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COVID-19

Strategic communication to Residential New Construction Builders, Local Home Builder Associations and Ontario Home Builder Association.

The Residential New Construction Home Builders have specific concerns regarding the continuation of natural gas attachment services for new homes that are sold and are closing soon.

Please find a series of questions and answers to assist you with providing clarity. As situation continues to evolve we will update you with updates as they become available.

Q/A:

- 1. I am in the building stage for new homes and use natural gas for construction heat. Is construction heat still available or do I need to find an alternate?**

At this time construction heat is not considered an emergency service and will not be provided until further information becomes available.

- 2. To install natural gas we are dependent on obtaining required locates. Is the locate service still in operation?**

As of March 19, 2020 the locate service is still operating. We recommend that you monitor the Ontario One Call website for daily updates on service provision: www.ontarioonecall.ca

- 3. I have homes closing in the next 30 days. Is Enbridge Gas able to confirm that they can provide natural gas service, meter sets and final inspections prior to the occupancy date?**

As of March, 19 Enbridge Gas can confirm that homes with closings requiring occupancy by the homeowners prior to April 12, will be considered a priority.

Due to the requirement to be classified as an emergency service **we ask that builders provide their regional territory representative, a list of civic/lot addresses that fall into this category (see contact list attached).** Please prioritize your natural gas service requirements to focus only on those homes with an immediate need. Together we will work to provide continued services.

- 4. Are all the regular gas service attachment request processes remaining in place during this time?**

Yes, our Builder Attachment Centers will be working remotely and are available to provide you with assistance. Your Residential New Construction representative is also working remotely and available to provide assistance. A listing of key contacts is attached.

- 5. Are there new protocols that Enbridge Gas is requiring when on site and installing the gas services?**

Yes, Enbridge Gas asks that we all continue to follow the following safety protocols: employ social distancing, limit all meetings to a minimum and critical number of key required

personnel and have any staff that are feeling unwell self-isolate. We also ask that if your construction site trailers are not available for our employees who may be on site, that you supply cleaning services and hygienic portable washroom facilities with hand sanitizer for their use. With restaurants providing no public access, our staff have limited access to washroom facilities.

6. What if we fail a final inspection and must revisit the home and cannot gain access?

If a homeowner will not allow access to the home once they have taken possession due to concerns with virus transmission Enbridge Gas will work with the builder on an individual basis to ensure the highest level of safety is maintained.

7. What can I do as a builder to assist in making sure that my homes are ready to receive their gas service when Enbridge Gas arrives?

Please ensure that the sites pathways are clear, safe and accessible. Check that no scaffolding is in place over the attachment work area. Have all the gas appliances that require connection on site and available. It is in everyone's best interest to have the service call done once and completed without callbacks. Please monitor your homes prior to our arrival to ensure that they are "gas ready."

8. If the municipality where I am building is not providing inspections for occupancy permits how should I manage my requests for final inspections on gas services?

If the Municipality is no longer offering occupancy permit inspections, please advise your Enbridge Gas regional representative. We will work with you to prioritize and schedule home closings that have the highest opportunity to move to a final close. If occupancy permits are no longer available at your site location, we will work with you to determine scheduling.

9. If our company has determined that we will closing our construction sites for a period of time or until further notice how should we inform Enbridge Gas?

Please contact your Enbridge Gas regional representative (contact listing attached) and advise that the site is no longer accessible.