

Business Partner Newsletter

August 2021

Energy Insider

Ideas to grow your business

“Now is the time for customers to prepare for heating projects—it’s very busy and only getting busier.”

Energy Solutions Advisor **Joe Meriano** explains why it's so important this year for customers to be proactive with heating upgrades, and how teaming up with Enbridge Gas can help you deliver the best customer service.



How is this year different from other years, in terms of heating projects?

This year, because of COVID restrictions, many projects are backed up and the new protocols are also lengthening project timelines. As projects are ramping up again, we're seeing how busy things are and we're encouraging customers to be more proactive and start getting ready in July and August to implement heating projects.

When is the best time for a business partner to reach out to Enbridge Gas?

We offer an end-to-end service. Reach out to us right at the quotation stage with the equipment details—we'll get you the incentive dollar amount and natural gas savings. Then we can go to the customer together with the equipment quote, estimated natural gas savings and financial incentives. By teaming up, we can deliver outstanding customer service.

What's the advantage of including the incentive in a proposal?

If your competition goes in with the incentives included and says, "We've already been working with Enbridge Gas to calculate your natural gas savings and incentives," the customer will choose them, because they've taken that initiative and show a higher level of customer service. Incentives help you stand out from the competition. Showing the natural gas and electricity savings, which we also calculate, can really help a customer decide to move forward—they aren't always sure about the level of energy savings, and it helps them to see the actual numbers.

How important are incentives to energy-efficiency projects?

Many customers are aware that Enbridge Gas offers incentives, but most don't know specific dollar amounts. I'll give you an example. Recently we worked on a proposal for a multi-family building in Scarborough. The building owner asked for quotes from five different companies, and three of the quotes included Enbridge Gas incentives. We showed that for an approximately \$50,000 project, they'd receive about a \$15,000 incentive. Guess who the building owner went with? Someone who was already working with us.

What's the most rewarding part of your job?

Seeing everyone happy: the customer is delighted with the upgrade, the business partner is satisfied with the job, and then again when we send out the incentive cheque, that makes the customer happy too.

What's your secret to making everyone happy?

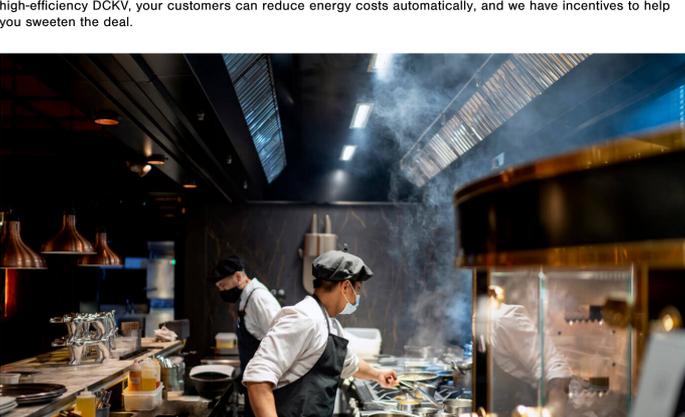
Building trust is very important. That's something we build up over time. I think the key is being a listener first. It's not about just trying to sell the customer something. It's about working with our business partners to build trust and figure out how our incentive programs can help solve the customer's energy issues.

Connect with an Energy Solutions Advisor to learn more

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Why your customers need DCKV

Ventilation is the single biggest energy user in commercial kitchens—so it offers a big opportunity to save. With high-efficiency DCKV, your customers can reduce energy costs automatically, and we have incentives to help you sweeten the deal.



What is DCKV?

In a typical commercial kitchen, exhaust fans run at constant speeds—even when cooking isn't taking place. This can result in over-ventilation, unnecessary fan wear-and-tear and a noisy environment.

Demand control kitchen ventilation (DCKV) uses advanced sensors and variable frequency drives to detect temperature levels, vapour and smoke in the kitchen, adjusting the airflow to respond to real-time energy needs. This reduces energy use and saves money.

What buildings are best suited for DCKV?

