Welcome

2025 Enbridge Gas Customer Event

June 3, 2025

Steam Whistle Brewery—Toronto

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Introduction

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Andy Duquette
Account Manager, Power

Land acknowledgement

- The City of Toronto recognizes that we are on the traditional territory of many nations including:
  - The Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples.
  - The City also acknowledges that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

"Please reflect in the spirit of healing, reconciliation and partnership"

Agenda

Agenda item	Time	Speaker
Introduction	2:30 p.m.	Andy Duquette, Account Manager, Strategic and Power Markets
Safety moment	2:35 p.m.	Tiffany Jaworski, Account Manager, Large Commercial and Industrial
Welcome message	2:40 p.m.	Heidi Bredenholler-Prasad, VP, Commercial, Strategy and Business Development
Leadership insights	2:45 p.m.	Nicole Brunner, Director, Industrial Market Development Ian Macpherson, Director, Energy Conservation
Enerline: Your new all-in-one customer hub	2:55 p.m.	Jennifer Woodall, Manager, Contract Market Modernization, Customer Experience
Regulatory outlook	3:05 p.m.	Patricia Squires, Manager, Regulatory Applications
Energy conservation	3:15 p.m.	Chris Russell, Energy Solution Advisor, Energy Conservation
Break	3:35 p.m.	Networking
Operational update and growth opportunities	4:00 p.m.	Matt Thomas, Manager, Storage and Transportation Business Development
Political spotlight	4:20 p.m.	Trevor Esdaile, Manager, Government Affairs Nicole Brunner, Director, Industrial Market Development
Closing remarks	4:40 p.m.	Steve Greenley, SVP, Commercial
Dinner	5:00 p.m.	Networking
Keynote address	5:30 p.m.	Hayley Wickenheiser
First pitch	7:07 p.m.	Networking

Safety moment

Cybersecurity on the go

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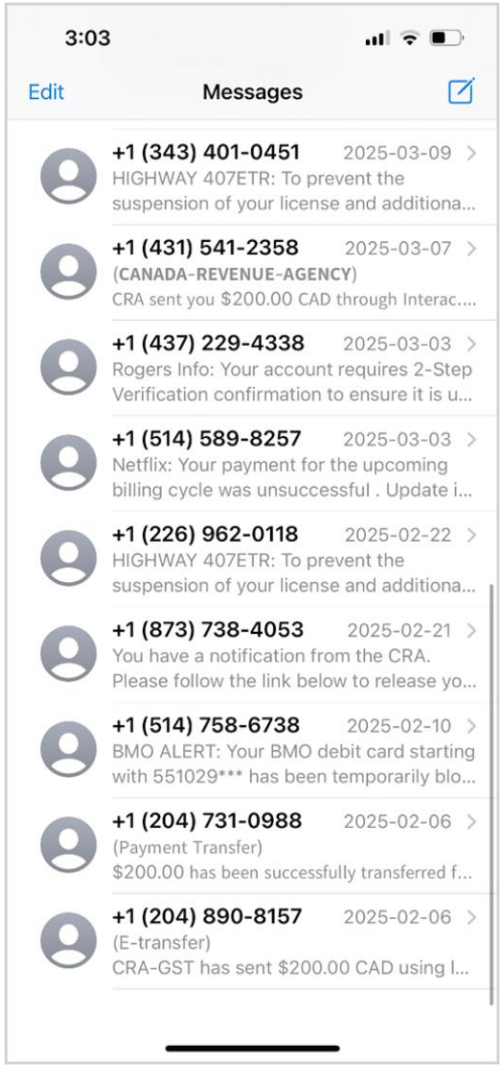
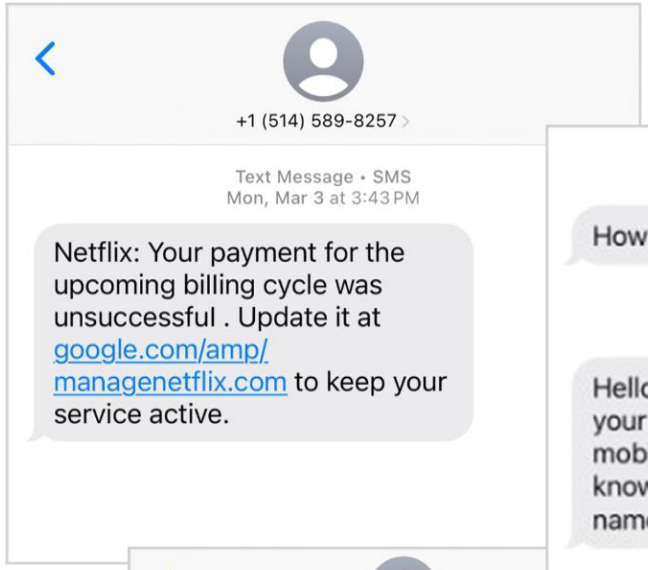
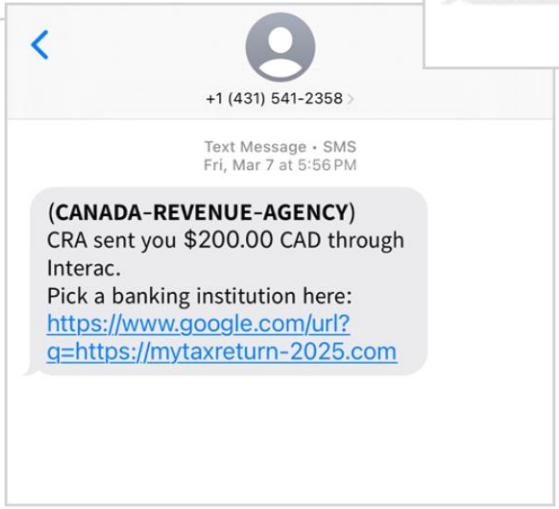
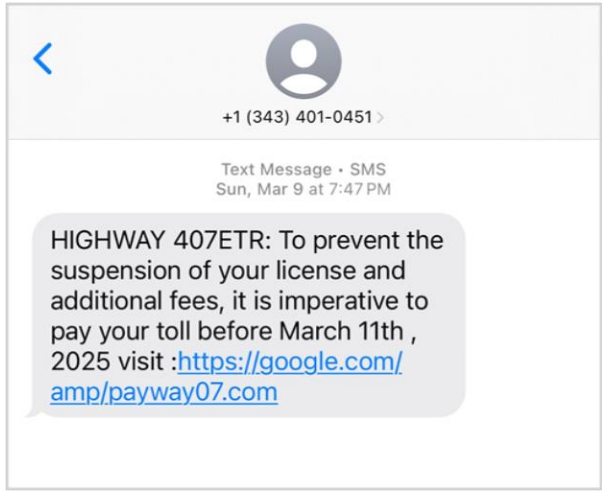
Tiffany Jaworski
Account Manager, LCI

Don’t take the bait: spotting phishing scams

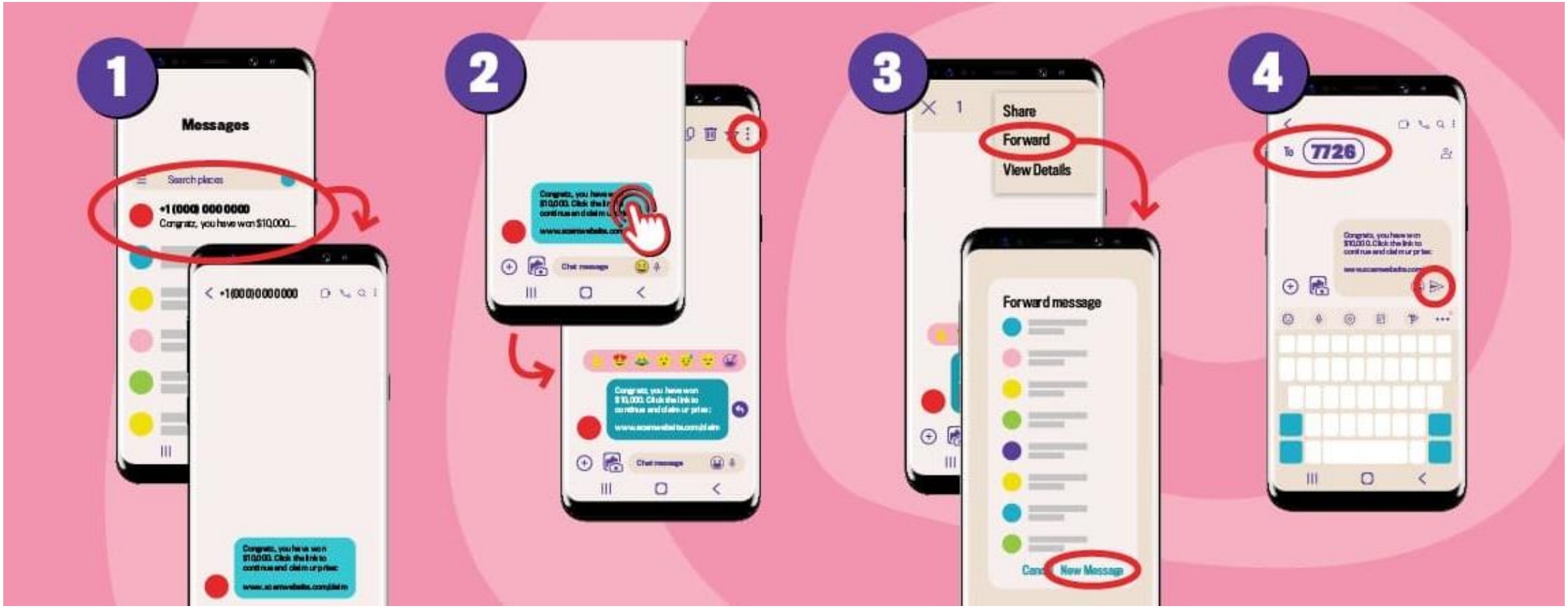








Report suspicious spam or scam text to 7726



Fraudsters can’t win if we fight back—report an incident

Welcome message

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Heidi Bredenholler-Prasad
VP, Commercial, Strategy & BD

Meet the team

Heidi Bredenholler-Prasad

VP GDS Commercial, Strategy and Business Development

Nicole Brunner

Industrial Market Development

Cara-Lynne Wade

Mass Market Strategy and Marketing

Ian Macpherson

Energy Conservation

Sutha Ariyalingam

Strategy and Business Development

Leadership insights

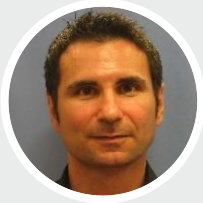
Nicole Brunner, Director, Industrial Market Development
Ian Macpherson, Director, Demand Side Management

Industrial Market Development Leadership Team

Nicole Brunner
Director Industrial Market Development

Paolo Mastronardi
Manager Strategic and Power Markets (ON)

Todd Marentette
Manager Key Accounts (ON)



Rob DiMaria
Manager Contracting and Compliance (ON)

Brett Brown
Manager Gas Operation (UT)

Dan Boes
Manager Gas Operation (OH)

Steven Rhodes
Manager Gas Operation (NC)

Energy Conservation Leadership Team

Ian Macpherson
Director Energy Conservation

Alison Moore
Manager
IRP (ON)

Craig Fernandes
Manager
Residential Energy Conservation (ON)

Kristina Tremblay
Manager
Audit, Evaluation, Tracking and Reporting (ON)

Scott Hicks
Manager
Program Design &Technology QA/QC (ON)

Michael Orton
Manager
Energy Efficiency (UT)

Daniel Johnson
Manager
DSM Strategy and Policy (ON)

Damir Naden
Manager
DSM Industrial Sales (ON)

Haris Ahmadzai
Manager
DSM Commercial Sales (ON)

Enerline: Your new all-in-one customer hub

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Jennifer Woodall
Manager, CMM Customer Experience

Introducing the future customer experience

- Enerline: Your new all-in-one customer hub.
- Streamlining the customer experience.
- Centralized space for contracting, nominating, reporting and billing.
- Coming September 2026.

