

Affordability Insider

April 2022

Stay in-the-know on affordable housing upgrades

A win-win for you and affordable multi-family housing providers

Enbridge Gas has been helping affordable housing, shelters, co-ops and eligible private market-rate multi-family buildings save energy and money for 25 years. We're well-known in the affordable housing community—when you work with us, you reinforce your credibility as a service provider.



What incentives are available to customers?

Budget constraints can be a major obstacle to moving projects forward in the affordable multi-family housing space. The Enbridge Gas Affordable Multi-Family Housing program provides incentives up to \$200,000* for energy-efficient boilers, water heaters, make-up air units, automated controls and other HVAC equipment.

What makes this a win-win?

In addition to your customers earning incentives for upgrading to high-efficiency equipment, you're eligible for incentives too. Business partner and distributor incentives vary by type of equipment, with limited-time bonus incentives† currently available on select measures—see details below.

How can Enbridge Gas help close sales?

Many affordable multi-family housing providers are aware that Enbridge Gas offers incentives, but they don't know how to calculate the amount. We can help you make the business case for high-efficiency equipment by calculating eligible incentives to add to your project quote.

For affordable housing providers, being able to see exactly how much money they'll get back is key to closing the sale.

At what point should I reach out?

Contact us before you start the project. We'd like to be part of your project from start to finish. Customers see us as a neutral third party and rely on us for candid advice. We aren't trying to sell them anything, we just want to help them achieve their goal of saving energy, money and reducing emissions.

What's the turnaround time for incentive calculations?

After you provide job details, we can usually turn around information to support your quote in a day or two. We'll provide the expected natural gas savings per year, payback period, carbon savings and the incentive amount. Once the quote is ready, we can go to the customer together—we find that customers really value our input.

Make your next project a win-win

Connect with an Energy Solutions Advisor at energyservices@enbridge.com or [1-866-844-9994](tel:1-866-844-9994) to learn more about incentives available to you and your customer.

See program details

4 benefits of make-up air unit upgrades

Affordable multi-family housing buildings typically need to replenish a large volume of air on a frequent basis—and because of the temperature difference between indoor and outdoor air, make-up air (MUA) units tasked with air replenishment can account for a significant portion of an HVAC system's overall energy use.

Upgrading to condensing MUA units can contribute to improved building air quality, lower energy bills and more.



Here are 4 benefits of upgrading the efficiency of MUA units

1. Improve air quality

Condensing MUA units bring in fresh, outdoor air by replenishing the air pushed out through exhaust systems more efficiently, reducing contaminants and improving indoor air quality.

2. Lower energy bills

Because they offer added insulation and condensing technology with multiple heat exchangers, condensing MUA units are a more energy-efficient alternative to standard MUA units. As a result, condensing MUA units use less natural gas to operate, which saves on ongoing energy costs.

3. Enhance comfort

Well-performing MUA units efficiently replace air, and prevent unbalanced heating and cooling conditions that force residents to use windows and doors to correct imbalances.

4. Reduce odours

Highly efficient MUA units help reduce odours—a common cause of building complaints. They can also help prevent drafts, dust and dirt from entering a building.

In addition to the many benefits of upgrading to highly efficient MUA units, your customers can earn incentives up to \$26,000* to upgrade from constant-speed MUA units to energy-saving two-speed or variable frequency drive MUA units.

New! Bonus incentives for affordable multi-family housing providers.

For a limited time, affordable multi-family housing buildings in the former Enbridge Gas Distribution service area are eligible for bonus incentives‡ on select condensing make-up air units! To qualify for bonus incentives, customers must commit by Sept. 30, 2022.

Connect with an Energy Solutions Advisor at energyservices@enbridge.com or [1-866-844-9994](tel:1-866-844-9994).

How the program works

Team up with us to boost sales and help customers save

We understand your priorities and can help enhance the service you provide. We'll make it easier to help your customers save and you'll earn rewards for yourself in the process.

Projects in social and municipal housing, shelters, co-ops and eligible private market-rate multi-family buildings can qualify.



Quick Reference Incentives

Equipment	Business partner incentive	Distributor incentive
Prescriptive measures		
<ul style="list-style-type: none"> Condensing water heaters Condensing make-up air (MUA) Energy recovery ventilator (ERV)/Heat recovery ventilator (HRV) 	\$100 per unit x2 → \$200 per unit (limited-time <u>double</u> incentive)	\$50 per unit x2 → \$100 per unit (limited-time <u>double</u> incentive)
<ul style="list-style-type: none"> Boilers 	\$100 per unit x2 → \$200 per unit (limited-time <u>double</u> incentive)	\$100 per unit (limited-time bonus incentive)
<ul style="list-style-type: none"> In-suite ERV/HRV 	5% of the total customer incentive per building. One business partner incentive per building.	5% of the total customer incentive per building. One business partner incentive per building.
Custom projects		
Custom projects that reduce natural gas consumption in buildings: insulation upgrades, heat recovery, control systems and building automation systems.	\$100 per project (limited-time bonus incentive)	\$50 per project (limited-time bonus incentive)

Here's how to secure your incentive

1. Complete an incentive application form

- For prescriptive measures, submit the [2022 Fixed Incentive Application form](#). For customers previously served by Union Gas, submit the [2022 Fixed Incentive Application form](#).
- For custom projects, submit the [2022 Custom Incentive Application form](#). For customers previously served by Union Gas, submit the [2022 Custom Incentive Application form](#).

2. Attach a copy of the customer invoice

Your documentation should include:

- Customer name
- Customer address
- Installation address (must match the address on the application form)
- Type of equipment and how many units were installed
- Make, model and serial number(s)
- Rented or owned
- Enbridge Gas account number

3. Submit your application package

Email the form, invoice and supporting documentation to energyservices@enbridge.com or to your Enbridge Gas Energy Solutions Advisor.

4. Receive your incentive

Incentive payments for business partners and customers are issued separately and mailed to the addresses provided in your application.

Let us help you boost sales

Connect with an Energy Solutions Advisor at energyservices@enbridge.com or [1-866-844-9994](tel:1-866-844-9994).

See more business partner advantages

* Additional terms and conditions may apply. For more details, please contact an Energy Solutions Advisor. † For contractors, suppliers and distributors who are helping Affordable Multi-Family Housing program participants install eligible energy-efficient custom projects and prescriptive measures, a purchase order or signed binding contract must be submitted by Sept. 30, 2022. ‡ To qualify for bonus incentives for affordable multi-family housing providers within the former Enbridge Gas Distribution service area, a purchase order or signed binding contract must be submitted by Sept. 30, 2022. Contact an Energy Solutions Advisor or visit enbridgegas.com/affordable for more details. © 2022 Enbridge Gas Inc. All rights reserved.

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