



## Builder Notice - System Planned Maintenance – FAQs

June 1, 2020

Starting end of day Wed. July 1 and concluding start of day Mon. July 6, our Enbridge system will be undergoing planned maintenance. This maintenance will occur in former Enbridge Gas service area and will not impact builds in the former Union Gas service area. Some functionality, including access to on-line gas attachment service requests and final inspections will be impacted during those six days.

**We are advising builders to request services sufficiently ahead of the July 1 date to ensure their request is in the system.**

*See below for more information.*

### **CALL TO ACTION:**

- **Request services prior to Wed. June 30.** Booking of service appointments and final inspections will continue until June 30. Booking future service appointments will resume July 6. All appointments scheduled for completion will take place as scheduled. Crews will continue to work in the field and attachments and inspections that have been scheduled for completion between July 1 and July 5 will continue throughout the planned system maintenance.
- **Inform New Homeowners** with closings between July 1 and July 6 that their Gas Accounts must be set up PRIOR to June 30 to enable occupancy and title transfer.

### **SAFETY**

#### **Will emergency services be provided during this time?**

Yes. Emergency and high priority services will continue to be provided as usual by calling 1-866-763-5427. Safety information is also provided at [enbridgegas.com/safety](http://enbridgegas.com/safety).

### **BUILDER ATTACHMENT CENTERS**

#### **Can I contact the builder attachment centers for support?**

Yes. However, we encourage builders to get in touch with Enbridge before the end of June, as Customer Attachment Representatives will also be limited in the services that they can provide during the planned system maintenance.

### **BOOKING SERVICE APPOINTMENTS**

#### **Can I schedule a service appointment or final inspection?**

Booking of service appointments will continue until June 30. Booking future service appointments will resume July 6. To request inspections prior to occupancy go to [www.buildwithgas.com](http://www.buildwithgas.com) and click on the Activate Meter Tab.

#### **Will my previously scheduled service appointment between July 1 and July 6 still be completed?**

Yes. All appointments scheduled for completion will take place as scheduled. Crews will continue to work in the field and attachments and inspections that have been scheduled for completion between July 1 and July 6 will continue throughout the planned system maintenance.

### **MY NEW HOMEOWNERS – SETTING UP “MY ACCOUNT”**

#### **Why won't my new homebuyer be able to sign-in or access My Account?**

We will be experiencing planned system maintenance starting end of day Wed. July 1 and concluding start of day Mon. July 6. As a result, your new homeowners will not be able to access their account information. We ask that you encourage your new homeowners to process their gas account move online at [enbridgegas.com/moving](http://enbridgegas.com/moving) prior to June 30.

#### **When will normal service resume?**

We look forward to resuming regular services on July 6. Please be aware, our call center may experience longer than usual wait times once we resume full service. You may wish to take advantage of our online self-service option.

For more information please contact your Residential New Construction Analyst: Please see contact list attached.