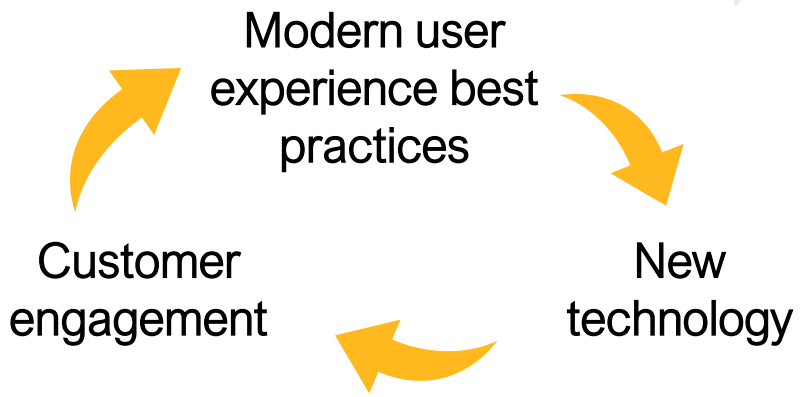
Designed with you, our customer, in mind.

A look at what's ahead

Current

- Enerline: Legacy Union Gas
- EnTRAC: Legacy Enbridge
- URICA: Legacy Enbridge
- My Account: Legacy Enbridge

Design and Build



Future

Enerline: all-in-one customer hub

- Go Live Date: September 2026
- Visit The new Enerline webpage on Enbridgegas.com
- Stay tuned for frequent communications
- Training will be available in 2026 leading up to go live!

Regulatory outlook

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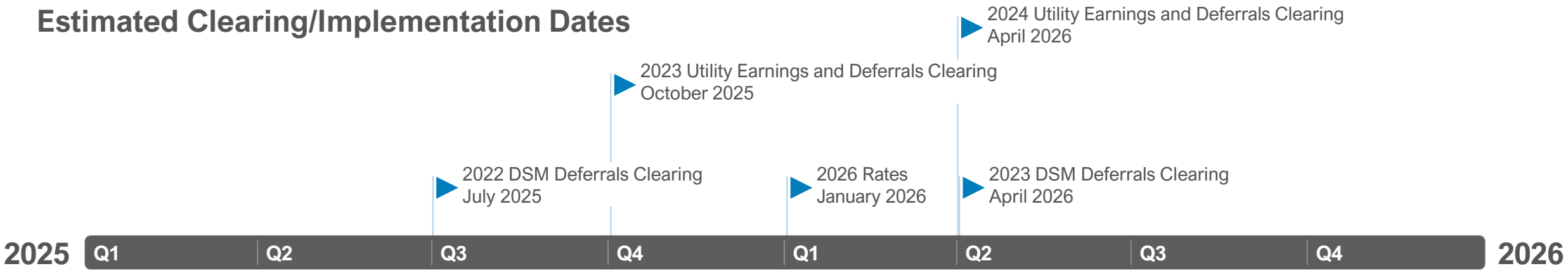
Patricia Squires
Manager, Regulatory Applications

Regulatory outlook 2025 – 2026

In-flight/Upcoming Regulatory Applications

Proceeding	Status
2024 Rebasing	Awaiting OEB decision in Phase 2; filed Phase 3 in February 2025
2023 Utility Earnings and Deferrals	Awaiting OEB decision or further procedural direction
2024 Utility Earnings and Deferrals	Plan to file upon receipt of OEB decision in 2023 Utility Earnings and Deferrals
2023 DSM Deferrals	Plan to file in Q3 2025
2024 DSM Deferrals	Plan to file in Q2 2026
2026 – 2030 DSM Plan	Filed 2026 plan in May 2025; 2027 and beyond plan to be filed later in 2025
2026 Rates	Plan to file in June 2025

Estimated Clearing/Implementation Dates



2023 Utility Earnings and Deferrals Application

- Application filed with the OEB on May 31, 2024.
- Enbridge Gas did not have earnings sharing in 2023.
- Customers can apply preliminary unit rates to volumes consumed in 2023 to estimate their disposition amounts.
- Timing of disposition is dependent on the OEB decision.
- Unit rate impacts for 2023 are expected to include more/larger rate decreases for EGD rate zone, with some small rate increases for Union North rate zone, as compared to 2022 deferrals impacts.

Unit Rate Impacts: 2023 Deferrals

Rate Zone	Rate Class	System/ Western-T (cents/m³)	Dawn-T/ Ontario-T (cents/m³)
EGD	100	(0.5361)	0.0256
	110	(0.5918)	(0.0301)
	115	(0.6038)	(0.0421)
	135	(0.6206)	(0.0590)
	145	(0.6538)	(0.0921)
	170	(0.5874)	(0.0257)
		Delivery (cents/m³)	
Union South	M4	(0.0253)	
	M5	0.1286	
	M7	(0.0088)	
	M9	(0.0065)	
	T1	(0.0147)	
	T2	(0.0079)	
	T3	0.0046	
Union North	20	0.0089	
	100	0.0094	
	25	0.0020	

Unit rates based on draft rate order filed Oct. 10, 2024.

Rate and service harmonization proposal

(filed in 2024 Rebasing Proceeding: Phase 3)

Goals of harmonization:

- **Simplification**: moving from three sets of services with 21 contract rate classes in three rate zones, to one set of services with nine contract rate classes in one rate zone.
- **Consistency**: uniform customer experience across the Enbridge Gas franchise.
- **Minimal change impact**: existing services were either retained or adjusted to create harmonized services.

Current Rate Class	Harmonized Rate Class	Total Bill Impact
EGD Rate Zone		
Rate 100	Rate E10	(4%)
Rate 110	Rate E10	3%
Rate 115	Rate E10	2%
Rate 125	Rate E24	0%
Rate 135	Rate E34	(1%)
Rate 145	Rate E30	(14%)
Rate 170	Rate E30	7%
Rate 200	Rate E62	0%
Union North Rate Zone		
Rate 20 - NW	Rate E10	7%
Rate 20 - NE	Rate E10	(11%)
Rate 25 - NW	Rate E22	(19%)
Rate 25 - NE	Rate E22	(19%)
Rate 100 - NW	Rate E22	(3%)
Rate 100 - NE	Rate E22	(3%)
Union South Rate Zone		
Rate M4	Rate E10	(4%)
Rate M5	Rate E30	(4%)
Rate M7	Rate E10	7%
Rate M9	Rate E62	3%
Rate T1	Rate E20	2%
Rate T2	Rate E20	1%
Rate T3	Rate E64	1%

Energy conservation

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Chris Russell
Sr. Advisor, Energy Conservation

How it can help your business

Energy efficiency is overarching path to multiple benefits:

Efficiency savings ☑

Feel good cost saving measure

Efficiency upgrades ☑

Reduce operating costs

Less energy use ☑

Help lower greenhouse gas (GHG) emissions

Energy use = **Energy costs** = **GHG emissions**

Effective strategy to reduce energy costs

Access to complimentary expert advice at every step.

Complimentary expert advice

We are a team of over 50 energy solution advisors (ESAs) with a single goal: to support our industrial and commercial customers with their energy efficiency needs.

Helping customers use natural gas as efficiently as possible

Regulated and audited by Ontario Energy Board (OEB)

In existence for over 30 years

Financial incentives

For customers who work with their ESA to successfully execute energy efficiency projects we also offer financial incentives:

Energy use = Energy costs = GHG emissions

Efficiency savings ☑	**Efficiency upgrades** ☑	**Less energy use** ☑	**Incentives** ☑
Feel good cost saving measure	Reduce operating costs	Help lower greenhouse gas (GHG) emissions	Offset investment

Custom **commercial** program incentives

1 Energy assessment incentives

Pre-approval required. Eligible assessments:

- HVAC/controls audits (ASHRAE Level 2 minimum)
- Facility air-balances
- Benchmarking activities
- Thermal surveys
- Steam trap audits

Previous year consumption per address (m^3)	**Up to 50 percent of eligible costs, to maximum incentive stated (per address per year)**
100,000 – 300,000	$1,500
300,000 – 1,500,000	$2,500
1,500,000 – 3,000,000	$6,000
3,000,000 or greater	$10,000

2 Implementation incentives

Custom incentives for projects that save natural gas and have no fixed incentive offer, such as:

- Heat recovery opportunities
- Ventilation equipment upgrades
- Steam system efficiency enhancements

$0.25/$m^3$ of natural gas saved

Up to 50 percent of upgrade costs*, to a maximum of **$100,000 per project**.

* Upgrade costs are the difference between the equipment and implementation costs of the energy-efficient option and those of the alternate option considered.

Custom **institutional** program incentives

1 Energy assessment incentives

Pre-approval required. Eligible assessments:

- HVAC/controls audits (ASHRAE Level 2 minimum)
- Facility air-balances
- Benchmarking activities
- Thermal surveys
- Steam trap audits

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1,500,000 – 3,000,000	$6,000
3,000,000 or greater	$10,000

2 Implementation incentives

For institutional projects with universities, colleges, hospitals, military bases, and district energy providers. Custom projects such as:

- Heat recovery opportunities
- Steam boiler upgrades
- Insulation improvements

$0.25/$m^3$ for first 400,000 m^3 of gas saved

$0.10/$m^3$ for subsequent m^3 of gas saved

Up to 50 percent of upgrade costs*, to a maximum of **$0.5 million per project**.

* Upgrade costs are the difference between the equipment and implementation costs of the energy-efficient option and those of the alternate option considered.

Fixed **commercial** program incentives

1. **Air curtain**
($200 – $8,750 per unit)

2. **Condensing make-up air (LTO)**
(based on CFM, $750 – $14,000 per unit)

3. **Demand control kitchen ventilation (LTO)**
($1,200 – $9,000 per unit)

4. **Demand control ventilation (INCREASED)**
($700 per unit)

5. **Destratification fan (INCREASED)**
($3,000 – $4,000 per unit)

6. **Dock door seal**
($650 – $1,650 per unit)

7. **Energy recovery ventilator**
(based on CFM, $200 – $8,000 per unit)

8. **Heat recovery ventilator**
(based on CFM, $200 – $5,000 per unit)

9. **Ozone laundry (LTO)**
($0.04 per lb., up to $15,000 per unit)

10. **Hybrid heat pump roof top unit (NEW)**
(based on kBtu/hr., $1,000 – $16,000 per unit)

Coverage: up to 50 percent of project costs, to a maximum of $100,000 per project.

Check our Fixed Incentive Program page for more details

Custom **industrial** program

Program tailored to the customer.

An **incentive program. Not a rebate.**

Program designed to **support and incent the right choices.** Helping to uncover, prioritize and support initiatives tailored to your specific facility.

Offering customized solutions to use energy as efficiently as feasible.

An Enbridge Energy Solutions Advisor is your trusted, unbiased, resource for expertise and financial incentives.

Why does energy efficiency matter?

