



Integrated Resource Planning (IRP)

Fall 2023 Newsletter



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Let's start with the basics!

What is Integrated Resource Planning?

It's a comprehensive approach to energy planning that focuses on exploring alternative solutions to meet customer energy demand before expanding or upgrading existing pipeline infrastructure. This approach is geared towards cost-effective, safe and reliable ways of addressing increasing energy requirements.

Why is it so important?

Ontario's population is expected to grow by nearly 5.3 million people over the next 30 years. We're planning now to ensure the natural gas system supporting Ontario homes and businesses can meet long-term energy needs both affordably and sustainably.

Working together

As the province transitions to a cleaner energy future, we believe it's a shared responsibility. Learn what Enbridge Gas is doing to move the province closer to that goal.

Visit enbridgegas.com/sustainability to learn more about how we are supporting a cleaner energy future.



Enbridge Gas will be hosting targeted regional webinars. Sign up to join a webinar by selecting a region below and we'll send you a calendar invite to your inbox.

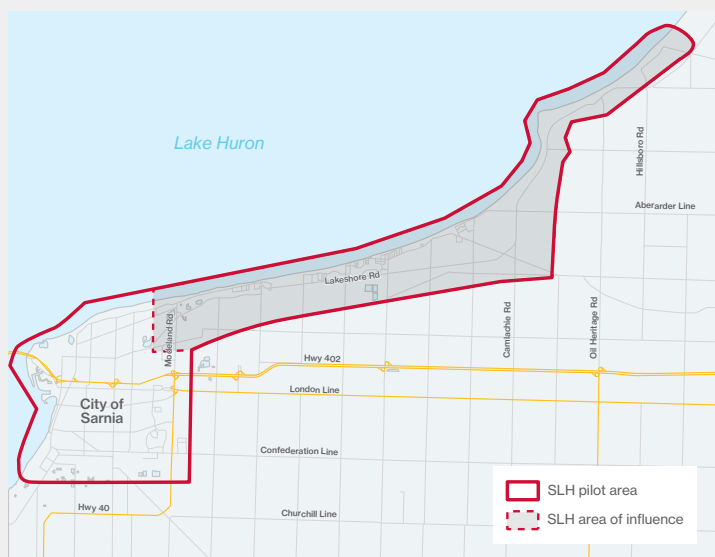
Reach out to us if you have any questions or require additional information. irp@enbridge.com

Northern Region	Thursday, Nov. 23	10 a.m.
Southwest Region	Monday, Nov. 27	10 a.m.
Southeast Region	Monday, Nov. 27	2 p.m.
GTA West Region	Tuesday, Nov. 28	2 p.m.
Toronto Region	Thursday, Nov. 30	10 a.m.
GTA East Region	Monday, Dec. 4	10 a.m.
Eastern Region	Monday, Dec. 4	2 p.m.

IRP pilot projects

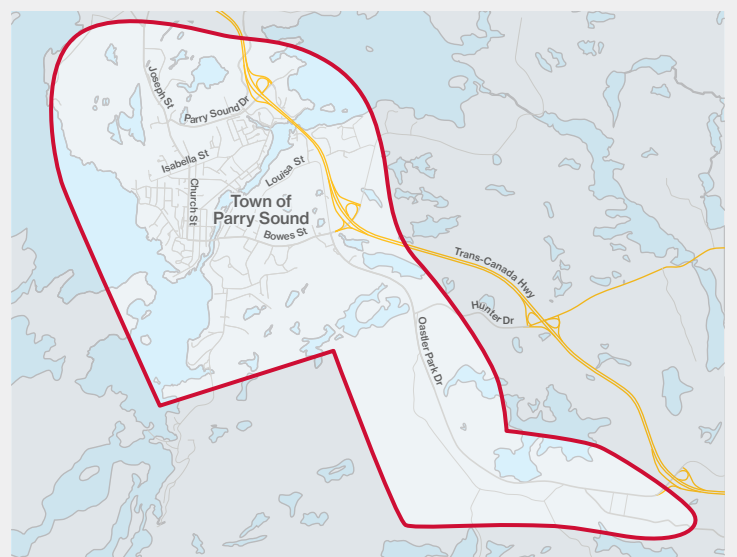
As you can imagine, planning energy needs for the next 30 years is quite an undertaking. To help us better plan for this growth, we have submitted a proposal to the [Ontario Energy Board](#) to run two pilot projects, one in the Town of Parry Sound and the other in the Southern Lake Huron area. Through these pilot projects, we will better understand the impact that Integrated Resource Planning alternatives (IRPA) like enhanced targeted energy efficiency (ETEE) and demand response (DR) can have on reducing the natural gas system's peak period demand.

