

Fall 2009

# Pipeline


Smart • Warm • Clean • Efficient

**Ask an  
Energy Advisor**  
*Energy audits add value to your home*

**Leading the  
Green Revolution**

**Enter to Win a  
Caribbean Getaway**

[www.naturalgasnb.com](http://www.naturalgasnb.com)

 **ENBRIDGE**

Enbridge Gas New Brunswick  
Enbridge Gaz Nouveau-Brunswick

## Message from the General Manager



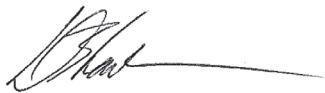
Welcome to the fall edition of Pipeline, a magazine with our customers in mind.

With a new season upon us, it's time to start thinking about preparing our homes and businesses for the winter months, so it's no surprise that this edition's theme is "Prepping for Winter." It will focus on tips for becoming winter ready, help to determine if your home or business requires an energy audit and provide some sound advice on how to become a "green leader."

Recently, Enbridge Gas New Brunswick launched its "Take Comfort" campaign, highlighting the comfortable lifestyle that natural gas can provide. We have also re-vamped our website to make it easier for you to find the answers to any questions you may have about natural gas and your service.

So what do you take comfort in? For myself and employees here at Enbridge Gas New Brunswick, we take comfort in providing the smart choice of natural gas to our customers with additional comfort in knowing that we help you to use natural gas efficiently, economically and safely.

Check out our new website and see how I'm taking comfort in my future and how you can too.



Dave Charleson, General Manager  
Enbridge Gas New Brunswick

## Want a warmer winter, New Brunswick? Enter to win the I want a WARMER WINTER contest!

Guess the coldest temperature in your community for the chance to **WIN** a Caribbean getaway!

To enter visit [www.NaturalGasNB.com](http://www.NaturalGasNB.com) or call **1-866-3-GET-GAS** for more information.



## Ask an Energy Advisor

# Energy audits add value to a home



*Hector Doiron is an Energy Advisor and Program Manager with Efficiency New Brunswick. He has worked extensively with homeowners and builders, providing advice and guidance on energy efficiency. Hector is co-host of the French version of Efficiency NB's Rogers TV series, Save this House*

*(Ma Maison Éconergétique) and a new series coming this fall, Build it Better (Mieux Construire).*

### **Q: What is an energy audit?**

A: For an existing home, an energy assessment, or audit, is a comprehensive evaluation of a home that provides an analysis of the home's present heat loss, the current efficiency rating of the home and a written report including a customized list of prioritized upgrades. With a new home, it is recommended that an energy assessment is conducted before the home is built. It offers a comprehensive review of the proposed plans for construction and recommendations for incorporating energy efficiency measures.

The home energy assessment is the first step to participation in Efficiency NB's incentive programs to improve energy efficiency in an existing home or maximize energy efficiency in a new home.

### **Q: Who is eligible for an energy assessment?**

A: All owners of detached, semi-detached or row houses in New Brunswick are eligible. There is also a Multi-Unit program for residential properties with 2 or more units, less than 3 storeys high with a footprint of less than 600m<sup>2</sup> and owners of these buildings are also eligible for an energy assessment.

### **Q: Who is an energy advisor and are there different advisors for different sectors such as commercial, residential and industrial?**

A: Residential assessments are performed by Energy Advisors licensed by Natural Resources Canada and under contract with Efficiency NB. To find a licensed residential energy advisor visit [www.energycynb.ca](http://www.energycynb.ca) or call 1-866-643-8833. Commercial

buildings require an energy audit conducted by an Energy Management Service Provider also licensed by Natural Resources Canada. Commercial building owners, small and medium industrial facilities, as well as large industry, should contact Efficiency NB or visit the website to find out how to access the programs available.

### **Q: Why does an energy advisor visit a home and what are the steps to make the building more energy efficient?**

A: Through the Existing Homes Program an Energy Advisor actually visits a home twice. During the first visit he conducts a "pre-upgrade" assessment and interviews the homeowner, notes any areas of concern, and performs a number of tests including a blower door test to assess and identify the areas of heat loss. The results of these activities are analyzed and compiled in a report for the homeowner, which includes a list of recommended upgrades. Homeowners have 18 months to complete some or all of the upgrades and then the Energy Advisor returns to do a "post-upgrade" assessment to measure the improvement in energy efficiency. Homeowners then qualify for a grant of 20% of their costs up to \$2,000 or an interest-free loan up to \$10,000. They are also eligible for up to \$5,000 in incentives through the federal ecoENERGY program.