Any commercial kitchen can benefit from installing DCKV, including restaurants, cafés, hotels/motels, catering companies, conference centres, wedding venues, hospitals, schools, corporate cafeterias and more.

What are the advantages of DCKV?

DCKV systems use temperature and optic sensors and variable frequency drives to prevent fans from running non-stop. They detect smoke, vapour and temperature levels, adjusting automatically to operate only when needed.

The sensors and variable speed controls increase ventilation during busy cooking times and reduce ventilation during slower periods, significantly reducing natural gas and electricity usage.

Beyond energy savings, DCKV offers enhanced climate control for kitchen staff, a more comfortable environment for guests and worry-free automation—no more forgetting to turn the fans off overnight.

The benefits stack up:

- Use up to 60 percent less fan energy.
- Reduce heating and cooling loads.
- Create a quieter environment.
- Enhance staff comfort.
- Reduce odours in the dining room and kitchen.
- Lower carbon footprint.

Incentives for DCKV

	Customer incentive	Business partner incentive
Retrofit		
Up to 5,000 CFM	\$4,000	\$100
5,001 to 10,000 CFM	\$7,000	\$100
10,001 to 15,000 CFM	\$11,000	\$100
New construction		
Up to 5,000 CFM	\$1,200	\$100
5,001 to 10,000 CFM	\$3,000	\$100
10,001 to 15,000 CFM	\$4,400	\$100

Distributor incentive

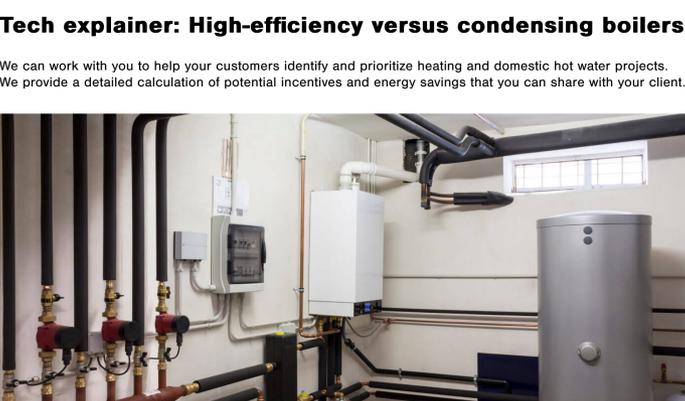
\$50 per unit, up to a maximum of \$500/project. [See eligibility requirements here.](#)

Find out how we can help you upgrade to DCKV

[DCKV incentives](#)

Tech explainer: High-efficiency versus condensing boilers

We can work with you to help your customers identify and prioritize heating and domestic hot water projects. We provide a detailed calculation of potential incentives and energy savings that you can share with your client.



First, let's review Boiler 101: A boiler works by extracting heat from the fuel it burns. In both high-efficiency and condensing boilers, that heat is first pushed through a heat exchanger, which transfers energy to the water that runs through radiators and baseboards.

What is a high-efficiency boiler?

High-efficiency boilers are between 85 to 89 percent efficient. These boilers use either a stainless steel or aluminum heat exchanger, which recovers 'waste heat'—heat that would otherwise be lost when flue gases are vented out of a building.

What are the advantages of a high-efficiency boiler?

When your customer upgrade from a conventional to a high-efficiency boiler, they'll save on annual heating costs, improve occupant comfort and reduce carbon emissions.

What is a condensing boiler?

A condensing boiler is at least 90 percent efficient. Its heat exchange technology is able to take advantage of more of the energy released when water vapour condenses in the exhaust gases, providing more heat for less energy.

What are the advantages of a condensing boiler?

A condensing boiler offers higher efficiency, greater natural gas savings per year and a bigger Enbridge Gas incentive than a high-efficiency boiler. Condensing boilers usually have a higher upfront cost, but this must be weighed against the long-term savings they provide.

The benefits of boiler upgrades add up:

- Reduce ongoing energy and operating costs.
- Increase occupant comfort.
- Improve control of costs year round with automated systems.
- Lower your carbon footprint.

Upgrade your boilers with incentives and technical expertise from Enbridge Gas

[See boiler incentives](#)

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