



April 23, 2020
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COVID-19

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

April 23rd Update

Enbridge Gas can now confirm that homes with closings requiring occupancy by the homeowners up to May 8th will be now 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.

Please find a series of questions and answers to assist you with providing clarity. As the situation continues to evolve, we will update you as new information becomes available.

Questions and Answers:

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

A Yes, locate services are still operating. We recommend that you monitor the Ontario One Call website for daily updates on service availability: www.ontarioonecall

Q Are all the regular gas service attachment requests still being processed?

A 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 help with any issues that may arise. A listing of key contacts is attached

Q Are there new protocols that Enbridge Gas requires when on site and installing the gas services?

A 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, but rather that you supply hygienic portable washroom facilities with hand sanitizer for their use. With restaurants providing no public access, our staff have limited access to washroom facilities. During the time that Enbridge personnel are on site they will comply with safety protocols and will place a sign on the front door of the home that they are working in requesting that there be no entry by others until the work is completed.

Q What if we fail a final inspection and Enbridge must return after the home changes possession?

A 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.

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

A 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."

Q If the municipality where I am building is not providing inspections for occupancy permits, how should I manage my requests for final gas service inspections?

A 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.

Q 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?

A At this time construction heat is not considered an emergency service and will be suspended until further notice.

Q If our company has determined that we will close our construction sites for a specific time or until further notice, how should we inform Enbridge Gas?

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