Cornwall Island Virtual Open House Questions and Answers

Dec. 1, 2020

Explain how natural gas, which is a fossil fuel, will help the environment and what Enbridge Gas is doing to combat climate change?

As a natural gas company, a question we are often asked is: “What are you doing about climate change?” The answer is, we’re stepping up. At Enbridge Inc., we are targeting net-zero greenhouse gas emissions by 2050 in our own operations.

Here at Enbridge Gas, our decades of expertise and innovation make us key contributors to that goal, and to the energy systems of tomorrow.

Natural gas is essential to enable renewable energy, fuel critical industries make communities more resilient as climates change. What’s more, we’re innovating to drive clean energy solutions and leading the way to a balanced and low-carbon future.

That’s why in Ontario, we’re providing energy security for residents and businesses today (from an affordability, safety and reliability standpoint), while leading the transition to a lower-carbon economy.

How we’re supporting the transition:

- **We’re greening the gas supply with carbon-neutral sources including renewable natural gas and hydrogen.**
    - Renewable Natural Gas (RNG) - we are partnering to turn food scraps, farm waste and sewage into carbon-neutral renewable natural gas, which is added to our natural gas supply to help reduce emissions and fight climate change.
    - With North America’s first ‘Power to Gas’ facility, we’re helping use surplus electricity to produce, store and add clean hydrogen to the natural gas network.
- **We’re advancing and investing in low-carbon technologies for heat and transportation.**
    - We’re helping fleet owners drive down costs and emissions with lower carbon compressed natural gas (CNG) as an alternative to diesel and using RNG can achieve zero carbon transportation.
    - With our turnkey geothermal program, communities and municipalities are reducing onsite emissions with a low- carbon, renewable solution to heat and cool homes and buildings.
- **We’re helping Ontario homes and businesses save through energy-efficiency programs.**
    - Our conservation programs have helped families and businesses save and reduce costs along with their carbon footprint.

In the event of a gas leak, what does Enbridge Gas do to respond? How do you maintain a safe system?

Enbridge Gas investigates all leaks; fume calls or odor complaints at no charge to the customer. In the case of an emergency, Enbridge Gas responds immediately to make the area safe and depending on the nature of the emergency, the response is coordinated with local fire and police if necessary.

Enbridge Gas maintains a safe system by conducting a leak survey program which includes walking and mobile leak detection. If a leak is detected its investigated to determine the root cause.

Enbridge Gas is a member of Ontario One Call, which is a not-for-profit organization that acts as a communications link between buried infrastructure owners (our members) and individuals who are planning to dig in the province of Ontario. In 2012, the Ontario Underground Infrastructure Notification System Act was passed, which stipulates that by law, anyone in the province of Ontario must contact Ontario One Call before they dig. Our infrastructure is located when anyone digging calls in for locates on their dig site.

How will you ensure homes and businesses are not impacted by the construction activities e.g. dust, noise, inconvenience, road closures?

Our construction is mindful of local homes and businesses and we do our best to minimize impacts and disruption. If on the rare occasion a business disruption is required, this is coordinated directly with each business owner.

Dust is typically managed by spraying the excavated soil with water. Most of the activity and traffic will be confined to the roads adjacent to where the pipeline will be installed. Where working room is restricted, consideration will be given to hauling away the excavated soil instead of the normal practice of piling it alongside the trench.

How does Enbridge Gas decide which streets to bring natural gas to? Will all the streets on the Island be included?

In the screening stage of a project we do a desktop review of the community and create a preliminary pipe route taking into consideration population density, significant commercial properties, environmental features and available legal property boundaries. The preliminary route in the slide deck is what was used to apply for grant funding for this project.

Once we start the detailed design, we include topographical surveys and the harmonized environmental assessments. The pipeline route is subject to some change as result of unforeseen design/construction challenges (archeological findings, land parcel issues, etc.).

What is the System Expansion Surcharge? Can you please explain it and the forty-year term?

The Expansion Surcharge is the shortfall in the funding that makes this project feasible. There is a $0.23/m3 surcharge added to your monthly gas bill for 40 years. But even with this Expansion

Surcharge homeowners can expect to save from 20 to 50 percent over competing fuels. And you get the additional benefit of less expensive, cleaner and more reliable energy.

What are the steps involved to get connected to natural gas?

