

September 24 Virtual Open House

Questions and Answers

How much does conversion cost to natural gas from propane for a furnace and an on-demand water heater?

The cost to convert from your existing heating system is dependent on the type of heating system and fuel you currently use.

Costs can range from several hundred dollars to over \$10,000 in cases where new ductwork is required throughout your home.

You'll need to work with your local Heating Ventilation Air Conditioning (HVAC) contractor for a detailed quote on your home's costs.

What is the system expansion surcharge?

Additional co-funding of this project through a surcharge of 23 cents/m³, to be paid over a term of 40 years from new customers served by this pipeline, is required to close the significant gap between the project cost and projected long-term revenues it will provide.

Even with this surcharge, residents can expect to save on annual heating costs by switching to clean, reliable and affordable natural gas.

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

Access to any affected homes and businesses will always be maintained. Some interference with local traffic due to construction activities may occur.

Enbridge Gas and its construction contractor would seek to minimize this to the extent possible.

Noise from general construction activities can be expected. Enbridge Gas proposes to minimize noise and disturbance to the area by scheduling construction during daylight hours from Monday-Saturday, where practical, and by ensuring that construction equipment has appropriate mufflers.

Dust control measures will be implemented and include monitoring for dust and the application of water when necessary.

What percentage of residents in this area are considering switching to natural gas?

A door-to-door survey was completed for the project in January 2018. Of the 394 potential residential and commercial properties in the Project area, 193 completed the survey. 37 percent of the residential properties indicated they would consider switching to natural gas, along with 10 percent of the seasonal properties and 100 percent of the small commercial, for a total projected attachment forecast of 34 percent.

How will natural gas (a fossil fuel) help the environment?

Helping Ontario transition to a lower-carbon economy;

- Natural gas is the cleanest burning fossil fuel-it's approximately 33 percent lower emissions than heating oil and approximately 20 percent lower than propane, which many area residents continue to rely on.
- Enbridge Gas is working to drive the transition to a low-carbon economy. We are investing in solutions across multiple markets, from residential to industrial and transportation, that improve energy efficiency and lower emissions.
- Natural gas enables individuals, industry and government to deliver on their own climate change commitments.

Enbridge Gas' efforts are focused in three areas:

1. Conservation for residential, business and industrial customers.
2. Cleaner technologies for heat and transportation.
3. Green Fuels such as renewable natural gas (RNG).

Is there any hope Shorewood Road will be serviced in the future?

The Shorewood Road area was not included in the project due to a concern with the large number of private properties, and the risk associated with not obtaining required easements to install the pipe across all these properties and service all interested customers.

As this area was not included in the project, the required environmental studies as well as other pre-work done for the rest of the project area would need to be completed. Market research would also be required to determine the expected attachment rate as well as types of dwellings (i.e. seasonal, etc.). Depending on the location of the pipeline, discussions with the corridor owners would also be required to ensure all clearances required through the CSA Z662 are maintained.

For these reasons, Shorewood Road cannot be added into the project scope and would be considered a potential future project handled by the local Enbridge Gas team. The good news is, natural gas is much closer than it ever was, and future extensions can be considered.

How long does it take for Enbridge Gas to mark the underground services so the contractors can start installing e.g.: (If I called today how many days does it take to come to the property and do the locates)?

The locates are the responsibility of the contractor completing the installation of the service. A request is completed and submitted to Ontario One Call and the locate request is forwarded to the local locate service provider (3rd party). Depending on their workload, it can take up to two weeks to have the actual locate completed.

How much damage is caused to our yard when running a line to our house? How deep is the trench and do you have to open a hole at surface, or do you snake underground and under finished walkways?

Our contractor does everything possible to minimize the damage to customer property. Based on ground conditions, above ground structures and below ground infrastructure (i.e. other utilities), the method of installation can vary from open trench to directional drilling. Every attempt is made to avoid damaging walkways and driveways etc. The normal depth of installation is approx. 0.6m to 0.8m.

When will the gas be available on West Peninsula Road?

Natural gas is now available on West Peninsula Road in 2020.

When can we expect to be connected?

Due to challenges resulting from the COVID-19 pandemic, contractor resource challenges as well as permit delays, the construction plan was amended.

70 percent of the project scope will be completed in 2020. This includes the complete installation and activation of the station at Anita Ave and Trout Lake Road, as well as all piping along Trout Lake Road (Hwy 63), West Peninsula Road, Regal Road, Viceroy Road, Wild Cherry Lane, and ~6km on Peninsula Rd (up to Shorewood Road). All main installed will be in-service by fall 2020.

The remaining 30 percent of the scope along Northshore Road, Garland Road and ~1km along Peninsula Road will be in-service by fall 2021.

We encourage you to reach out to Travis James (289-971-0813) or Jamie Coote (705-845-1100) for specific details based on your location.