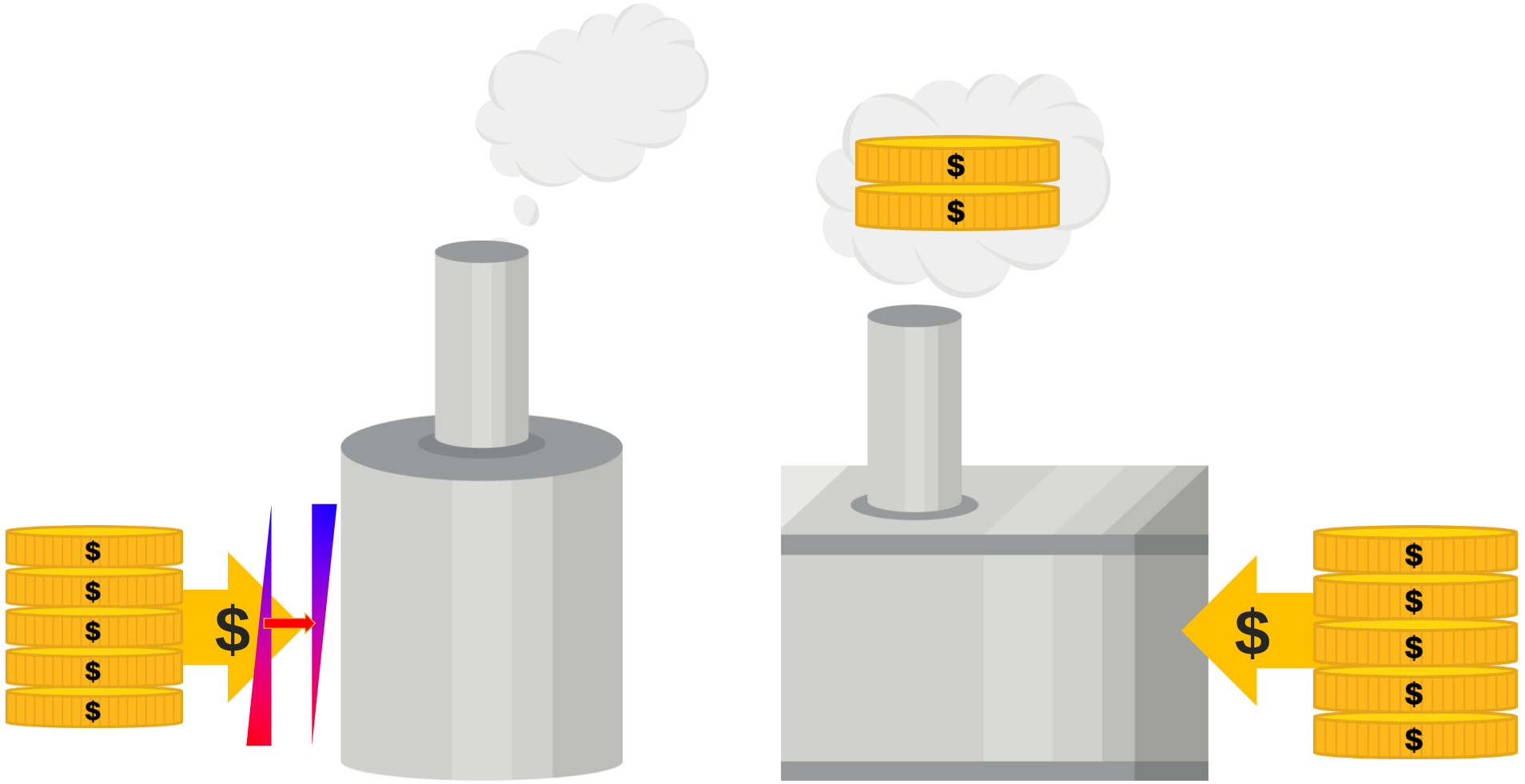
According to U.S. Department of Energy publication:

70 percent of all energy consumed in United States **was consumed in industrial settings**

20 – 50 percent was converted into **waste heat**

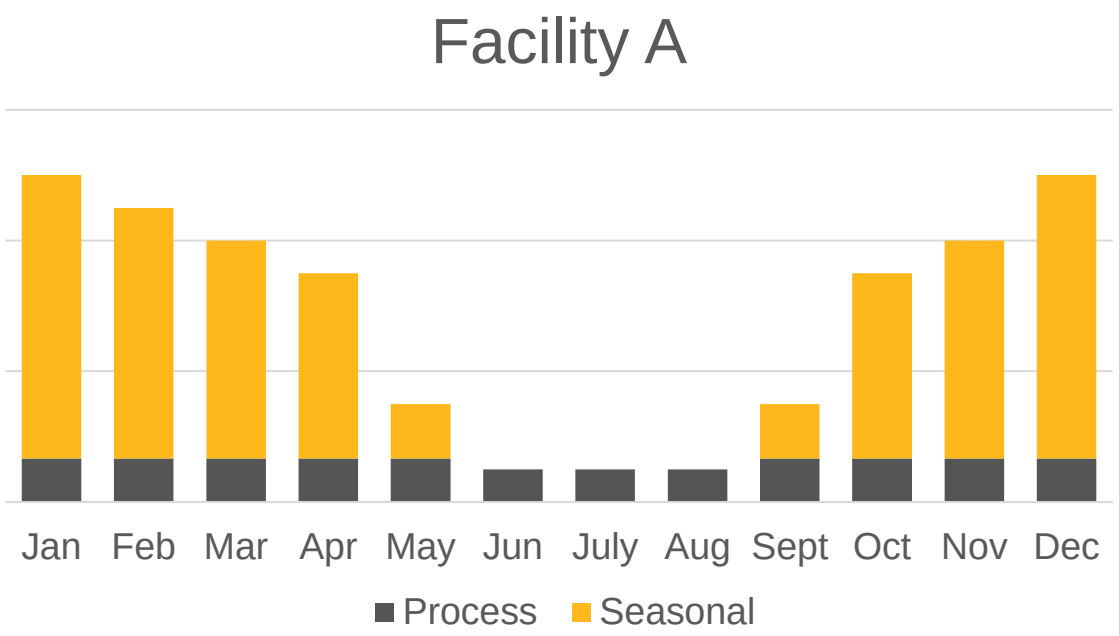
Importance of waste heat recovery

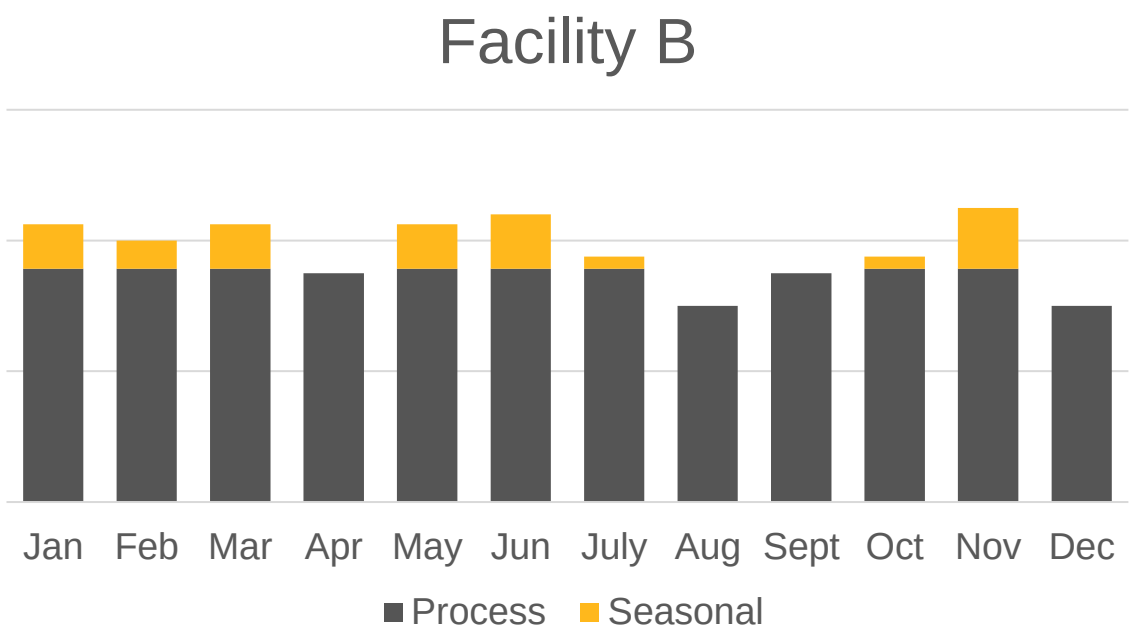
Capturing waste heat increases heating efficiency of your processes leading to lower production costs:



Where to look for opportunities?

Energy consumption chart can point to energy drivers:

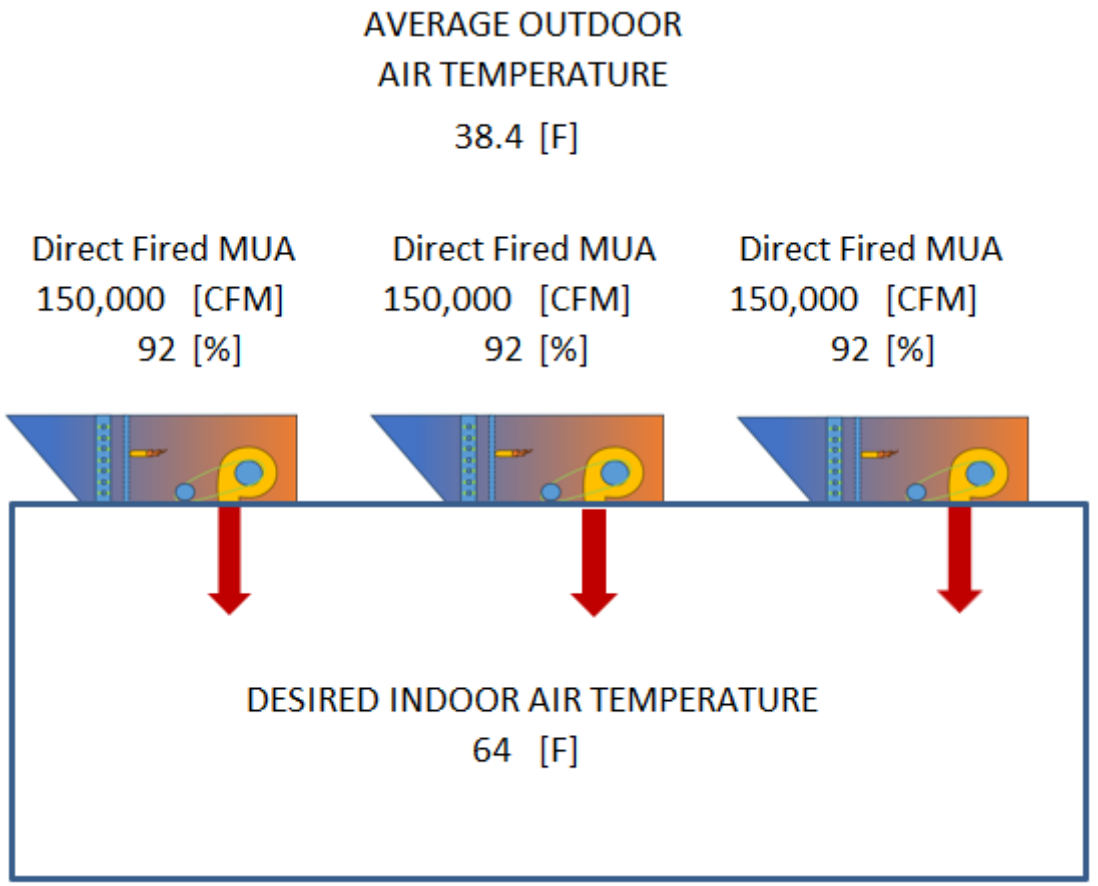




Different opportunities for different facilities—solutions customized to your site.

