

Enbridge Gas is proud to expand access to natural gas as part of the City of Ottawa System Expansion Project!

Dear York's Corner Road Resident,

Now's the time to apply for natural gas

Good news to share! We are expanding the access to natural gas in your community. 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 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 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 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 energy costs by switching to natural gas. To estimate your potential energy cost savings based on your circumstances or find valuable information to help make an informed decision for your household, visit www.enbridgegas.com/savewithgas

Get in touch with us

Our local Community Expansion Advisor is just a phone call away. You can reach out 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. Don 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

We look forward to meeting your energy needs.



Ahmed Al-Amry
Supervisor, Community Expansion
Enbridge Gas Inc.
savewithgas@enbridge.com
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 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 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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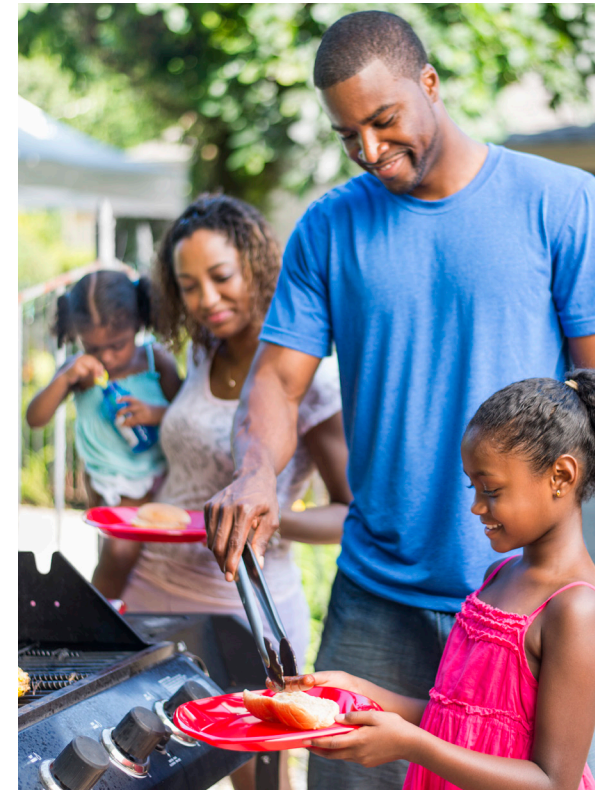
** Subject to change. Please note that all charges, except the fixed Customer Charge, vary based on how much gas you use.

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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 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.

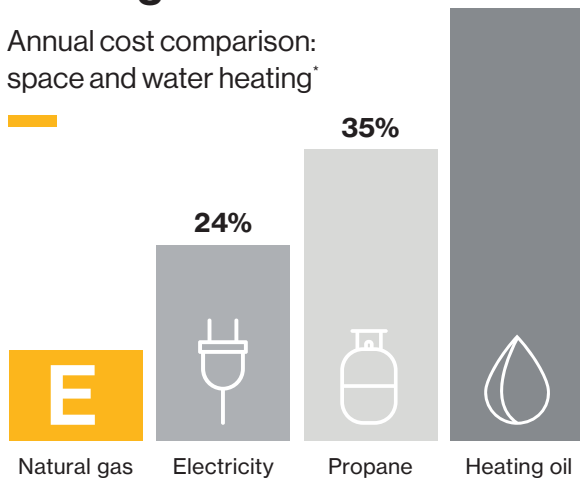


Comfort and convenience

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 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

Go online to 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.

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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

Randy Whitten

437-228-7296

randy.whitten@enbridge.com



Visit **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.







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

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



Please complete this form and email it to
ceapplications@enbridge.com

*First Nation communities are exempt from HST.

**The Expansion Surcharge will transfer to subsequent owners of your property.