


A family of four is shown dining outdoors at a wooden table. The father, on the left, is wearing a red and blue plaid shirt and is smiling. The mother, on the right, is wearing a white and black striped shirt and is also smiling. A young boy is sitting between them, drinking from a glass. A young girl is in the foreground on the right, looking towards the family. The table is set with plates of food, including a large salad, and several glasses of wine. The background is filled with lush green trees and foliage, suggesting a park or garden setting. The overall atmosphere is warm and pleasant.

NATURAL GAS SERVICE FOR YOUR HOME

Learn how simple it is to switch



**COMPARED TO OTHER
MAJOR HEATING FUELS,
NATURAL GAS CUSTOMERS
CAN SEE AN AVERAGE
SAVINGS OF UP TO
\$2,000/YEAR ON THEIR
RESIDENTIAL ENERGY BILLS.***

WHY SWITCH TO NATURAL GAS?

Whether it's for heating your home, cooking meals or an endless supply of hot water for your busy family, natural gas adds convenience, cost savings and reliability to your daily life.

Natural gas is now the leading source of heat for homes and businesses in Canada. More than 6.6 million Canadians use it to heat, cool and cook in their homes.

SAVES YOU MONEY

Natural gas is an abundant fuel source that can add value to your home and save you money. It's a convenient and affordable fuel source throughout the year, whether you're heating your home in the winter or cooling it down in the summer.

Getting gas appliances doesn't necessarily mean starting from square one. You may be able to convert some existing appliances to natural gas. Instead of buying new appliances, you could save even more money while taking advantage of all the benefits that natural gas has to offer.

DELIVERED ON DEMAND, STRAIGHT TO YOUR HOME

No more stocking up on heating fuel in advance and arranging a delivery, and the hefty bill that comes with it. Natural gas provides an instant source of energy without delay. Plus, you will benefit from added curbside appeal without the eyesore of a fuel tank.

With natural gas, you don't need to wonder if you have enough to last the winter. Canada has enough natural gas for the next 200 years, making it a stable, reliable and affordable choice for your home.*

Even during a storm or power outage, you can continue to cook and heat your home.

SAFE AND CLEAN ENERGY

Rest assured that you're using one of the safest and cleanest burning fuel choices.

Natural gas emits lower levels of greenhouse gases and air pollution than any other fuel source including heating oil, propane and, in some jurisdictions, electricity.*

There are plenty of efficient natural gas appliances on the market to choose from so you're likely to use less gas than anticipated. With new homes now being built with better insulation, tighter fitting windows and doors and energy efficiency products on the market, you'll also be consuming less energy and helping to protect our environment.

Source:
*2019 Canadian Gas Association Playbook

HOW MUCH WILL IT COST TO SWITCH?

1. CONNECTING YOUR HOME TO THE DISTRIBUTION SYSTEM

Good news—this is free! We will be installing the gas main on your street and connecting it to homes that have applied for natural gas service with EPCOR. This connection will be free for most customers, provided your meter is 30 metres or less from the property line to the distribution system and you start using gas within one year of hook up. Customers who require more line to connect will be provided with an estimate for the additional line cost, which, if approved, will be charged on their first bill.

2. CONVERTING YOUR EXISTING APPLIANCES AND/OR PURCHASING NEW ONES

We recommend speaking with a local Heating, Venting and Air Conditioning (HVAC) contractor to determine if your existing appliances can convert to use natural gas. Depending on your current fuel source, for some appliances this can be as simple as changing the orifice.

You should also consider if you want to add appliances or features to your home that use natural gas, such as a gas stove, gas fire pit or gas barbecue. Consider buying STAR-qualified natural gas appliances for the highest energy efficiency and additional savings.

3. MONTHLY CHARGES FOR NATURAL GAS SERVICE

Compared to other major heating fuels, natural gas customers can save an average of \$2,000 per year on their residential energy bills. To learn how much you could save by switching, visit EPCOR's website to use our Savings Calculator. It uses information about your current energy consumption to compare it with natural gas-fired equipment and appliances. The calculator is meant as a tool to give you a general idea of potential savings so we encourage you to connect with an HVAC contractor who can inspect your appliances and discuss actual costs and requirements to converting your home to using natural gas.

