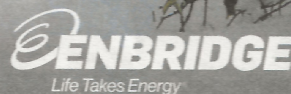


Connecting With Our Customers

February 2021



Fuelling Ontario's clean energy transition

You may be asking—what is a natural gas company doing to fight climate change? We're stepping up, targeting net-zero emissions in our own operations by 2050 and leading the transition to a low-carbon economy through innovative energy solutions.

- Investing in low-carbon technologies for heat and transportation like compressed natural gas as an alternative to diesel.
- Providing essential backup to enable renewable electricity.

How we're advancing low-carbon solutions to keep energy affordable:

- Greening the gas supply with carbon-neutral sources including renewable natural gas and zero emission hydrogen.
- Helping homes and businesses use less energy and save money through efficiency programs.



Visit enbridgegas.com/environment to learn more about a clean energy future.

Keep your meter clear



During the winter it's important to keep your outdoor natural gas meter and exhaust vents free of snow and ice. A gas meter covered in snow or ice can impede its ability to regulate the pressure of the gas supplied to your home, which could lead to serious risks for you and your family. Gently brush off snow or ice with a soft broom or brush and never use a sharp tool like an ice scraper. Also be careful not to bump your meter with a shovel or snow blower.

If we can't reach it, we can't read it.

Don't forget to clear a path to your meter—it allows easy access for accurate meter readings or in emergency situations. If your meter isn't accessible, your bill will show an estimated amount and will be adjusted the next time we can get an accurate reading. You can also contact us online using My Account to submit your meter reading.



Visit enbridgegas.com/clearyourmeter to watch a short video on how to keep your meter clear.

Geothermal heating and cooling

Below the surface of the earth, the temperature stays the same regardless of the temperature change above ground. Using a geothermal system, the heat from the earth can be passed into your home when it's cold and moved from your home back into the earth when it's hot. The Enbridge Geothermal Program helps provide you with affordable and quality access to Geothermal System.



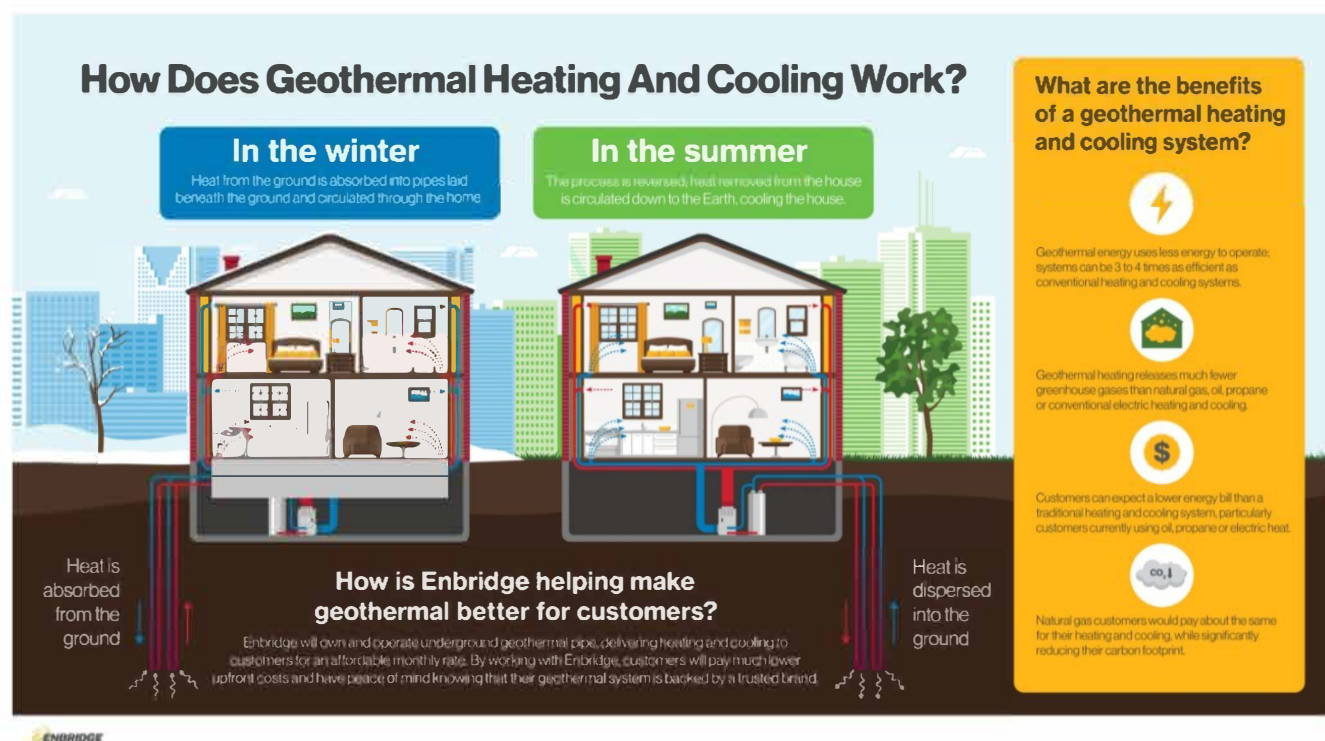
What ▾

Benefits

Getting Started

What

How does geothermal heating and cooling work?



Geothermal System cools your home in the summer and heats your home in the winter using thermal energy extracted from the Earth through pipes installed between 5-200+ feet underground.

There are two parts to a Geothermal System

- Inside your home a heat pump is installed which is similar in size and shape to a furnace
- Outdoor your home a piping system called a Geothermal loop is installed underground

In winter, this piping system, acts as a heat-exchanger between the warm earth and the air inside your home. Energy is transferred through the pipes into the home where a heat pump then converts the low temperature energy into usable thermal energy that is distributed into the home through duct work or radiant piping.

In summer, this process is reversed and the heat and humidity inside your home is removed and transferred back into the cooler earth for use at a later time.

There are two common types of Geothermal loop installations

- Horizontal loops involve trenching and installing piping at depths around 5-6ft. below the surface. These installations require approx. 1/2-3/4 acre of available land on the property.
- Vertical loops are installed by drilling into the earth to depths of 200 ft. and greater and installing the piping in the boreholes. This method requires a much smaller footprint which makes them perfect for suburban and community lots.

Source: <https://www.enbridgegas.com/Natural-Gas-and-the-Environment/Enbridge-A-Green-Future/Geothermal>

Benefits

Save more on your monthly heating cost.

- Geothermal Systems are 300-400% more efficient compared to conventional heating sources like propane, oil and electricity which peak at 95% efficiency.

Decrease your carbon footprint and impact to the environment.

- Geothermal Systems heats and cools your home without the use of fossil fuels. The equipment creates zero harmful greenhouse gas emissions.

Easy access to your energy.

- Geothermal systems do not require fill-ups to your home and uses electricity which remains at a relatively constant cost throughout the year. In comparison, oil and propane requires fill-ups and often come with fluctuating fuel prices.



Getting started

Installing a Geothermal System in your home is a significant investment. The Enbridge Gas Geothermal Program helps provide you with affordable and quality access to a Geothermal system.

We work with geothermal experts to ensure pipes are installed properly plus we'll breakdown the full geothermal service into an affordable monthly fee.

In most cases, Geothermal Loops are expensive and accounts for a large portion of the upfront installation cost. Through the Enbridge Gas Geothermal Program we will:

- Cover all associated material and installation costs for the geothermal loop (installed outside your home underground)
- Provide our expertise and oversight of the installation including ongoing maintenance and repairs to the Geothermal loop.
- Charge a monthly rental service fee for the Geothermal loops.

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