

Enbridge Gas Ontario

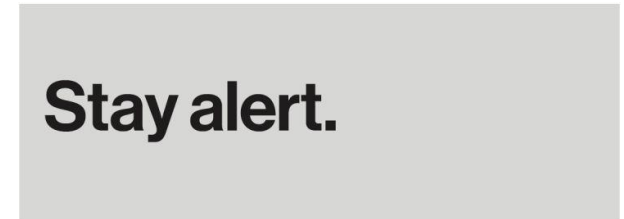
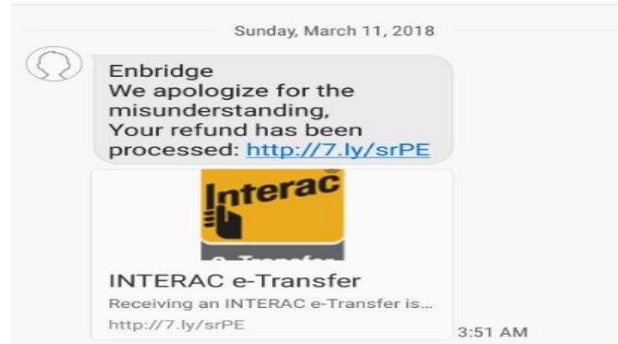
Partners in climate change action

Municipal Energy Solutions



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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.

If you suspect a scam, remember to stop and slow down if you feel pressured or uncertain. You can report the suspected scam to **fraudnotification@enbridge.com** or call us at **1-877-362-7434**. If you are concerned about your Enbridge Gas account, call the same number at **1-877-362-7434**.

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

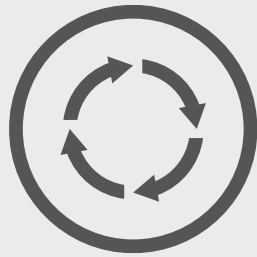
in our operations
by 2050

A diversified pathway that leverages both Ontario's gas and electric systems can achieve net zero, with greater:



Reliability

Meets the energy needs of Ontario homes and businesses, even on the hottest and coldest days of the year.



Resiliency

Protects against impacts from extreme events, such as weather and cybersecurity incidents.



Affordability

Achieves the same outcome as the electrification pathway at a lower cost.



Consumer choice

Allows Ontario energy consumers the flexibility to make choices on the path to net zero.

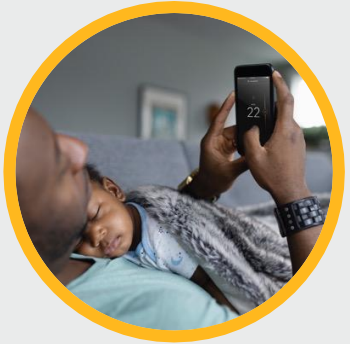


Competitiveness

Provides affordable energy to help businesses stay competitive and thrive.

Enbridge Gas is advancing solutions for Ontario's 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

Enbridge Gas Ontario



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 the code

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

Enbridge Gas Ontario Whole Home Programing: Home Renovation Savings Program



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

Welcome savings

Insulation
UP TO
\$7,700

Solar & Storage
UP TO
\$10,000

Heat pumps
UP TO
\$12,000

[See upgrades](#)

ENBRIDGE | **SAVE ENERGY** POWER WHAT'S NEXT | **Ontario**

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).*

<ul style="list-style-type: none">• Attic Insulation• Basement Insulation• Crawl Space Insulation• Exterior Wall Insulation• Exposed Floor Insulation• Windows/Doors• Air Sealing• Domestic Hot Water Heat Pumps (DHWHP)	Home Energy Assessment Stream <i>(2 or more upgrades)</i>
<ul style="list-style-type: none">• Smart Thermostat• Heat Pumps<ul style="list-style-type: none">• Cold Climate Air Source Heat Pump (ccASHP)• Ground Source Heat Pump (GSHP)• Solar Panel & Battery Storage	No Home Energy Assessment Stream <i>(1 or more upgrades)</i>

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.

Enbridge Gas Ontario Municipal Energy Solutions

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.



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.



Tomorrow is on.SM

