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## Connecting With Our Customers

August 2016



### Is Your Heating System Ready for Winter?

With summer's warm weather, you're probably not thinking about heating your home. However, your family's safety and comfort depends on the condition of your heating system.

Having your furnace and other natural gas appliances inspected by a certified technician will help identify any repairs or adjustments to be made before the cold weather arrives.

A well-maintained furnace is less likely to create dangerous carbon monoxide (CO) inside your home or to break down on the coldest days of the year. It will also run more efficiently, helping you use less natural gas and save money.

We don't inspect or service natural gas appliances, but we do have tips to help you find a technician at [enbridgegas.com/findcontractor](http://enbridgegas.com/findcontractor).



### Did you know?

- CO is a leading cause of accidental poisonings in Ontario every year.
- CO alarms are the law in Ontario.

Learn more at [enbridgegas.com/cosafety](http://enbridgegas.com/cosafety).

### Follow Us



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We recently launched our Instagram account. Search for 'enbridgegas' on the app or website to follow us.

## Budget Billing Plan – Manage Winter Heating Costs

**BBP**

Typically, about 60 per cent of natural gas use occurs between December and March, and our Budget Billing Plan (BBP) can help you avoid higher bills in those months. BBP doesn't reduce your yearly gas charges, but spreads them out more evenly over 10 installments from September to June.

In July, you're billed a final BBP installment, which reflects the difference between the installments you were billed through your plan and your charges for gas used. In August, you're billed for the gas you use. Not already on BBP? Now is the best time to register to maximize the benefits of the plan.

### September 2016 Budget Billing Plan (BBP) Installments

If you are already on BBP, the new plan starts automatically in September. We review and revise monthly BBP installment amounts for the new plan.

The new monthly installment will be calculated to reflect normal winter gas usage and anticipated natural gas rates. You may see that your BBP amount has increased compared to the end of 2015-2016 plan. This is mainly a result of a warmer than normal winter in 2015-2016.

To learn more, or to register, visit [enbridgegas.com/BBP](http://enbridgegas.com/BBP).

## Cap and Trade in Ontario

### What is cap and trade?

Starting in 2017, the Province of Ontario will begin a cap and trade program for greenhouse gas (GHG) emissions which is intended to help fight climate change by reducing the emissions allowed across Ontario.

The government has indicated that it will then use the money generated from the sale of GHG allowances to pay for environmental initiatives that reduce GHGs, such as energy efficiency retrofits which help reduce energy use.

### How will cap and trade affect you?

As a natural gas distributor, Enbridge Gas Distribution will be required by the government to buy GHG allowances to cover the total GHG emissions for the natural gas consumed by all of our residential and most of our business customers.

The cost of these purchases will be passed back to customers. The government has estimated that

the cost of cap and trade on natural gas bills will be about 3.3 cents per cubic metre—that's about \$79 per year for a typical Enbridge residential customer\*. The rate will be adjusted periodically to reflect changes in the cost of GHG allowances that we have to purchase. The cost to you will depend on the actual price of allowances and how much natural gas you use. The Ontario Energy Board will review and approve cap and trade costs.

Some businesses with large GHG emissions may need, or will be able, to purchase their own emissions allowances. So, it's important for business customers to understand what it means to them.

Visit [enbridgegas.com/energyefficiency](http://enbridgegas.com/energyefficiency) for energy saving tips and how, together, we can help you lower your carbon footprint and save money.

For more information about cap and trade, watch for updates with your bill and visit [enbridgegas.com/capandtrade](http://enbridgegas.com/capandtrade) or [ontario.ca/capandtrade](http://ontario.ca/capandtrade).

\*Calculations are based on estimated allowance costs only, do not include administration costs and assume that a typical residential customer uses about 2,400 cubic metres of natural gas a year for home and water heating.



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Register for myEnbridge to manage your account online.



**In An Emergency**

1-866-763-5427

Call us 24/7 to report the smell of gas or any other natural gas emergencies.



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