

| Question                                                                                      | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <b>What has changed when you request construction heat?</b>                                   | <p>When construction heat is requested, the meter, if not already installed with the gas service, will be installed and unlocked within seven (7) business days for ease of access to natural gas for construction heat and to allow for set up, adjustment, commissioning or combustion analysis if required.</p> <p>If the installer has piped to the meter before gas for construction heat has been activated by Enbridge Gas, the Enbridge Gas field representative will disconnect and cap the downstream piping when completing the meter set activation. The Enbridge Gas field representative does not validate or inspect the downstream piping when turning on gas for construction heat requiring the isolation of the downstream piping system.</p> <p>During the initial putting into use inspection, Enbridge Gas will inspect all construction use appliances to validate compliance with the requirements for the Construction Heat program and verify the Appliance Installer Validation form has been completed and signed.</p> <p>In the area formerly served by Enbridge Gas Distribution, there is no longer a requirement for an inspection prior to using construction heat. This removes a \$70 service charge.</p> |
| <b>How has the process changed for the area formerly served by Enbridge Gas Distribution?</b> | <p>In the area formerly served by Enbridge Gas Distribution, there is no longer a requirement for an inspection prior to using construction heat. This removes a \$70 service charge. This area will also use the Get Connected online tool. This process is currently already in place in the former Union Gas service area. Both the former Enbridge Gas Distribution and Union Gas service areas are impacted by the changes to the Appliance Installer Validation form and the need to affix one form to each natural gas appliance.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>At what stage in the construction process can construction heat be requested?</b>          | <p>Construction heat should be requested during the initial online request for gas service in the GetConnected online attachment tool. Selecting construction heat will provide gas for setup, adjustment and commissioning of appliances.</p> <p>If construction heat is not requested at this initial application stage, your request for construction heat may not be able to be accommodated.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Question                                                                                                                                                                                                                                 | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <b>Is the TSSA certificate holder allowed to turn on the gas to appliances for set up, adjustment and commissioning even if they are not allowed to be used for construction heat as per the manufacturer installation instructions?</b> | <p>Yes, after Enbridge Gas has installed the meter set and unlocked the gas service, the TSSA certificate holder is allowed to turn on the gas to the natural gas appliances individually to perform the necessary set up, adjustment and commissioning. Once set up, adjustment and commissioning is complete, the supply of gas <b>MUST</b> be turned off to appliance(s) not approved for construction use. Only appliances certified and approved for construction use as noted in their manufacturer's certified installation instructions may be used for construction heat purposes.</p> <p>Only an ROT (Record of Training) holder for construction heaters or a TSSA certificate holder for construction heaters and gas appliances may turn on the gas to perform their work providing Enbridge Gas has already unlocked the gas service.</p> <p><b>Under no circumstance shall an Enbridge Gas installed pin lock/ pad lock be removed to turn on the gas supply by anyone other than Enbridge Gas authorized personnel. (Please review FAQ: In what circumstance would a builder receive a Rejection Notice?)</b></p> |
| <b>Can the TSSA certificate holder that installs the natural gas equipment and the TSSA certificate holder that performs the set up, adjustment, commissioning and combustion analysis be different?</b>                                 | <p>Yes, the builder may choose at their discretion to contract a separate TSSA certificate holder to perform set up, adjustment, commissioning and combustion analysis.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>If setup, adjustment and commissioning cannot be completed without gas, how is the TSSA certificate holder to complete this prior to a final inspection where construction heat has not been requested/ used?</b>                     | <p>The builder (on behalf of the installing TSSA certificate holder) will automatically receive B Tags (safety violations) on all natural gas equipment that has not been appropriately set up, adjusted and commissioned per the manufacturers instructions and gas code. The appliances will be left off, with gas accessible to perform the set up, adjustment and commissioning of all natural gas appliances following the initial putting into use inspection. The installing or commissioning TSSA certificate holder can then submit the infraction clearance forms after completing their work.</p> <p><b>Under no circumstance shall an Enbridge Gas installed pin lock/ pad lock be removed to turn on the gas supply by anyone other than Enbridge Gas authorized personnel.</b></p> <p>(Please review FAQ: In what circumstance would a builder receive a Rejection Notice?)</p>                                                                                                                                                                                                                                     |