Visit [epcor.com/SavingsCalculator](https://www.epcor.com/SavingsCalculator) to try it for your home.

THE COST OF USING NATURAL GAS

The Ontario Energy Board (OEB) sets the rates four times a year for the gas you use based on the commodity price of natural gas on the North American market. Market prices change due to supply and demand, as well as weather. As an EPCOR customer, you pay the same price we do for natural gas. In Ontario, utilities do not earn a profit from the sale of natural gas.

The OEB also approves the rates EPCOR charges to deliver natural gas to our customers. These charges include the costs to store natural gas at the Dawn Hub in southwestern Ontario, transport gas to your property and build, operate and maintain the system. We work carefully to ensure new rates are fair and affordable while still addressing operational requirements and supporting investment that will allow us to continue to provide safe natural gas and reliable service to the community.

For more information and to see the current rates of natural gas, please visit [epcor.com/ontariogasrates](https://www.epcor.com/ontariogasrates).

TYPICAL CONVERSION COSTS AND SAVINGS

Below, we outline the average savings you could see as a result of switching to natural gas. We also factor in the upfront costs associated with conversion within your home. When switching to natural gas from EPCOR, you have up to a year from when the meter is installed to purchase your appliances, make any conversions in your home and start using natural gas.

TYPICAL RESIDENTIAL CONVERSION COSTS AND SAVINGS

Current Heating Source	Typical Conversion Cost: Current Source to Natural Gas	Anticipated Annual Savings with Natural Gas	Estimated Payback after Conversion
Propane	\$1,000	\$1,500	< 1 Year
Electric Forced Air/ Boiler	\$6,000	\$2,500	2.4 Years
Electric Base Board	\$12,000	\$2,500	4.8 Years
Oil Forced Air/ Boiler	\$6,000	\$2,800	2.1 Years
Average	\$5,000	\$2,000	2.5 Years

\$25,000:
**AVERAGE CUSTOMER SAVINGS
OVER THE LIFE OF THE GAS HEATING
EQUIPMENT IN A TYPICAL HOME.***

Source:
*2019 Canadian Gas Association Playbook





WHAT APPLIANCES USE NATURAL GAS?

Learn which natural gas systems and appliances are best for your property.

Furnaces: Heating is the single biggest use of energy in a home. Today's high efficiency furnaces and water heaters are as high as 98 per cent efficient.

Water heaters: Account for the second largest energy use after space heating. The higher the efficiency of your appliance, the more you will save on energy costs.

Ranges, separate cooktop and ovens: The preferred choice of home and master cooks, natural gas options use less energy than electric versions while they heat and cool more quickly and offer precise temperature control.

Clothes dryers: According to Save on Energy, compared to electric models, you can save up to 50 per cent in energy costs with natural gas—that's two loads in a natural gas dryer for the price of one in an electric dryer.

Air conditioners: While not as common, natural gas air conditioners often cost less to operate than electric versions and eventually pay for themselves in efficiency.

Indoor or outdoor fireplaces: Instantly provide a sense of comfort to your home with the flip of a switch. If you can't renovate your existing fireplace to natural gas, you can consider purchasing a gas insert from a local hardware store.

Barbeques: At about half the cost of propane and with reduced emissions and fuel odours compared to charcoal grills, natural gas is an affordable and convenient choice for backyard cooking. Plus, you'll never run out of fuel while grilling.

Fire pits: No longer will you have to worry about irritating smoke or flying embers. Gather around a warm, cozy fire without any of the hassle.

Outdoor lighting: Gas lamps can light up your backyard without attracting insects. Lights can be installed near your natural gas service line or natural gas grill.

Patio heaters: Even on the chilliest days, natural gas patio heaters safely warm your backyard with the push of a button.