Seasonal load opportunities

Ventilation—original proposed solution:



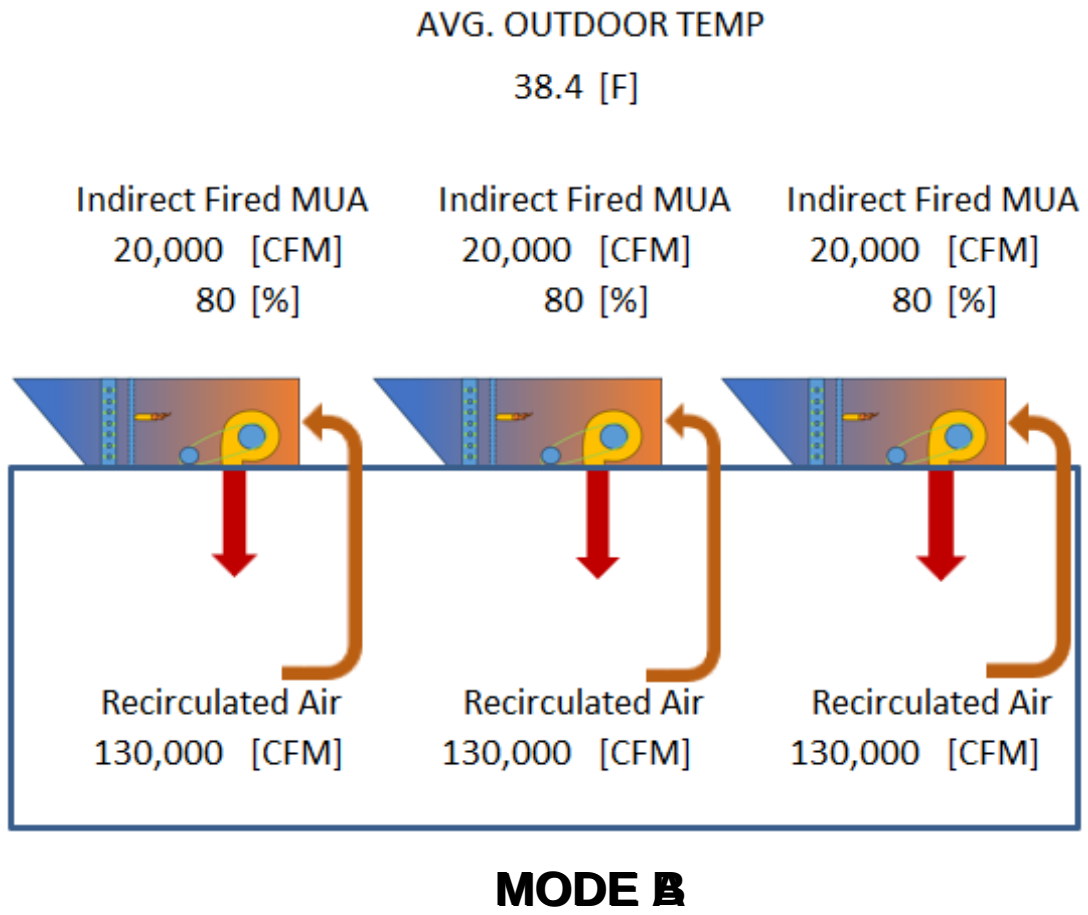
Customer is expanding the facility. Additional production space needs proper ventilation.

Most customers, including this one, are installing or replacing the existing rooftop units with the same technology.

Seasonal load opportunities

Ventilation—recirculation is a more efficient way to accomplish same goal:

The customer worked with Enbridge Gas to calculate the energy savings and environmental benefits.



Seasonal load opportunities

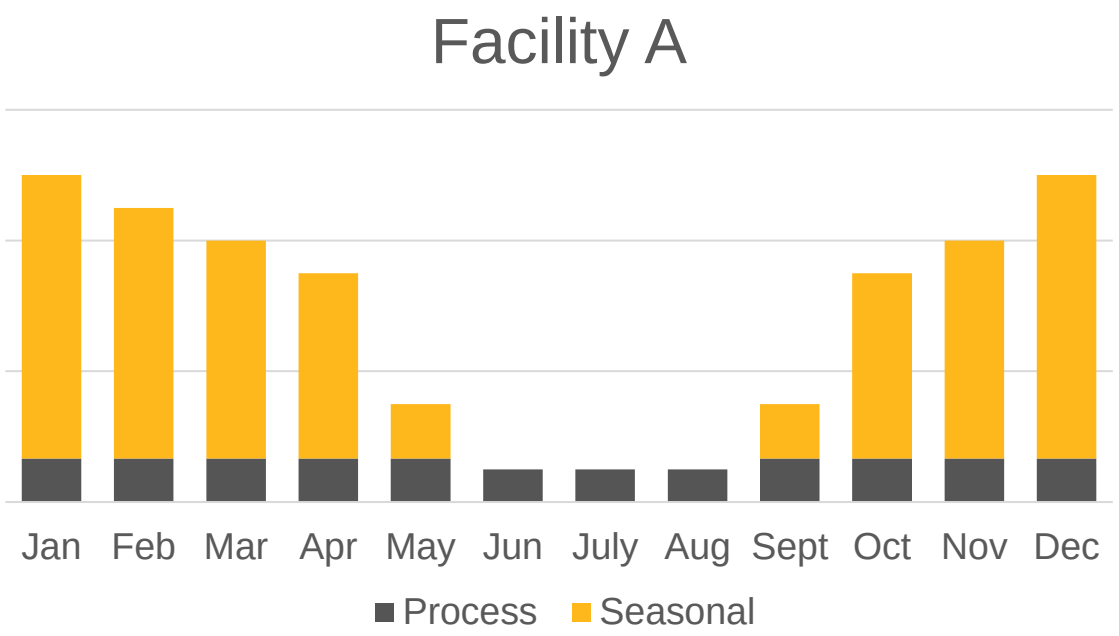
Ventilation—resulting savings:

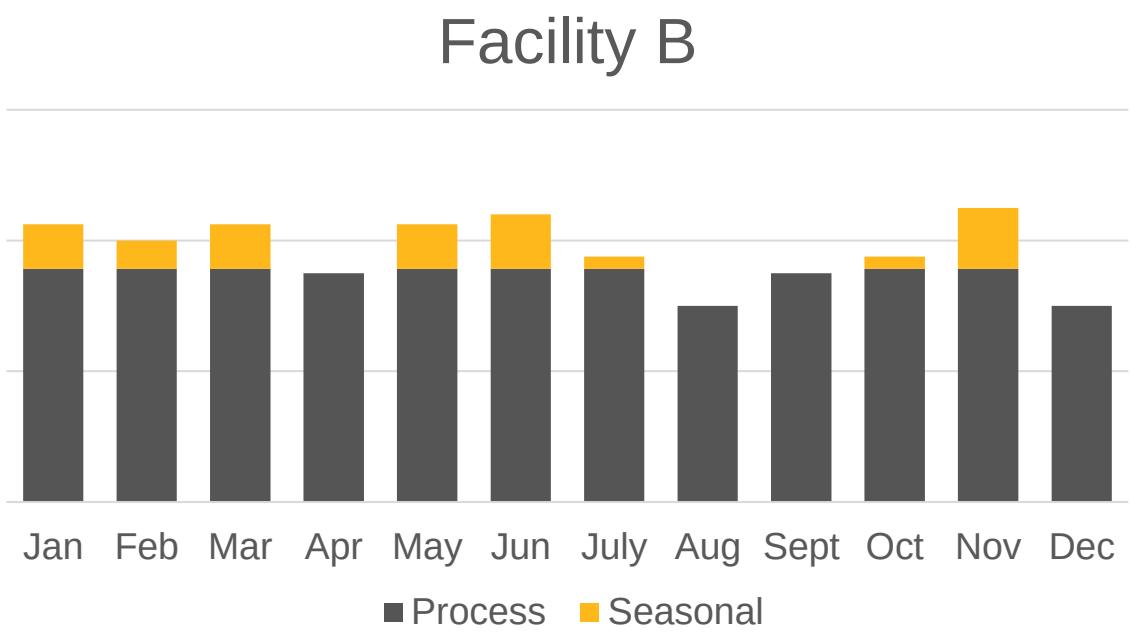
Savings summary		
Natural gas consumption: original proposed design	1,761,258	[m^3/year]
Natural gas consumption: Mode A	151,908	[m^3/year]
Natural gas consumption: Mode B	194,105	[m^3/year]
Estimated annual natural gas savings (A+B)	**1,415,245**	[m^3/year]
Avoided greenhouse gas emissions	**2,653**	[CO2 eq MT/year]
Estimated annual natural gas savings [@ 0.25/m^3]	$353,800	[per year]
Avoided electrical consumption	623,626	[kWh/year]

Estimated one-time incentive from Enbridge Gas	$156,500
Simple payback	4 years

Where to look for opportunities?

Energy consumption chart can point to energy drivers:





Different opportunities for different facilities—solutions customized to your site.

Process load opportunities

Steam system savings through condensate return:

Customer and Enbridge Gas doing a little math to calculate the condensate flowing to the sewer!

Calculations:

$$Fr = \frac{V}{\sqrt{gD}}$$

where,

Fr = Froude number

V = velocity assuming full pipe in m/s

D = the pipe inner diameter in m

g = the gravity constant in m/s

$$0.3\sqrt{gD} = V$$

$$V = 0.3\sqrt{\left(9.81\frac{m}{s^2}\right)\left(2.07in\left(\frac{m}{39.37in}\right)\right)}$$

$$V = 0.215455817\frac{m}{s}$$

$$Q = VA$$

$$Q = \left(0.215455817\frac{m}{s}\right)\left[\pi\left[\frac{\left(2.07in\left(\frac{m}{39.37in}\right)\right)}{2}\right]^2\right]$$

$$Q = 0.000467798\frac{m^3}{s}$$

$$Q = \left(0.000467798\frac{m^3}{s}\right)\left(\frac{60s}{min}\right)\left(\frac{60min}{hour}\right)\left(\frac{958.38kg}{m^3}\right)\left(\frac{2.2046lb}{kg}\right)\left(\frac{klb}{1000lb}\right)$$

$$Q = 3.56\frac{klb}{hour}$$

or

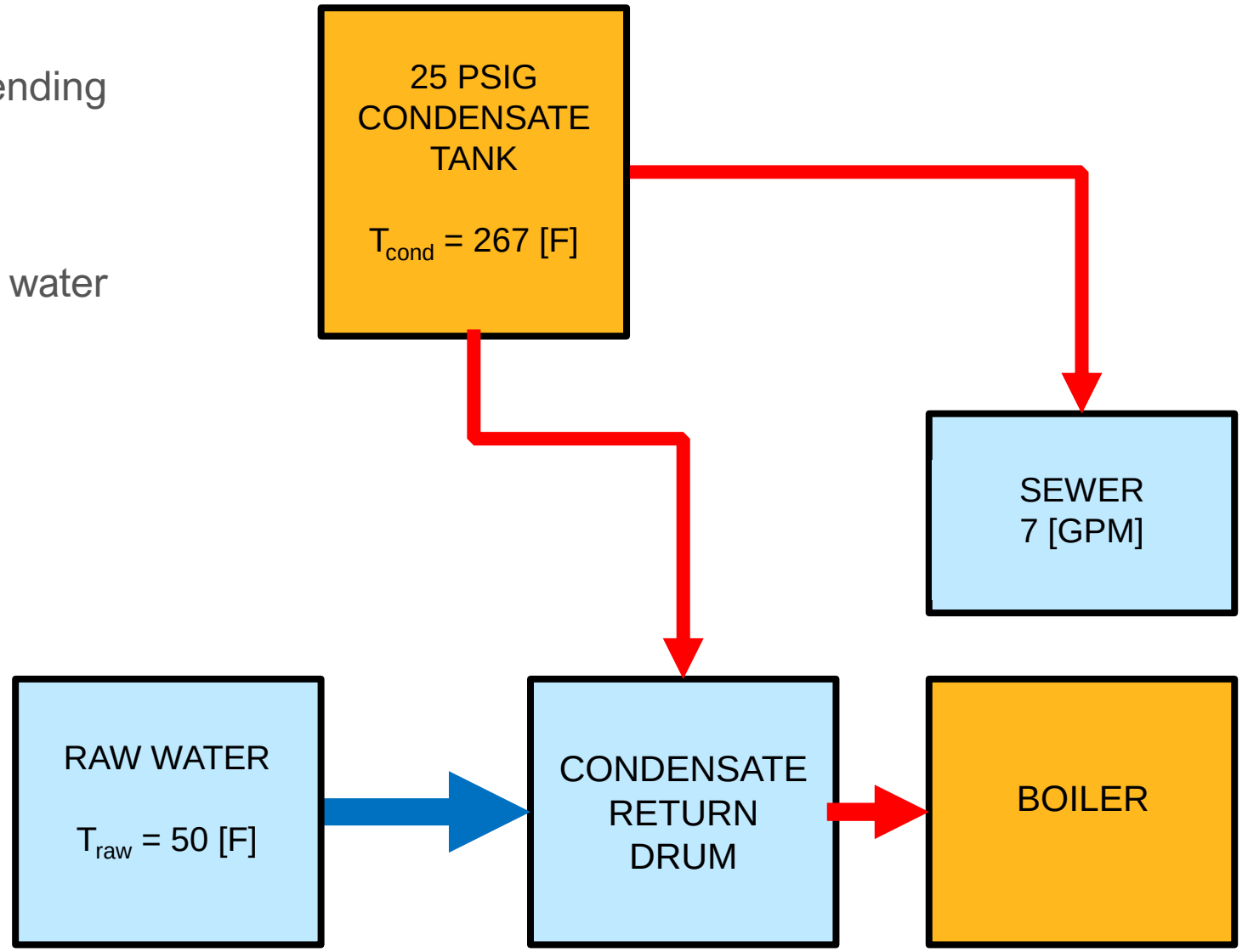
$$Q = \left(0.000467798\frac{m^3}{s}\right)\left(\frac{264.17usgal}{m^3}\right)\left(\frac{60s}{min}\right)$$