| Question                                                                                                                               | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Who is responsible to know what the appliance requires for set up, adjustment and commissioning?</b>                                | The TSSA certificate holder is responsible. The requirements are found in the manufacturer installation instructions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Who is responsible to complete the set up, adjustment, commissioning and combustion analysis if required?</b>                       | The TSSA certificate holder who has the contracted responsibility to perform the set up, adjustment, commissioning and combustion analysis work is responsible for completing the form and taking responsibility that the appropriate tests are performed, the installation is safe for use, and meets the fuel safety regulations.                                                                                                                                                                                                                                                                                         |
| <b>What is Enbridge Gas' role in the set up, adjustment and commissioning process of appliances?</b>                                   | <p>Enbridge Gas' role is to verify that the work (installation of piping, appliances and commissioning) has been completed according to Manufacturer Instruction Manual, Gas Code and TSSA requirements, ensuring the appliances are safe to use.</p> <p>The requirement to set up, adjust and commission the appliance is the responsibility of the installing TSSA certificate holder or the TSSA certificate holder contracted to perform the set up, adjustment, commissioning or combustion analysis, including taking responsibility that the installation is safe for use and meets the fuel safety regulations.</p> |
| <b>What is combustion analysis and how does it vary from set up, adjustment and commissioning?</b>                                     | Combustion analysis using a computer or oxygen analyzer, checks that the gases produced during combustion fall within an acceptable range, as specified in the manufacturer's installation instructions. The acceptable concentrations of these gases are not always specified for every gas appliance, but if they are specified, then it is important for the safe operation of the appliance that the specified concentrations are met.                                                                                                                                                                                  |
| <b>If the manufacturer's instructions require combustion analysis, how will Enbridge Gas know this has been done on the appliance?</b> | The installing or commissioning TSSA certificate holder will complete and sign the Appliance Installer Validation form indicating it has been completed on the form. This can be found in Section A – point #2.                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Why does Enbridge Gas require proof of combustion analysis?</b>                                                                     | Proof is required to verify that the natural gas appliance installation has been completed in accordance with the Manufacturer Instruction Manual, Gas Code and TSSA requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Question                                                                                                                                                                                                                                   | Answer                                                                                                                                                                                                                                                                                                                                         |
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| <b>If the furnace or appliance has been used for construction heat but it or the ducts havenot been appropriately cleaned upon arrival for the initial putting into use inspection (final inspection), what should the builder expect?</b> | If construction heat was requested and the furnace was used, if the furnace/ducts have not been appropriately cleaned, the house will not pass final inspection. You will receive a B Tag (safety violation).                                                                                                                                  |
| <b>Can I use a gas appliance for air conditioning purposes during the summer months?</b>                                                                                                                                                   | Yes, providing the manufacturer certified installation instructions allow for construction use. The Appliance Installer Validation form will be required and both section A and section B will need to be completed and signed. A furnace or air handler used for A/C during construction use must be thoroughly cleaned, including the ducts. |
| <b>How do I manage an appliance that is not installed (supplied by the builder) at time of occupancy?</b>                                                                                                                                  | The initial putting into use inspection refers to appliances intended to be installed at time of initial occupancy.                                                                                                                                                                                                                            |