Swimming pool and hot tub heaters: Get an ideal water temperature at any time of year by using a natural gas heater that warms the water quickly and at a low cost.

We recommend working with a local Heating, Venting and Air Conditioning (HVAC) contractor to discuss which of your existing appliances can be easily converted to using natural gas. You should also determine what other appliances would be best for your home, as well as the maintenance and installation plans they have available.

STEPS TO START TO NATURAL GAS SERVICE

Endless hot water, high-efficiency heating and cooking indoors and outdoors are just some of the benefits of natural gas.

Take these steps today to make natural gas an affordable and convenient source of fuel for your home when it's ready in your area.

1. COMPLETE THE APPLICATION FORMS

Apply by completing the Gas Service Application form, Meter Size & Location Request form and your choice of account set up. You can complete the forms found online at epcor.com/southernbruce.

2. CONTACT A LOCAL HEATING CONTRACTOR

We recommend contacting an HVAC contractor to inspect your appliances and assess connection requirements for your property and any other necessary gas lines required within the premises. The contractor can also help you complete the Meter Size & Location Request form, which can be re-submitted to EPCOR with additional information. To find a list of EPCOR's local, preferred HVAC contractors, visit epcor.com.

3. EPCOR VISITS THE EXTERIOR OF YOUR PROPERTY

Our Gas Technicians will visit the exterior of your home to:

- Determine the pathway and size of the gas line from the street to your property.
- Confirm the location of the gas meter on your property (as noted on your Meter Size & Location Request form).
- Measure the distance from your property line to the proposed meter location.
- Take pictures for construction and installation records.
- Place a mark or sticker where the meter will be placed on your property foundation. Please do not move or tamper with this mark.

All of this work takes place outside your home so you do not have to be present for this visit or come in contact with our technicians.

Note: Installation from the distribution system to the meter up to a maximum of 30 metres from your property line will be completed at no cost. Most customers can connect to the mainline within 30 metres. Customers who require more line to connect, will be provided with an estimate for the additional line cost, which, if approved, will be charged on their first bill.

4. DETERMINE THE APPLIANCES AND EQUIPMENT YOU WANT CONNECTED TO NATURAL GAS

Natural gas appliances can add value to your home and save you money. At this stage, you will know if your existing appliances can be converted to use natural gas or if you will need to upgrade them. It's also a good time to add other appliances you've been considering, such as a gas stove, outdoor gas fire pit or a gas barbeque! Talk to your HVAC contractor about how to proceed.

5. REVIEW YOUR EXISTING HEATING PROVIDER CONTRACT

Now is a good time to review your existing contract so that you can provide suitable notice, within the terms of your agreement with your existing heating provider.

Do not disconnect your fuel source or remove any equipment until after your natural gas service line has been installed and the appointment for your meter activation has been booked.



CONSTRUCTION IN YOUR NEIGHBOURHOOD

Along with our construction partner, AECON, and our environmental consultant, Stantec, we will work throughout the construction season on the service network that will bring natural gas to your property. EPCOR will provide notification of construction work on your street and on your property.

IDENTIFYING UTILITIES ON YOUR STREET

To build the distribution network safely and maintain reliability of other utilities, in accordance with the Ontario Underground Infrastructure Notification System Act, we will first need to identify the utilities that are located along the public utility corridor.

In the community, many properties have landscaping or driveways that extend on top of the public utility corridor. Your property may be one of them.

As a result, our crews will be on your street and at the end of your property:

- Spray painting or placing flags on the location of buried utilities that needs to be exposed.
- Excavating the area to confirm the presence of existing drainage, telecommunications and/or hydro utilities.
- Temporarily restoring the area as we may need to repeat the process later in the construction season.

CONNECTING PROPERTIES TO THE DISTRIBUTION SYSTEM

Once we have constructed the natural gas distribution system, we will be back on your street to connect customers who have signed up for service with EPCOR. At this time, we will be installing the service line that connects the meter at the property to the distribution system so customers can begin using natural gas.