$$Q = 7.4147usgpm$$

Process load opportunities

Steam system—customer currently sending condensate to the sewer:

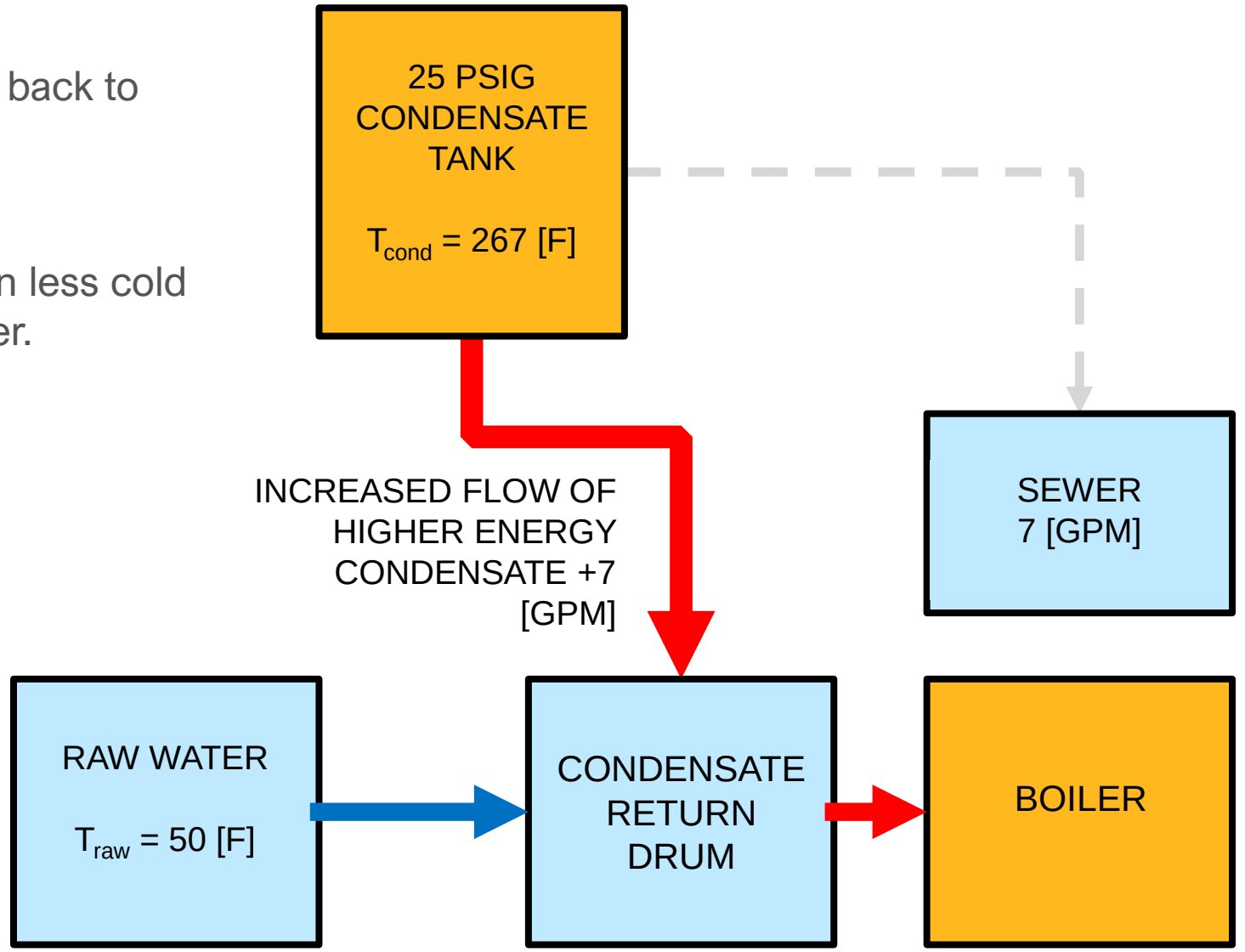
Condensate is “treated” and “heated” water that is very expensive!



Process load opportunities

Steam system—returning condensate back to boiler room:

Increased condensate return, results in less cold water needed to be heated at the boiler.



Process load opportunities

Condensate return—resulting savings:

Savings summary		
Estimated annual natural gas savings	**219,480**	[m^3/year]
Avoided greenhouse gas emissions	**412**	[CO2 eq MT/year]
Estimated annual natural gas savings [@ 0.25/m^3]	$54,870	[per year]
Estimated annual water savings	**31,925**	[m^3/year]
Incremental cost	$94,900	

Estimated one-time incentive from Enbridge Gas:	$71,233
Simple payback	1.8 years

Why manage energy?

Improve uptime	**Electricity and water reduction**
Increased lifespan of equipment	Improved reliability
Thermal comfort	**Resource optimization**
Operational costs	Operational improvements
Greenhouse gas emission reduction	**Reduced maintenance**

Break

Please be seated for 4 p.m. start-up

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Operational update and growth opportunities

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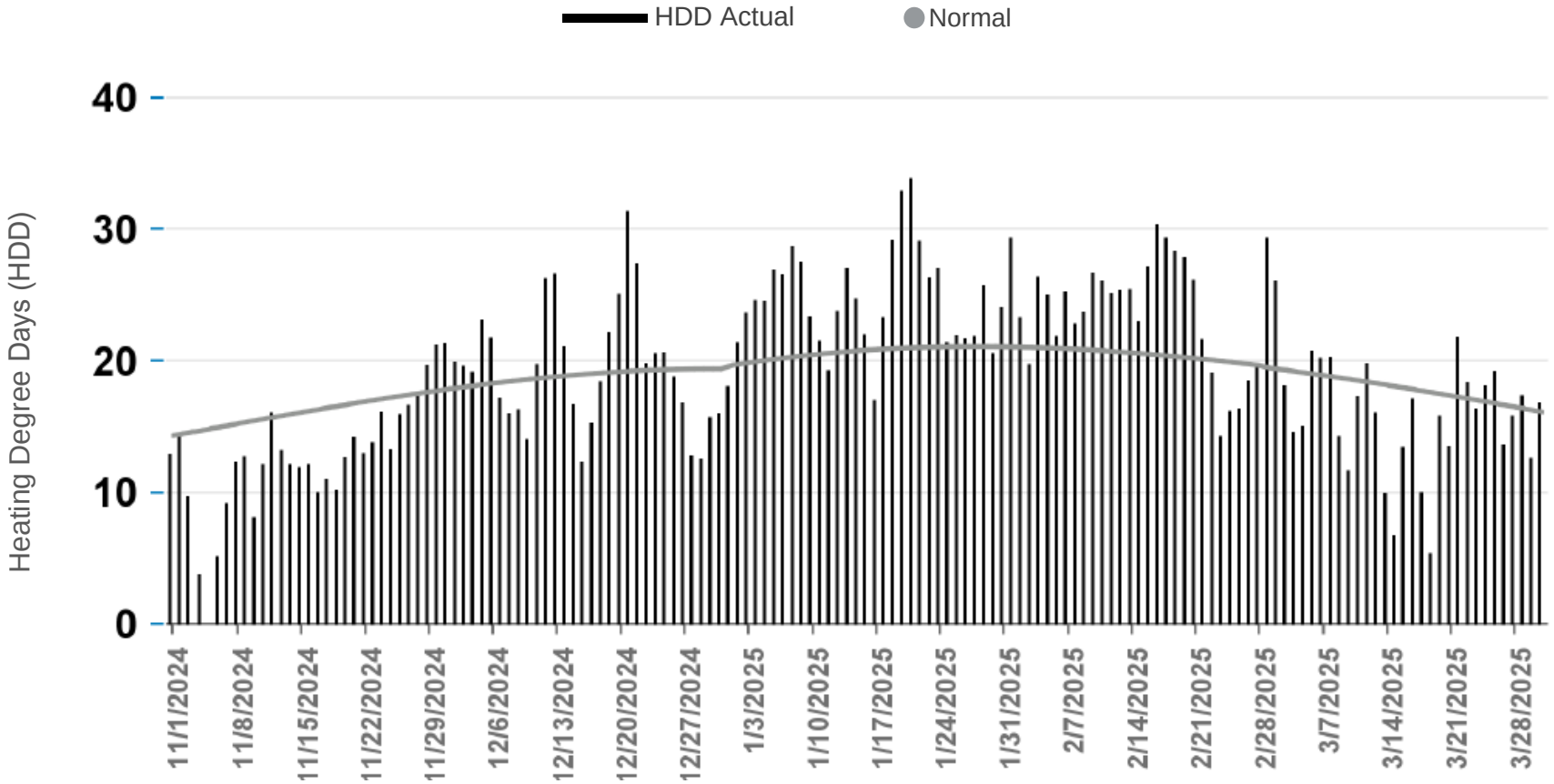
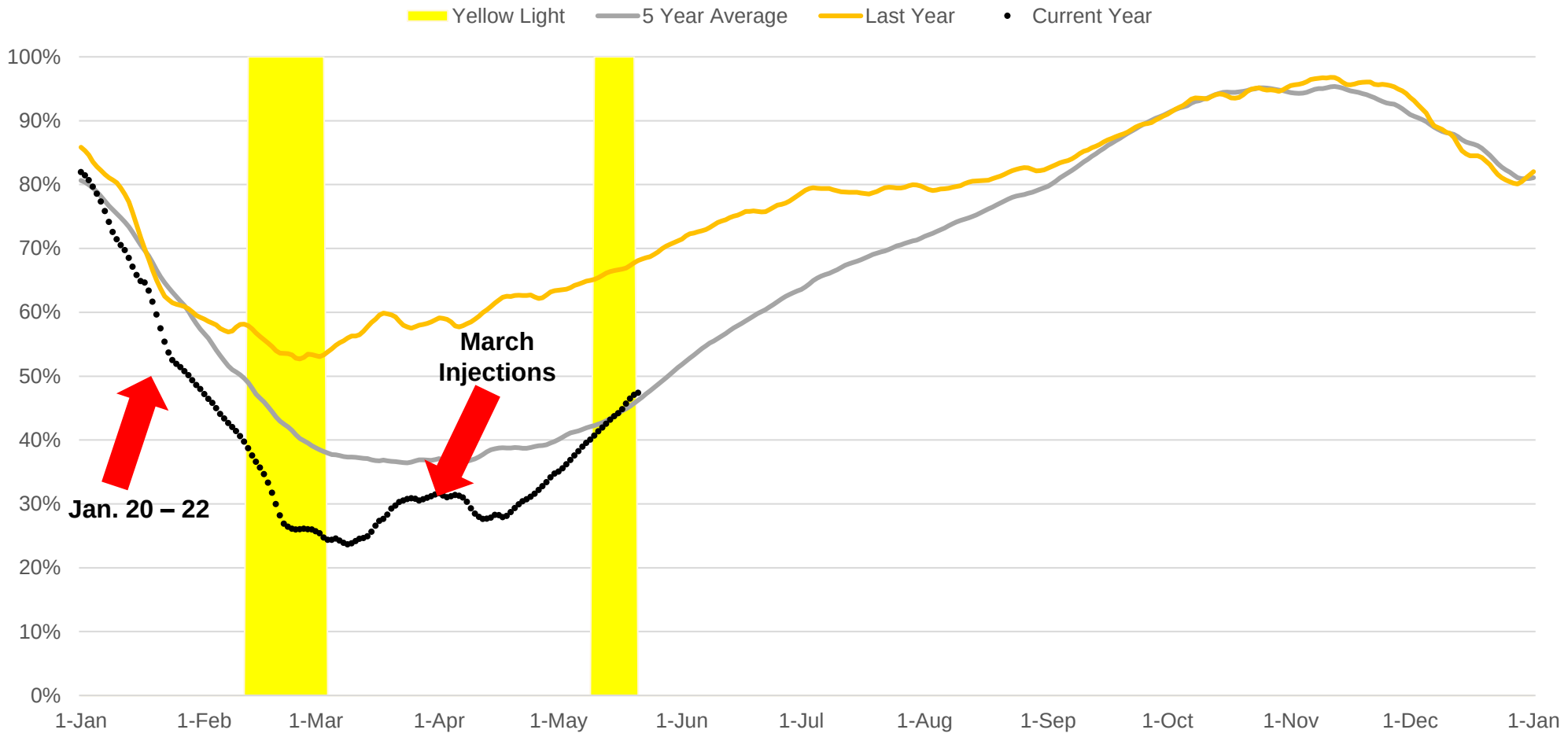
Matt Thomas
Manager, S&T Business Development