| <b>If no one is onsite when the Enbridge Gas field representative completes the initial putting into use inspection (final inspection), how would the builders/HVACs know the inspection result?</b>                                       | The Enbridge Gas field representative will place the appropriate label/form on the appliance and will make every effort to connect with the builder contact on site. Please ensure all your field/site contact information is provided when requesting an inspection.                                                                          |
| <b>If I receive a B Tag (safety violation) what process do I complete to have it cleared?</b>                                                                                                                                              | <p>A TSSA certificate holder must return to correct the issue and submit its clearance to Enbridge Gas. Enbridge Gas will then clear the tag.</p> <p>B Tags should be cleared prior to homeowner occupancy as that work is the responsibility of the builder and not the new homeowner.</p>                                                    |

| Question                                                                    | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| In what circumstance would a builder receive a Rejection Notice?            | <p>In general terms, a Rejection Notice means that an appliance, or work, is in an unacceptable condition that constitutes an Immediate hazard, and the supply of natural gas must be shut off immediately. The appliance must not be used or operated until the noted unsafe conditions have been corrected. Enbridge Gas must return to re-inspect the appliance(s) to ensure that the immediate hazard has been corrected and to clear the rejection. <b>Note: If any appliance has an immediate hazard (reject), and any non-immediate hazards (safety violations) are found on other appliances, the reject will supercede all other safety violations and will be recorded on the rejection form. The reject will apply to all appliances.</b></p> <p>In relation to construction heat, a Rejection Notice will be issued where an appliance has not been approved by the manufacturer for construction heat use and has been found on and operational during the final inspection. An Enbridge Gas representative may make a site visit to discuss the builder's accountabilities and compliance with Enbridge Gas' Construction Heat program.</p> <p><b>Note: If this occurs, the TSSA certificate holder will be deemed in contravention of the O.REG.212/01. s. 7 (appliances turned on before inspected by utility). This contravention also holds true when safety violations have not been cleared prior to new homeowner occupancy. Enbridge Gas will escalate to TSSA for repeat offenders or severity of the incident, which can result in fines and penalties to the homebuilder and to the appliance installer(s) by TSSA. Penalties may include revocation of the privilege to participate in the Enbridge Gas' Construction Heat program.</b></p> |
| Are we still using the Appliance Installer Validation form?                 | <p>Yes, the Appliance Installer Validation form will continue to provide Enbridge Gas the assurance that a TSSA certificate holder has completed the necessary set up, adjustment and commissioning requirements for all natural gas appliances on site and assurance that any appliances used for construction heat have met the associated construction use requirements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| What appliances should the Appliance Installer Validation form be used for? | <p>The Appliance Installer Validation form should be affixed to all permanent natural gas appliances on site. This includes the heating appliance, gas stoves, fireplaces, water heaters, generators, etc. One form must be affixed to EACH appliance.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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| <b>Do I need to complete the Appliance Installer Validation form for a natural gas portable construction heater?</b> | No, the Appliance Installer Validation form is not required for the use of a natural gas portable construction heater.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Why is a form required for each appliance?</b>                                                                    | Enbridge Gas recognizes that multiple TSSA certificate holders may be involved in the installation of the gas appliances. Having a separate form for each appliance allows for each TSSA certificate holder (construction heat vs. commissioning, if different) to take responsibility for their own installation/work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Where do I affix the Appliance Installer Validation form on appliances such as a stove or a fireplace?</b>        | <p>Please use good judgement when affixing forms to glass front or decorative appliances. For stoves, it is recommended to have the documentation placed in the storage drawer if available.</p> <p>Ensure accessibility to the form for building officials and final inspectors. It is not recommended to place documentation on the back of appliances that would require moving of the appliance to view the forms.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Who will ensure the builders/HVACs have the new form?</b>                                                         | <p>Enbridge Gas will provide the forms. They will be available to order or download from the Enbridge Gas website.</p> <p>The download will be a single copy form and it is recommended that the installing TSSA certificate holder take an image of the form upon completion for their records.</p> <p>Hardcopy forms will also be available and can be ordered free of charge, using the online order form found on the Enbridge Gas website.</p> <p><a href="https://enbridgegas.com/connect-to-gas/builders-hvacs">enbridgegas.com/connect-to-gas/builders-hvacs</a></p> <p>The hardcopy forms will be provided in triplicate to allow for the installing TSSA certificate holder and the builder to also have a copy of the completed form. No copies should be sent to Enbridge Gas. The hardcopy forms will be made available in sets of 30 and can be ordered with plastic sleeves.</p> |