One to three weeks before installation, utility companies may once again spray paint or place flags on your property to identify any underground services. Please leave the marks or flags in place to prevent service disruptions, costly repairs or personal injury when our crews begin to work.

Once the service line has been installed on your property, notify your HVAC contract so they can finish their work.

CLEAR A PATH TO YOUR GAS METER

We recommend that you refrain from planting a garden or adding other landscaping features close to your gas meter location before the meter is installed. If you have existing plants, trees or shrubs that are on the marked path to your gas meter, we ask that you remove them prior to construction. Our crew will need access to the area to potentially dig a trench from the gas main on the street to your property gas meter.

GAS METER INSTALLATION

One to two weeks after the service line has been installed on your property, our installation partner, Lakeside Gas, will install the gas meter. As the path and area leading up to the meter are clear, there will be nothing else you need to do to prepare for the meter installation.

RESTORATION

At the end of the construction season, we will restore areas that were disturbed as part of our construction. The sections on both the public and private side that are disturbed will be restored as follows:

- **Boulevards or driveways:** with equivalent materials and matched to the existing grade, as much as possible.
- **Irrigation systems, underground sprinklers or invisible dog fences:** with equivalent parts, as close to the original as possible.
- **Lawn:** with grass seed or topsoil.

Restoration will take place until the construction season ends this year. If conditions become unsuitable sooner than expected, we will return the following spring. In addition, we can return one year from restoration to determine if any further restoration is required.

Affected streets, alleys and sidewalks will be fully restored once construction is complete.

SAFETY IS OUR TOP PRIORITY

Safety is a responsibility we all share and EPCOR's top priority. We will maintain our work areas in a safe and secure manner, and perform our work according to all local bylaws and occupational health, safety and environmental requirements.

To help ensure we all stay safe during construction, please:

- Slow down around construction.
- Obey all traffic and lane controls, including flag people.
- Stay outside of barriers and fences.
- Maintain a distance of two metres from our construction crews as per COVID-19 recommendations.
- Keep children and pets a safe distance away from work sites and equipment.

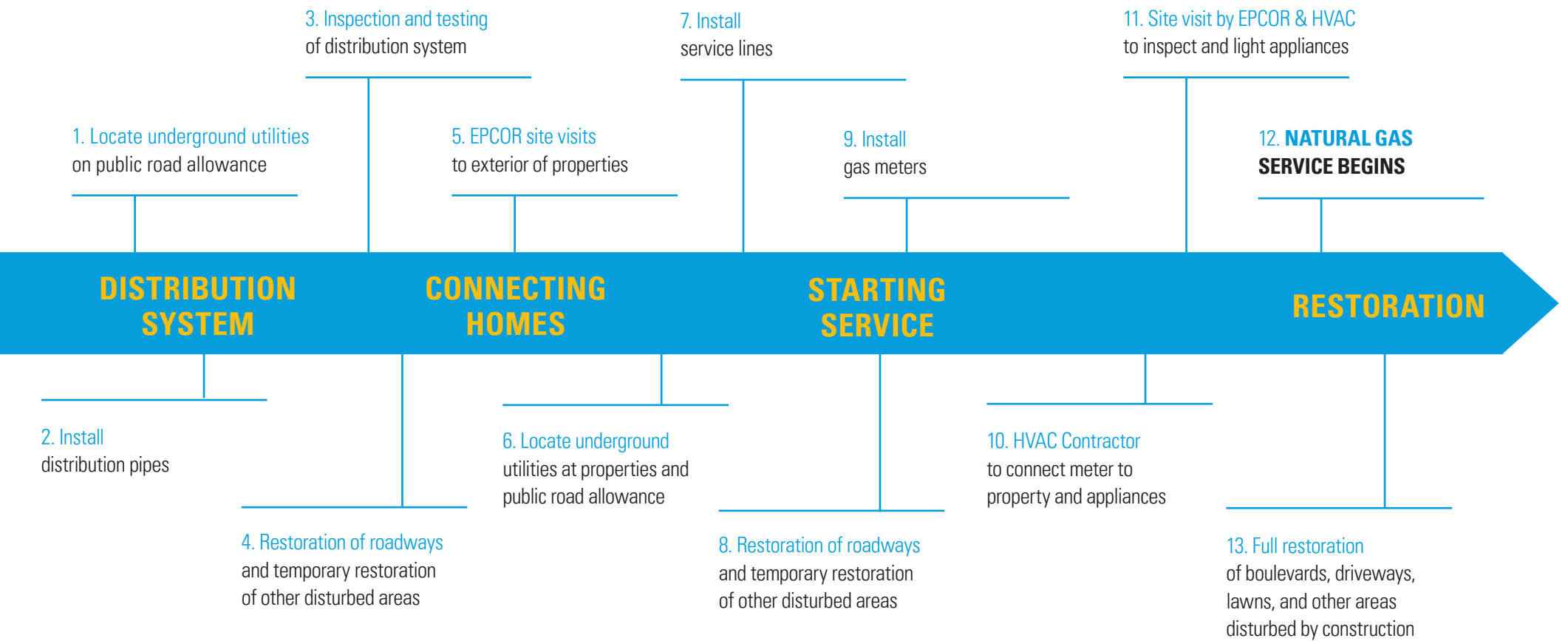
Homeowners are responsible for identifying their underground propane tanks, sprinklers, irrigation systems or invisible dog fences as they cannot be identified through utility locators. Please call EPCOR to let us know they are present and clearly mark these on your property with an object (e.g. flag, stake, rope, etc.) so we can take care while doing our work.