We value and welcome your participation in this program which will provide us with data and insights that will help us inform future system planning. Not only does the program support our move towards net-zero goals, it also represents an opportunity for your community to participate in the energy transition in Ontario, a win-win for everyone.



[Southern Lake Huron pilot project](#)

This Southern Lake Huron IRP pilot project area is unique in that most of the system is already equipped with meter reading technology which allows for data to be collected from customers' meters, providing feedback on peak hour demand.



[Parry Sound pilot project](#)

Customers participating in the Parry Sound pilot project will benefit through enhanced energy efficiency programming that will help reduce consumption and potentially lower energy bills.

Energy transition

You may be asking—what is a natural gas company doing to fight climate change? We're stepping up, targeting net-zero emissions in our own operations by 2050 and leading the transition to a low-carbon economy through innovative energy solutions.

How we're advancing low-carbon solutions to keep energy affordable:

- Greening the gas supply with carbon-neutral sources including renewable natural gas and zero-emission hydrogen.
- Helping homes and businesses use less energy and save money through efficiency programs.
- Investing in low-carbon technologies for heat and transportation like compressed natural gas as an alternative to diesel.
- Providing essential backup to enable renewable electricity.



What's that smell?

Did you know natural gas smells like rotten eggs? In its natural state, natural gas is odourless and tasteless. A product called mercaptan is added to give an odour of rotten eggs to make it easier to detect.

Interesting facts about natural gas:

- Every hour on the hour in the evenings, a volcano erupts in front of the MGM Mirage Hotel in Las Vegas. It's fuelled by piña colada-scented natural gas.
- There are over 11 million road vehicles worldwide that run on natural gas as a fuel. The gas is used in a compressed or liquefied state to power cars, buses, taxis and trucks.
- Natural gas isn't just used for heating and cooking. Numerous everyday products wouldn't be possible without it—from vinyl flooring, carpeting and Aspirin, artificial limbs and heart valves to sunglasses, deodorant and cellphones.



If you smell rotten eggs or sulphur, it could be a natural gas leak. **Leave the area immediately, call 911 and our emergency hotline at 1-866-763-5427 from a safe distance (like a neighbour's home).**

Safety tips for your family



Now that we're spending more time indoors, make sure you have your furnace inspected once a year by a TSSA-certified contractor. Carbon monoxide is often called the "silent killer" because you can't taste it or smell it. Be sure to install a carbon monoxide detector to give you and your loved ones a warning should carbon monoxide be detected. It's the law to have a carbon monoxide detector near all sleeping areas in your home.



During the fall and winter months, it's crucial to maintain proper airflow for appliances and safety equipment around your home. Outside, keep your meter clear. Use a soft broom or brush to gently remove debris. Avoid using sharp objects as they could damage equipment and cause safety hazards.

In an emergency

1-866-763-5427

Call us 24/7 to report the smell of gas or any other natural gas emergencies.

Customer service

1-877-362-7434

Billing and service:
Monday to Friday, 8 a.m. – 6 p.m.

Self-serve with coze™

Use coze™, Enbridge Gas' virtual assistant, to help you quickly self-serve.

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