup>2</sup> EB-2022-0200, Exhibit 2, Tab 6, Schedule 2, p. 70, Figure 5.1-6.

<sup>3</sup> EB-2022-0200, Exhibit 2, Tab 6, Schedule 2, p. 73.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

Please confirm that Enbridge will fund this project from its capital envelopes for 2024 and 2025 if approved by the OEB. If that is not correct, please clarify.

Response:

Confirmed. Enbridge Gas has included the original forecasted capital cost and revenues in its 2024 Rate Rebasing application.



ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Reference:

PollutionProbe\_IR\_AppendixC\_ExpansionProjectPI

Question(s):

Recent Enbridge Community Expansion Projects have shown a trend of decreasing Portfolio Index (PI) and a lower actual PI than forecasted in the OEB Leave to Construct proceedings. This has also cause the actual Project Portfolio to dip below the OEB required PI=1.0.

- a) Please indicate how the proposed Project compares to other recent community expansion projects and why the OEB should not expect this Project to follow the noted trend.
- b) Please explain what mitigation measures Enbridge has put in place to avoid the actual project PI being below 1.0. If any of the mitigation measure are different than those used in in other expansion projects, please indicate.

Response:

a – b)

For the Neustadt Community Expansion Project, Enbridge Gas conducted third-party market research to assess consumer interest in converting to natural gas. Enbridge Gas has no reason to believe that the PI for the Project will be less than 1.0.

Comparing “trends” from other projects to the proposed project is inappropriate and irrelevant, as each project has unique characteristics and economics. Enbridge Gas will report on the actual capital costs, actual customer attachments, and final project PI through future rebasing applications, following completion of the 10-year rate stabilization period(s) (RSP) and attachment forecast term associated with each community expansion project, in accordance with the OEB’s determinations in prior applications, including the Company’s SES/TCS/HAF Application<sup>1</sup>.

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<sup>1</sup> EB-2020-0094.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

Please provide any additional stakeholder comments/correspondence since the application was filed.

Response:

Enbridge Gas confirms that there were no additional stakeholder comments/correspondence since the application was filed.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

Please confirm that the Environmental Report and related OPCC consultation relates to the proposed Pipeline and the Reinforcement pipelines, but not the Ancillary Facilities. If that is incorrect, please provide details on the specific scope of the Environmental Report and OPCC review.

Response:

Confirmed.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Reference:

Exhibit F, Tab 1, Schedule 1.

Question(s):

The Environmental Report identifies wetlands along the Preferred Route. Please provide details on what approvals and additional studies Enbridge is undertaking related to these wetlands.

Response:

An Ecological Land Classification (ELC) to classify vegetative communities was completed along the Preferred Route for the Project, which included wetlands.

The Ministry of the Environment, Conservation and Parks (MECP) requires the results of the ELC to determine if there is potential for species at risk and their associated habitats to exist along the Preferred Route of the Project. Enbridge Gas has provided the results of the ELC to the MECP and is awaiting review. Enbridge Gas will seek approvals from the MECP for the protection of species at risk during construction of the Project, as required.

Permit applications to the Saugeen Valley Conservation Authority under O. Reg. 169/06 are being prepared for all areas of the Preferred Route which intersect with Conservation Authority regulated lands, which includes wetlands.

No other permits or studies related to wetlands are required for the Project.

ENBRIDGE GAS INC.

Answer to Interrogatory from  
Pollution Probe (PP)

Interrogatory

Question(s):

Please provide a copy of the detailed mitigation plan for the proposed pipeline.

Response:

Enbridge Gas interprets the mitigation plan referred to within the interrogatory as the proposed environmental mitigation. Section 5 of the Environmental Report (ER) provided at Attachment 1 to Exhibit F, Tab 1, Schedule 1 includes recommended mitigation measures, based on the natural, social, economic, cultural and built heritage components identified in the Project area.

Enbridge Gas will also develop an Environmental Protection Plan (EPP) during the detailed design phase for the Project which will include site-specific environmental management, monitoring and contingency plans as well as the general mitigation and contingency measures identified in the ER. Environmental permit and approval conditions will also be included in the EPP.