Winter 2024 – 2025:
Actual vs. Forecasted Weather



January and February were colder than normal—but Dawn continued to meet customer needs.

Dawn Storage inventory (% Full)



Dawn delivered during extreme cold—now rapidly refilling to prepare again.

Winter 2024 – 2025 notable records

- Top three withdrawal records were set in 2025.
- 5 of the top 10 March injection days occurred in 2025.

Withdrawal records

Rank	Withdrawals (TJ)	Date
1	7,005	Jan. 21, 2025
2	6,711	Jan. 22, 2025
3	6,537	Jan. 20, 2025
4	6,513	Dec. 24, 2022
5	6,383	Jan. 16, 2024
6	6,368	Jan. 30, 2019
7	6,367	Dec. 23, 2022
8	6,286	Jan. 15, 2024
9	6,051	Dec. 26, 2022
10	6,012	Jan. 20, 2022

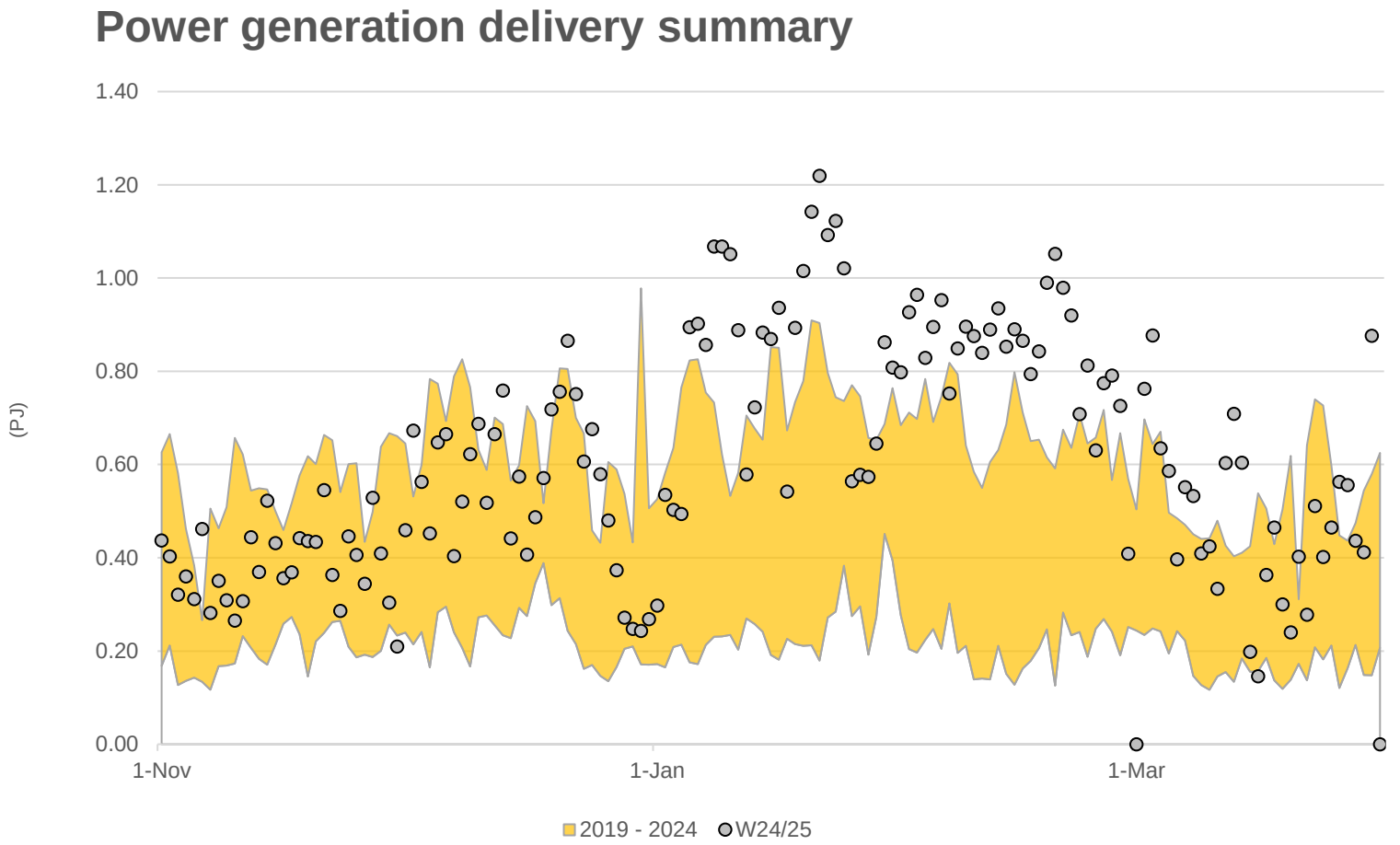
March injection records

Rank	Injections (TJ)	Date
1	3,130	Mar. 15, 2025
2	3,006	Mar. 19, 2025
3	2,343	Mar. 16, 2025
4	2,340	Mar. 14, 2025
5	2,517	Mar. 13, 2024
6	2,240	Mar. 18, 2025
7	2,146	Mar. 18, 2022
8	2,346	Mar. 14, 2024
9	2,227	Mar. 16, 2024
10	2,292	Mar. 5, 2024

Dawn Storage flexibility ensures reliable withdrawals and injections.

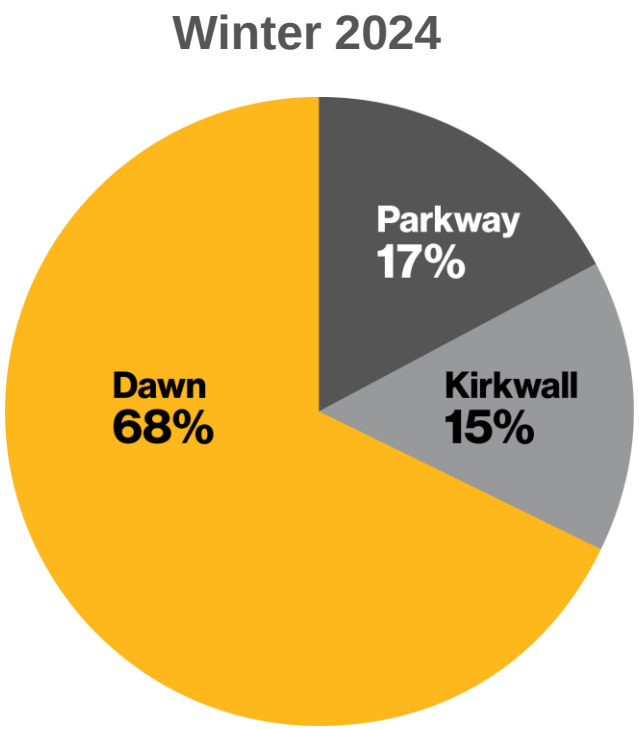
Winter 2024 – 2025 power generator activity

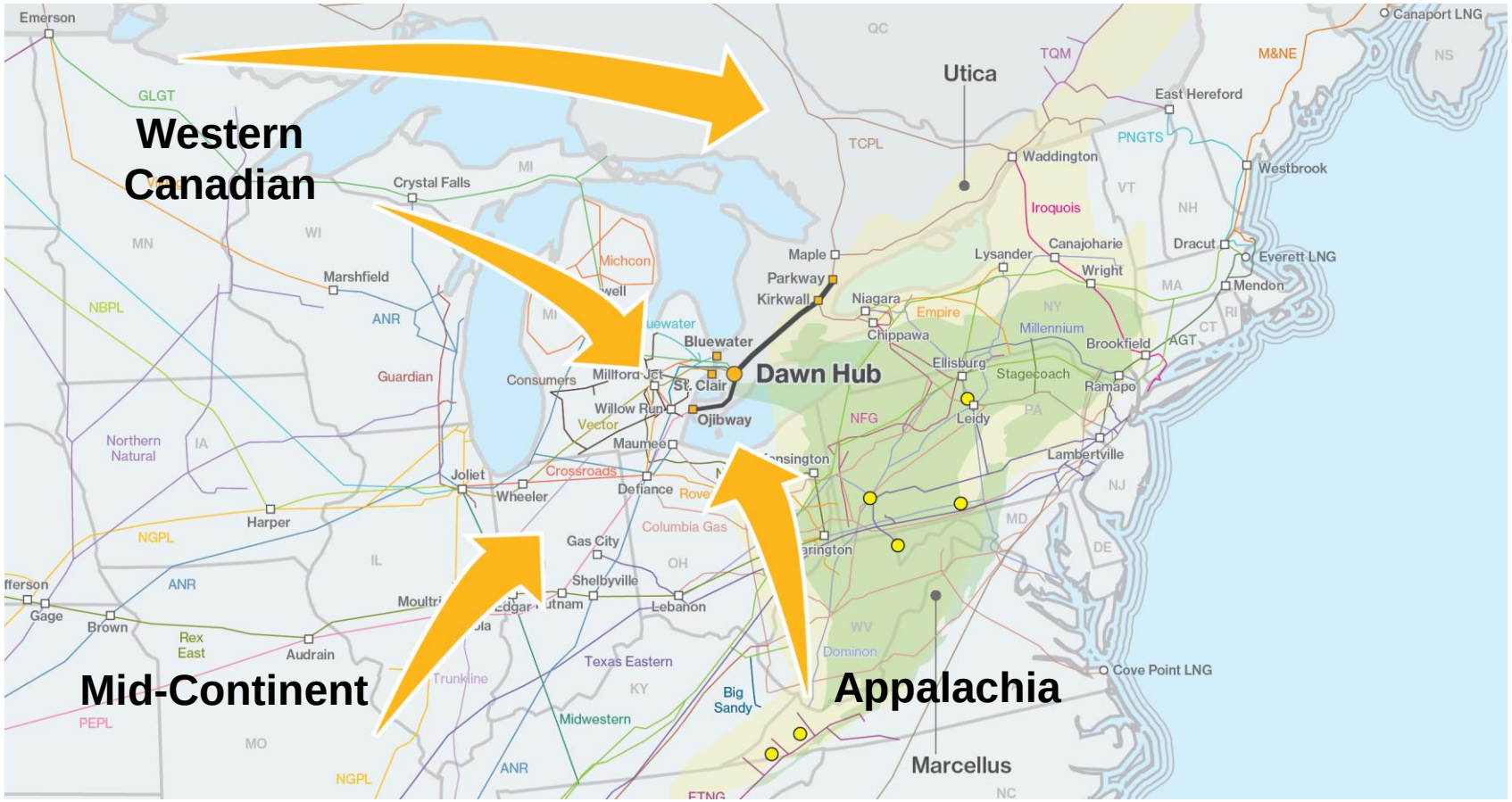
Rank	Deliveries (TJ)	Date
1	1,220	Jan. 21, 2025
2	1,143	Jan. 20, 2025
3	1,123	Jan. 23, 2025
4	1,093	Jan. 22, 2025
5	1,068	Jan. 8, 2025
6	1,068	Jan. 9, 2025
7	1,052	Feb. 19, 2025
8	1,052	Jan. 10, 2025
9	1,021	Jan. 24, 2025
10	1,016	Jan. 19, 2025



