

Partners in climate change action

Municipal Energy Solutions

Safety Moment – Scam Awareness



Online

- Scammers are using more digital tools (email, fake Enbridge websites, search engine listings, sponsored ads, and social media, such as FB, LinkedIn and X), to contact you.
- Never give out personal information.
- Never give out your account information.
- Never click on a link or scan a barcode or QR code.

Phone calls or texts

- A phone call or text from someone posing as Enbridge Gas offering discounts, refunds, to pay your bills or send you money, is a common scam.
- Scammers often use caller ID spoofing to make a call appear to originate from Enbridge Gas.
- Do not click on links provided in suspicious text messages.

At your door

- At Enbridge Gas, all employees and authorized contractors are required to wear visible photo identification.
- We do not sell natural gas door-to-door.
- We do not sell, rent, or service natural gas appliances or smart thermostats.
- Our representatives will never come to your door and ask to see your natural gas bill or sign a contract.

Enbridge Gas Ontario

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

- **Values:** Safety, Integrity, Respect, Inclusion, High Performance.
- **Ambition:** To be your first choice for resilient, sustainable energy solutions.
- **Experience:** Over 175 years of experience in safe and reliable service.
- **Distribution business:** 3.9 million Ontario customers, heating >75% of Ontario homes.
- **Dawn Storage Hub:** Canada's largest integrated underground storage facility and one of the top gas trading hubs in North America.
- **Advancing Ontario's transition to net-zero emissions:** Advancing conservation, renewable gases and cleaner technologies for heat, transportation and industrial processes.



What we do

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



Ontario gas utility

- 3.9 million retail customers
 - 75% of Ontario homes
 - 99.9% reliability
-

Providing almost

30%

of Ontario's energy
needs delivered



Offering energy solutions

- Advancing sustainable energy solutions for Ontario
 - Conservation, renewable gases, cleaner technologies
-

Aspire to reach

net-zero

in our operations
by 2050

Safety is our #1 priority

We invested

\$504M

in 2022 to maintain the integrity of our
system

We monitor our lines

24-7-365

with people and computerized leak detection
systems

We performed

255

pipeline integrity inspections in 2020 –
2022

We held

13

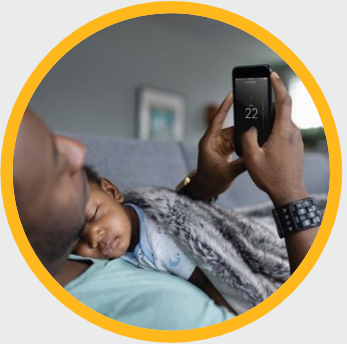
emergency exercises
drills in 2022



Above all else, we are always working to ensure the safety of our people, neighbours and the environment

Enbridge Gas Ontario is advancing solutions for net-zero energy future

Conservation



Helping homes, business and industry use less energy through conservation programs

Renewable gases



Advancing the transition to renewable gases through Renewable Natural Gas programs and hydrogen blending

Cleaner energy technologies



For fleets and heavy transport that can't be practically electrified:

- CNG
- RNG
- Hydrogen



Flexible and efficient building energy solutions:

- Hybrid heating
- CHP
- Waste heat recovery



For energy-intensive processes that can't easily be electrified:

- Cleaner and lower-emission gases
- Carbon capture and storage

Broad Program offerings



Residential

- Home Renovation Savings Program (New)
- Smart Home (thermostats)



Commercial

- Energy Audits, Assessments
- Fixed Incentives
- Custom Incentives
- Direct Install for Small Business
- Business Partner Incentives



Industrial

- Energy Audits, Assessments
- Custom Incentives



Low-income

- Home Winterproofing
- Affordable Multi-Family Housing
 - Includes energy assessments fixed and custom incentives



Large Volume

- Direct Access Custom Incentives



Energy Performance

- Whole Building Pay For Performance for schools



Building Beyond Code

- Residential Savings By Design
- Net Zero Energy Ready
- Commercial Savings By Design
- Affordable Housing Savings By Design
- Commercial Air Tightness Testing

3 streams, one program...energy agnostic



Savings by Design Commercial & Multi-Residential

For projects greater than
25,000 square feet.



Savings by Design Residential

For low-rise residential single
family, semi-detached,
townhomes and stacked
townhomes.



Savings by Design Affordable Housing

For affordable housing providers
who have received financial
assistance from a government
program.