CONSTRUCTION AND SERVICE TIMELINE

Here is what you can expect as we begin to construct the distribution system and connect properties to natural gas service.



STARTING YOUR NATURAL GAS SERVICE

GAS METER OPERATION AND APPLIANCE INSPECTION

Once the distribution system is operational and the service line and meter have been installed, we are at the final step to start natural gas service at your property.

If you're ready to start using natural gas, you will need to have your HVAC contractor arrange a site visit with EPCOR at your property. We will need at least five (5) business days' notice to schedule a site visit.

At this visit, we will work with your HVAC contractor to turn on your meter and inspect and light your natural gas equipment or appliances so you can begin using them. You must be at the property for this visit.

After the site visit, your natural gas service will be ready for use!

If all of your appliances or equipment have not arrived by this time, your HVAC contractor can return at a later date to light the rest of them.

Note: Your HVAC contractor is responsible for installing piping and equipment/appliances inside the property and a gas line out to the gas meter. The HVAC contractor should notify EPCOR when it is time to turn on the gas meter and inspect the equipment/appliances that are ready to use natural gas.

NATURAL GAS FOR YOUR BUSINESS

Natural gas is an abundant fuel source that can reduce your operating costs, allowing you to invest those savings back into your business.

In addition to being cost effective, reliable and one of the safest and cleanest burning fuel choices, your employees and business will also benefit from:

- Continuous supply for heating or cooking during storms or power outages
- Eliminating noise and odour common with other fuel choices
- More space at your establishment once fuel tanks are no longer onsite
- No concern of fuel spills and cleanups that present a hazard
- Reduced insurance premiums by removing oil tanks or baseboard heating

Plus, natural gas can be used for more than just heating your business.

Adding natural gas equipment or converting existing equipment to natural gas can improve efficiencies and lower emissions on top of saving on your energy bill. Some examples include:

- Heating, cooling or ventilation systems that can make up the largest part of your energy use
- Natural gas grain dryers to minimize costs and extend your harvest season
- Ranges, ovens, fryers or cooktops for your commercial kitchen
- Natural gas dryers for laundry service at your laundromat, hotel or multi-residential complex
- Back up generators to ensure business continuity during power outages and reduce operating costs

Consult your local, accredited HVAC contractors to learn what equipment may benefit your business.



**APPLY NOW TO GET NATURAL
GAS SERVICE IN THE FUTURE!**





CONTACT US

Want to sign up for natural gas service? Interested in learning more?
Contact us!

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