Natural gas power plants hit record demand in winter 2024 – 2025.

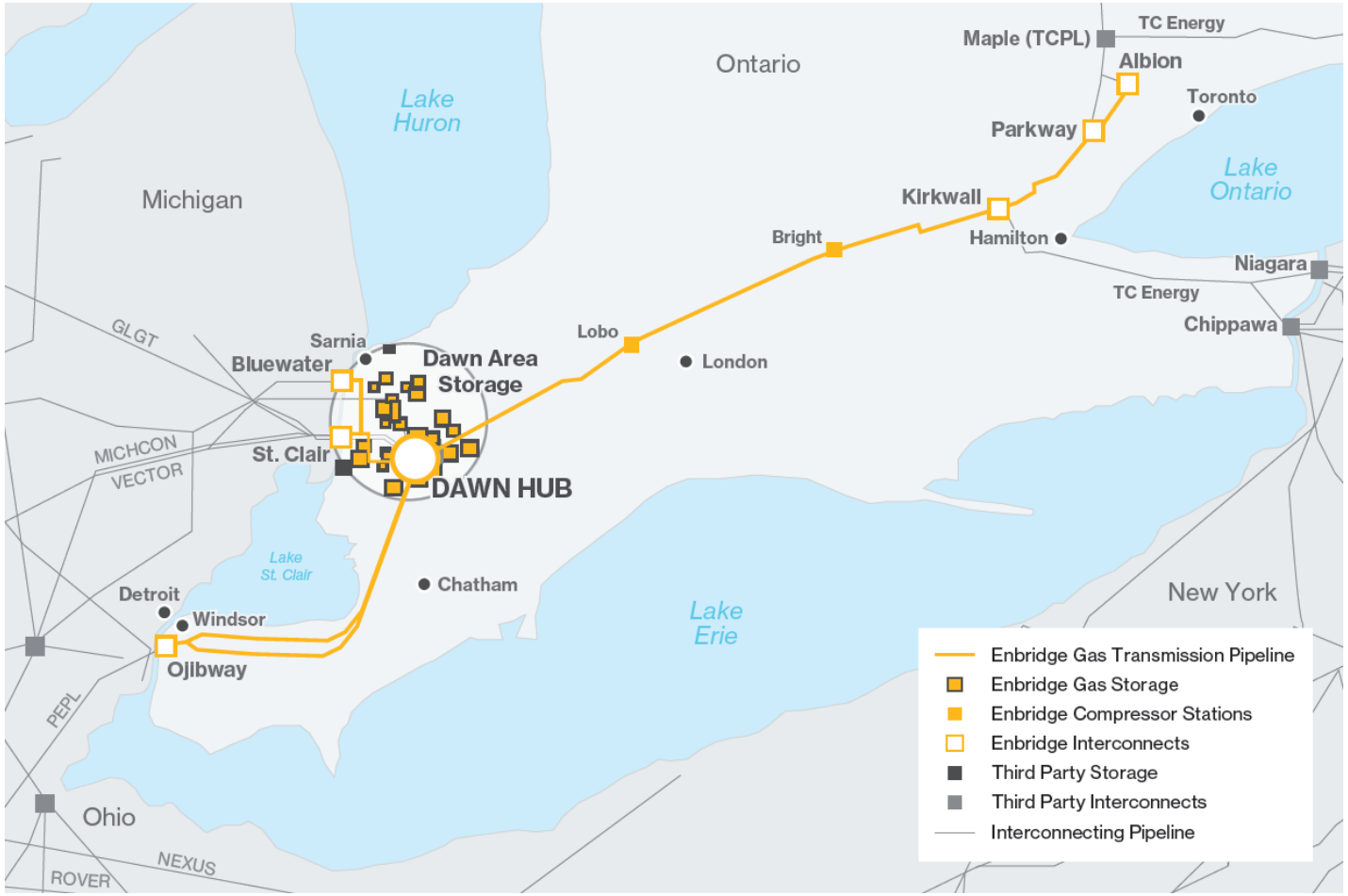
Gas supply to Ontario





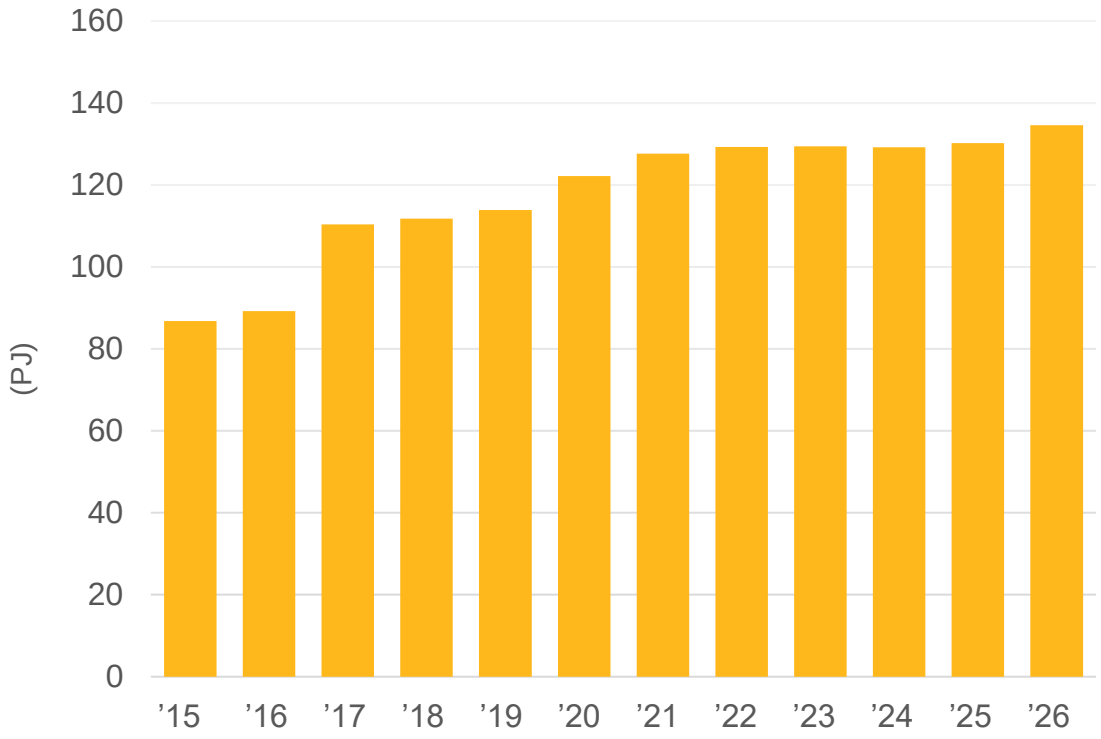
Ontario markets well supplied by Canadian and U.S. basins.

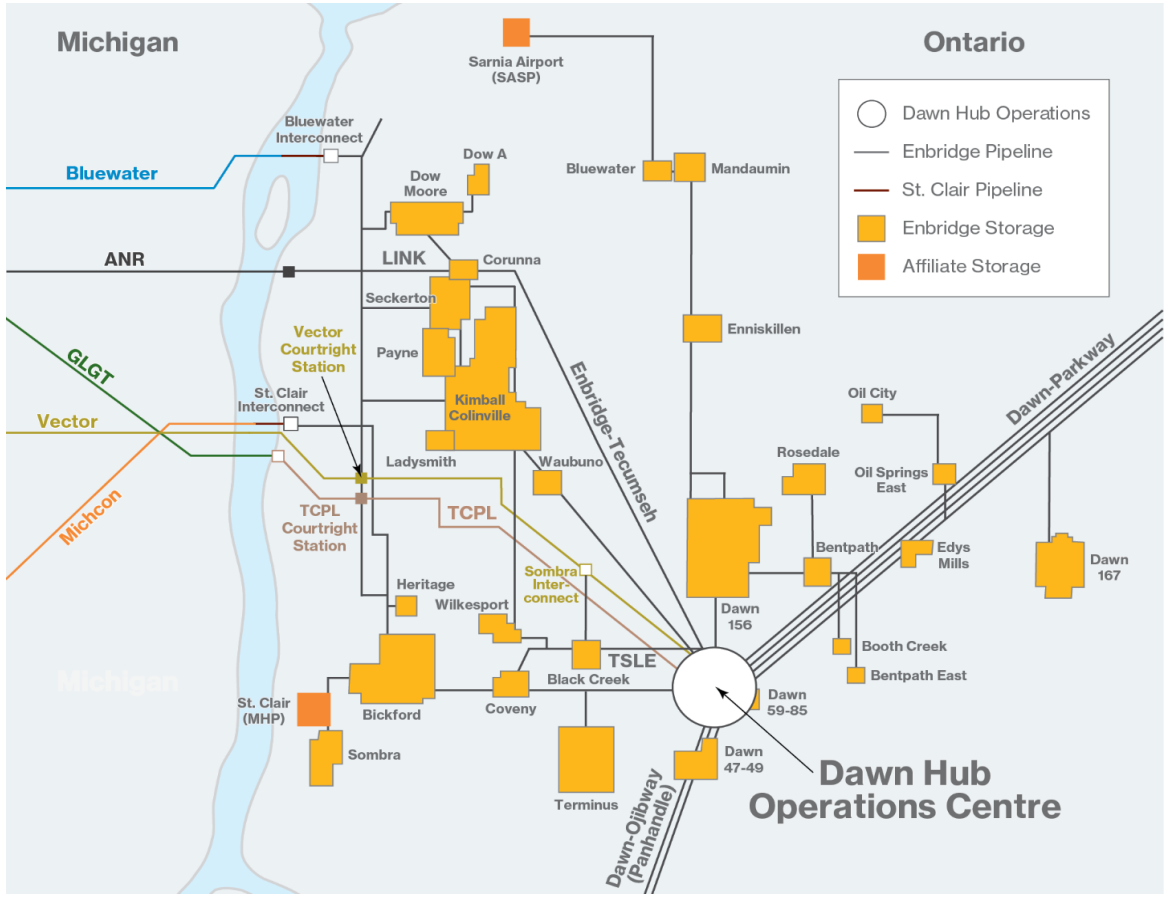
Ontario transmission systems



Expression of Interest processes support efficient transmission and distribution planning.