Building a NZER Discovery Home



IDP Workshop to identify a pathway to NZER



CHBA NZER evaluation/testing



\$15,000 energy performance incentive



Sales & marketing training



CHBA label & builder registration fees covered



Project wrap-up – challenges, successes, lessons learned



On-site trades training



CHBA NZ Builder Training & Advanced Building Science Training available

Collaboration between Enbridge Gas and IESO

Bundle and Save option:

- Heat pump water heater Insulation
- Windows and doors
- Air sealing

Single upgrade option:

- Cold climate air source heat pumps
- Ground source heat pump
- Solar panels and battery storage
- Smart thermostat



Enbridge Gas Ontario Home Renovation Savings (HRS)



Enbridge Gas and Save on Energy have partnered to launch the new HRS program to help Ontarians improve home energy efficiency and comfort.

Residential Program:

- **Description:** Bundled and single measure options are available regardless of whether homes are primarily heated with Enbridge Gas supplied natural gas or electrically heated homes
- **Flexible Options:** Homeowners can participate in both the assessment stream and the “no” assessment stream.
- **Rebate Stacking:** Homeowners are permitted to “double-dip” on any measure between HRS and any municipal rebate program available. *(NOT for any other Enbridge, IESO, or Government of Ontario program).*

Home Energy Assessment Stream (2 or more upgrades)

- Attic Insulation
- Basement Insulation
- Crawl Space Insulation
- Exterior Wall Insulation
- Exposed Floor Insulation
- Windows/Doors
- Air Sealing
- Domestic Hot Water Heat Pumps (DHWHP)

No Home Energy Assessment Stream (1 or more upgrades)

- Smart Thermostat
- Heat Pumps
 - Cold Climate Air Source Heat Pump (ccASHP)
 - Ground Source Heat Pump (GSHP)
- Solar Panel & Battery Storage

Enbridge Gas Ontario Home Winterproofing Program (HWP)



Enbridge Gas and Save on Energy have teamed up to help you lower your energy use and make your home more comfortable.

Residential Program:

- **Description:** The Enbridge Gas Home Winterproofing Program and Save on Energy's Energy Affordability Program are working together to bring more free upgrades to income-eligible Ontarians.
- **One Window:** Now streamlined into one simple application, when homeowners apply to one program, they'll automatically apply to both.

Home Winterproofing Program

**FREE insulation**

Upgrade wall, attic or basement insulation.

**FREE draft proofing**

Seal air leaks to remove drafts.

**FREE smart thermostat**

Keep comfortable without wasting energy.

Energy Affordability Program

**ENERGY STAR® certified appliances**

Replace your fridge, freezer, dehumidifier and more.

**ENERGY STAR certified LED bulbs**

They're up to 90 percent more energy efficient than incandescent bulbs and they last up to 15 times longer.*

**Cold climate air source heat pump**

For electrically heated homes, this heating and cooling system uses less energy to heat and cool your home.

30 years and counting



34.2B

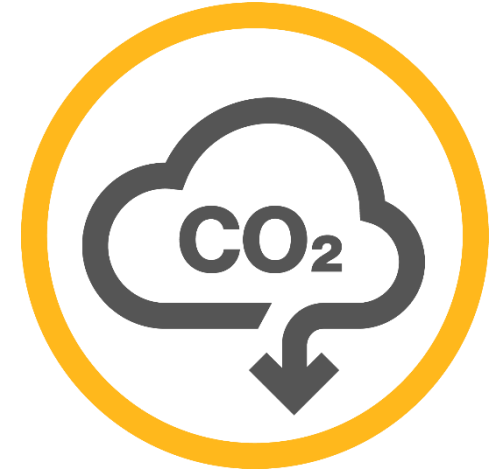
lifetime cubic metres of natural gas
saved



Roughly equivalent to

14M

cars off the road for a year



64.2M

tonnes of greenhouse gas emissions
reduced

Top HER+ Measure Uptake^{1,2}



Air source heat pumps

13,127



Windows/doors

91,571



Attic/cathedral ceiling/
flat roof insulation

7,234

¹ For clarity, this displays the number of measure installations and is not a participant count.

² This only represents measure uptake for packages that were partially or fully funded by Enbridge Gas.

Why work with us?



Collaborate with a dedicated team to support climate action initiatives.



Gain access to industry-leading data, insights and expertise.



Secure funding to identify, plan and execute climate action projects.



Lower emissions in key sectors: buildings, transportation and industry.

The Toolbox



Supporting a municipal activity already underway or increases municipal capacity to act



Creating capacity for a municipality to undertake an activity



Reducing natural gas consumption in support of climate change action

Current Offerings



MCAO (Municipal Climate Action Offer)

- Up to \$10,000 to support municipal action to reduce natural gas consumption within the borders of the municipality.

HERO (Home Energy Retrofit Orientation)

- Helping homeowners better understand heating, cooling and ventilation, how to undertake a home energy retrofit, and encourage them to act.

Building Beyond Code

- Helping municipal planning and building officials better understand energy efficiency regulation in Ontario and the building science of energy efficiency, to support the achievement of local climate action goals.

Wrap-Up

Question & Answer