| <b>Is Enbridge Gas still supplying the plastic sleeves for the forms to be adhered to the appliances?</b>            | Yes, Enbridge Gas will continue to supply the plastic sleeves to adhere the forms to the appliances.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>How can I attain this and other forms/tags?</b>                                                                   | <p>The Enbridge Gas website contains links to download or order this and other forms/tags at the following link:</p> <p><a href="https://enbridgegas.com/connect-to-gas/builders-hvacs">enbridgegas.com/connect-to-gas/builders-hvacs</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| <b>Are any other new forms required?</b>                                                                                                                         | No, this is the single form for all Enbridge Gas service areas across the province.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Are there any new labels in this process?</b>                                                                                                                 | <p>There are no new labels for the Enbridge Gas Construction Heat process. Only the Appliance Installer Validation form is mandatory at final inspection prior to occupancy.</p> <p>At the request from industry, commissioning labels for furnaces and water heaters have been provided on the Enbridge Gas website. These labels are for optional use by the TSSA certificate holder.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Are all other forms and labels discontinued?</b>                                                                                                              | All labels currently required are in use by Enbridge Gas. The current version of the Appliance Installer Validation form available from the Enbridge Gas website is (IS_F068.2206).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Can we request construction heat for a restoration or conversion project to receive natural gas for set up, adjustment and commissioning?</b>                 | <p>When buildings are occupied, natural gas for construction heat is not permitted at this time. No Appliance Installer Validation form is required and a safety violation (B-tag) will be issued for set up, start up, adjustment, commissioning and combustion analysis (if required).</p> <p>Per discussion with TSSA, there will need to be two Enbridge Gas visits – one to unlock the gas shutoff valve so it can be operated by the TSSA certificate holder for set up, adjustment and commissioning of the appliances. The gas shutoff valve must be closed, set to off position, once this work is completed. Enbridge Gas will attend a second time to complete the initial putting into use inspection.</p> <p>For oil, propane, or electric to gas conversions, to limit the time the customer is without heat or hot water, TSSA certificate holders are encouraged to contact Enbridge Gas to coordinate the meter unlock and turn-on for final inspection:</p> <p><b>Enbridge Gas Contact Centre: 1-877-362-7434</b><br/><b>Builder &amp; HVAC Attachment Centre: 1-866-772-1045</b></p> |
| <b>What process should I follow to arrange meter set, unlock and inspection if the site is a conversion from another energy source and the home is occupied?</b> | <p>For gas conversions, because the home is already occupied, construction heat cannot be requested.</p> <p>(See above answer) To assist in coordinating the meter unlock and turn-on for final inspections by Enbridge Gas and limit the time the customer is without heat or hot water, appointments can be scheduled by contacting the phone numbers listed below:</p> <p><b>Enbridge Gas Contact Centre: 1-877-362-7434</b><br/><b>Builder &amp; HVAC Attachment Centre: 1-866-772-1045</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Question                                                                                | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| Is an Appliance Installer Validation form required for a backup generator installation? | <p>Backup generators follow the same process as other gas appliances. If the backup generator is installed prior to the initial putting into use inspection and gas for set up and construction heat was requested (even if only for adjustment and commissioning), the Appliance Installer Validation form is required and Section A must be completed. If construction heat was not requested, a B-Tag for set up, adjustment and commissioning will be issued at the time of the meter turn on and final inspection.</p>                                                                                             |
| Cannot find an answer...who do I call?                                                  | <p><b>Builder/HVAC Attachment Centre 1-866-772-1045 for:</b></p> <ul style="list-style-type: none"><li>• New gas services/GetConnected</li><li>• Projects and subdivisions</li><li>• Requesting appointments i.e. construction heat, meter sets or inspections</li></ul> <p><b>Customer Care Centre 1-877-362-74354 for:</b></p> <ul style="list-style-type: none"><li>• Cut off at mains/demolitions</li><li>• Forms (online at <a href="https://enbridgegas.com/buildwithgas">enbridgegas.com/buildwithgas</a>)</li><li>• Billing issues</li><li>• Damaged meters</li><li>• Safety violations (infractions)</li></ul> |