Dawn Hub storage growth





Dawn has added 42 PJ of non-utility storage to boost market liquidity and supply.

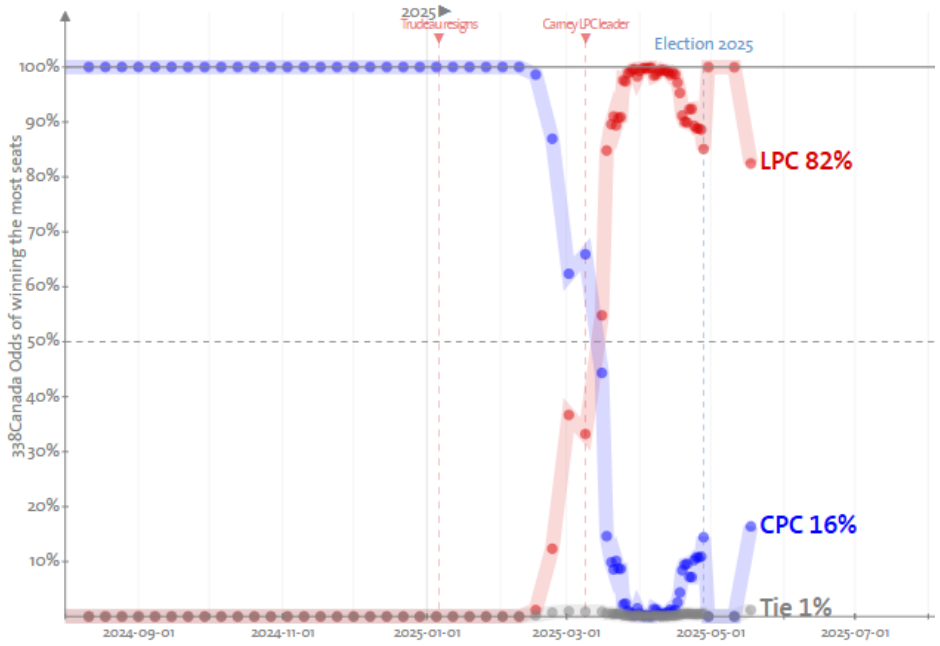
Political spotlight

Trevor Esdaile, Manager, Government Affairs
Nicole Brunner, Director, Industrial Market Development

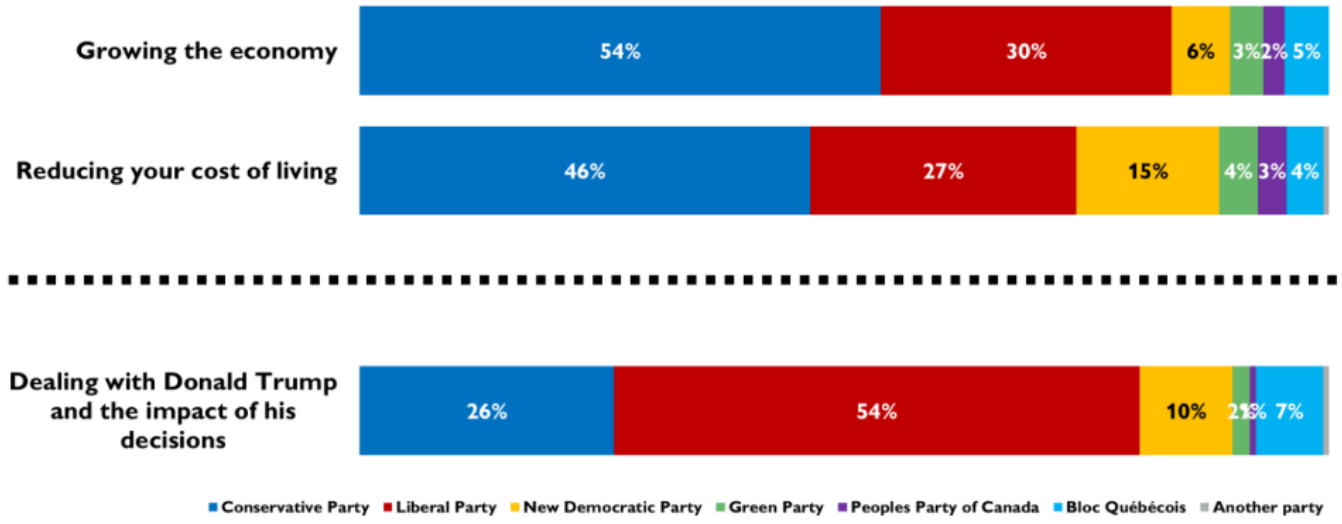
Trump's trade war adds new dimension to 2025 affordability election issue

By The Canadian Press

Odds of winning the most seats

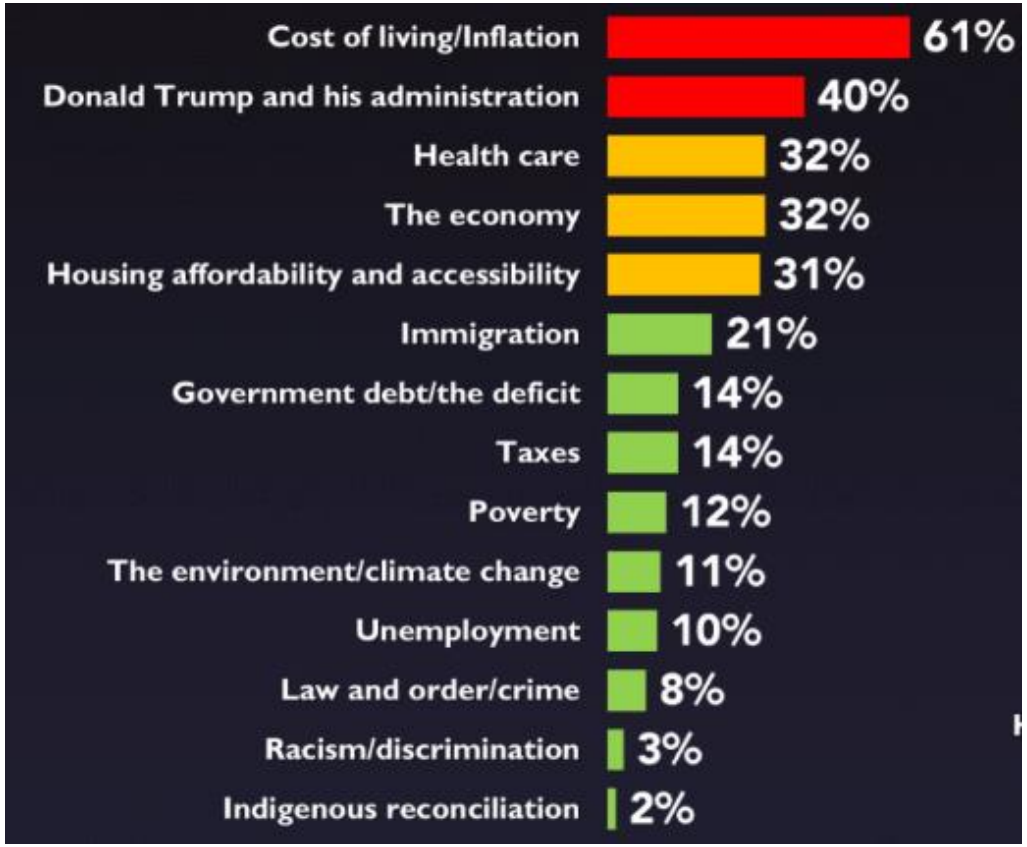


Vote intention by top issue

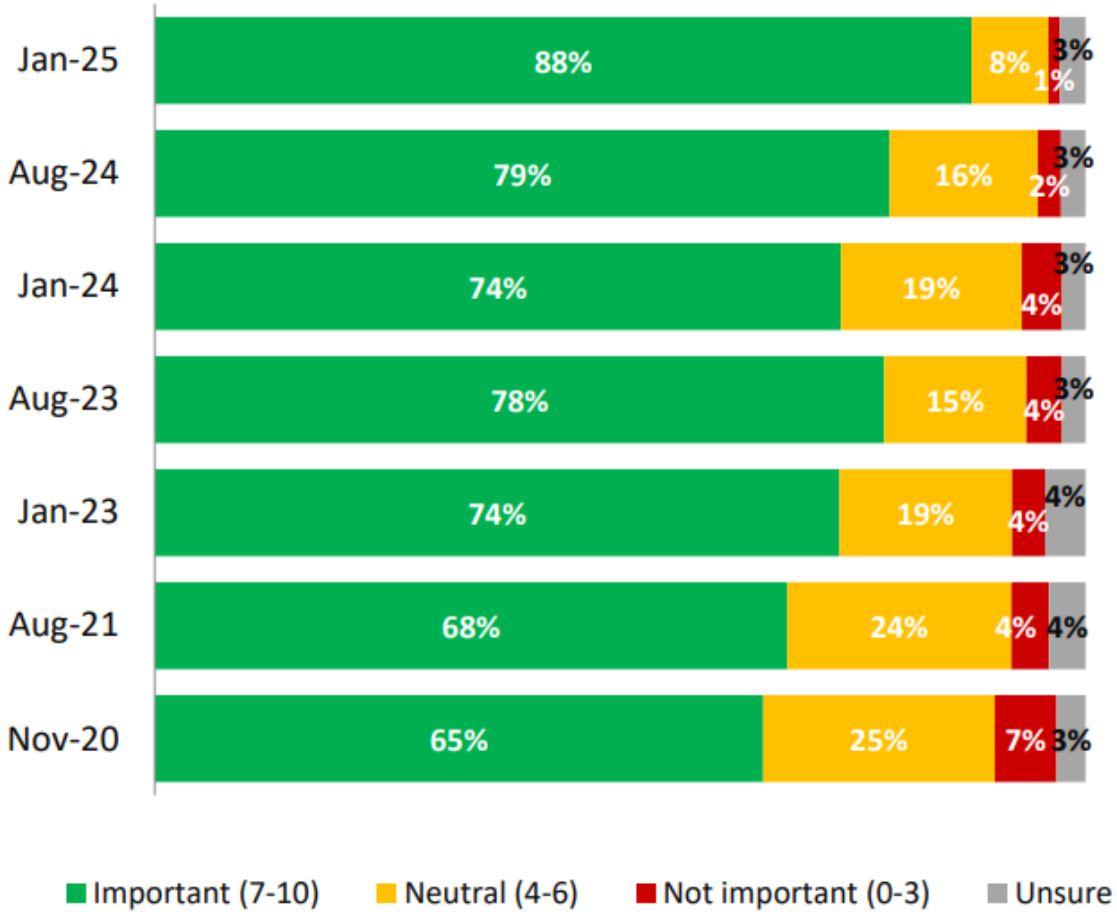


Sources: 338 Canada , Abacus Data, March 23

Top issues



Support for importance of oil and gas to Canada's economy



Source: Abacus Data Nanos

Closing remarks

ENBRIDGE

Steve Greenley
SVP, Commercial

Lucky draws

1ST

2ND

3RD

Keynote address

Dr. Hayley Wickenheiser

- Seven World Championships
- Six Olympic appearances
- Five Olympic medals

ENBRIDGE

Thank you for coming!

Please make your way over to the ball game for a 7:05 p.m. start.

ENBRIDGE