There are two first steps that every customer completes in order to start the process. First, reach out to a licensed heating contractor of your choosing. You may already have an existing relationship with a heating contractor who is cleaning and servicing your existing equipment, for example. If you do not have any such relationship you can do a Google search for 'Heating Contractors - Cornwall' and a number of prospects will be listed. Your chosen heating contractor will complete an online gas application on your behalf.

Secondly, to be connected, everyone must first receive an explanation of the Expansion Surcharge. Enbridge Gas doesn't want anyone getting connected without being aware of this charge. To confirm this, every customer must submit an acknowledgement of our Terms and Conditions. Once your 'terms and conditions acknowledgement' is received, you are in the process. When your gas meter arrives, you inform your heating contractor, an install date is booked, and you arrange an unlock and final inspection.

What type of environmental studies will be done to protect the environment?

A harmonized environmental assessment will be undertaken to identify the environmental and socio-economic features of the study area, including Traditional Land Use knowledge provided by the Akwesasne environmental team.

More detailed studies will then be undertaken to identify specific environmental sensitivities. These include:

- Species at risk and species at risk habitat specific surveys.
- Hydrogeological assessment for water management activities.
- Archaeological and cultural heritage assessments.

Will there be any discussion for St. Regis and Snye residents to be able to tap into the natural gas line as well?

The project proposal for Cornwall Island is limited to the scope in the preliminary mapping. This is because the financial feasibility assessment and $3.45 M of funding secured under the Natural Gas Grant Program Bill 32 Phase 1 was based on the Cornwall Island community scope. However, Enbridge Gas is committed to expanding our network and bringing natural gas to more communities in the future.

Can you give a sense of the size of pipeline you're proposing to construct?

The proposed natural gas distribution project consists of 4 inches to 1 1/4 plastic pipe.

The service attachments to commercial and residential building will be 1 inch to a typical 1/2 inch in diameter.

Natural gas distribution systems are significantly smaller than a typical liquids project.

What type of measures will you take to ensure the environment will be protected?

Mitigation measures will be proposed as part of the harmonized environmental assessment and they will be further refined as detailed environmental studies are undertaken as mentioned previously.

Mitigation measures can include but are not limited too:

- Working within species specific timing windows to avoid disturbance to sensitive time periods.
- Using directional drilling installation methods or modifying the location of the pipeline to avoid disrupting environmentally sensitive areas.
- Installing sediment and erosion fencing to prevent sedimentation offsite.

What would be the savings if I switch from my air-cooled electric heat pump to natural gas?

The short answer is very little or marginal at best. Air-Source heat pumps are quite efficient. We are not experts on heat pumps, but we know they work well in ‘shoulder’ months - September, October, March and April. It is in the cold of winter where their inherent efficiencies drop significantly. Although, heat pumps can be rated for cold weather and work down in the minus 25 and even at the minus 30-degree range. They do not have the savings or efficiency in lower, common Canadian winter type, temperatures.

As always, Enbridge Gas encourages homeowners to do their research and cost comparison and determine which will be the best solution for their energy needs. Heat pumps are a considerably more expensive option. The enviable reliability of natural gas might be a tangible reason for considering natural gas over heat pumps when the savings is not nearly as significant as it is on the other energy options. During our first open house at the Cornwall arena, a few local homeowners commented that the current electrical system was stressed, and they were experiencing more frequent outages. When it is minus 25 and wind is blowing, you won’t regret installing reliable natural gas!

How does the price of natural gas compare to the price of other fuel sources?

Of the four most popular options here in Canada, natural gas, propane, oil, and electric, natural gas historically has been your lowest cost option and we see no reason for this not to continue well into the future. Even with the $0.23/m3 System Expansion Surcharge, natural gas will be your lowest cost energy provider.

Can you tell us a bit about your company’s emergency response procedures?

Natural gas is a safe and reliable source of energy. There are many levels of safety built into our distribution systems. Natural gas is ‘odorized’ with mercaptan, a rotten egg smell, so that it can be quickly and easily detected.

Natural gas is also lighter than air and rises, making leaks very easily detectable. In the event that gas is detected, you can call 1-877-969-0999. Emergency responders are available 24 hours a day, 7 days a week. All calls are investigated in coordination with local emergency services.

Our dispatch immediately coordinates responders to investigate and respond to all emergency calls.

Like any fuel, natural gas is flammable and when burned can produce odorless carbon monoxide. Homes should be outfitted with a working carbon monoxide detector, regardless of whether you use natural gas.