### **Q: Are there any incentives for having an energy assessment?**

A: Efficiency NB subsidizes the cost of the assessment so homeowners pay just \$50 for the first 2,000 square feet plus \$50 for each additional 1,000 square feet. The assessment report provides valuable information but the real incentive is the cost saving that is possible with improved energy efficiency. On average, participants save about \$1000/year. For owners of energy efficient new homes energy costs are lower from day one.

**Average savings, \$1000/yr.**

## Winter safety *What You Need to Know*

- Keep snow and ice from building up and covering your natural gas appliances, such as your natural gas meter.
- Clearing snow or ice from your natural gas equipment is important in order to ensure that there is no:
  - interruption of the supply of natural gas
  - substandard appliance performance
  - potential development of a hazardous situation
- Icy build-up could interrupt your gas service or cause an appliance to malfunction, which may create a hazardous condition.
- Make sure that the roof run-off, freezing rain or water from an eavestrough does not cause a buildup of ice on your meter.
- Removing snow and ice from appliance air intakes and exhaust vents is important because:
  - vents installed through an outside wall take in air and discharge exhaust to support the safe operation of natural gas equipment (generally located at the side of the house for easy access)
  - if an exhaust vent is blocked or clogged and unable to vent exhaust, a pressure switch will automatically be activated resulting in the appliance being shut down (e.g. furnaces, fireplaces, water heaters)



**IMPORTANT: If your meter is covered in ice, call Enbridge Gas New Brunswick Customer Service at 1-800-994-2762. Do not attempt to remove the ice yourself.**

### **Making a difference and raising awareness**

The **New Brunswick Climate Change Hub's (NBCCH)** mission is to address the growing concern over climate change, air pollution, and human health. Established in 2001, as part of a National network of Hubs funded by the Federal and Provincial Governments, the **NBCCH** is hosted by the New Brunswick Lung Association.

The Hub is not an advocacy group, but rather a facilitator for the exchange of ideas, information and resources between government, the private sector, and community-based organizations engaged in public education and outreach. At the provincial level, the Hub coordinates an Advisory Committee comprised of various stakeholders, conducts regular teleconferences with municipal champions, maintains a website ([www.nbhub.org](http://www.nbhub.org)), circulates an e-newsletter to 200 members, and provides clearinghouse services. At the local level, the Hub partners with municipalities and community organizations to advance goals such as the reduction of greenhouse gas emissions, tracking carbon footprints, and conducting public education on climate change.

Our goal is to motivate the public in reducing the amount of greenhouse gas emissions they emit by raising awareness of the impacts of climate change and promoting leadership by example. The **New Brunswick Climate Change Hub** is appreciative of the annual donation it has received on behalf of the Enbridge Gas New Brunswick Green Award recipients, leaders by example themselves, as well as the continued participation of Enbridge Gas New Brunswick on the Hub's Advisory Committee.

- Eddie Oldfield, Director  
New Brunswick Climate Change Public Education & Outreach Hub



# Leading the Green revolution

## How to make a difference

By Peter Corbyn, P.Eng., Chief GreenNexian, GreenNexus

Enbridge Gas New Brunswick recently celebrated their annual Green Awards on June 3, 2009 recognizing residential, small business, construction and young leaders who have acted on their commitment to reduce greenhouse gas emissions and lowered energy costs.

The collective reduction in greenhouse gas emissions of the winners was about 2,200 Metric Tonnes, or about the same as taking 550 cars off the road. I was fortunate to have participated in the event.

We will all need to play a role in continually reducing our environmental impact. We are fairly lucky in New Brunswick as we are not necessarily exposed to many of the environmental challenges humanity faces. But the reality is that our global impact on climate change, access to clean water, toxic waste and consumption of natural resources will result in increased humanitarian challenges. Being an environmental leader, whether at home or work, locally or globally, makes a difference. The question is – how can you lead and make a difference?

Take a couple of minutes to think about how many things have changed in our homes over the last few years. For example, did you have a home computer or Internet access fifteen years ago? Very few people did, and today it is the norm. Technology is changing the way we live, communicate and book vacations. Many people at first resisted these changes, but over time embraced the changes. That is the nature of change – there are leaders and followers, and given the reality of our environment today, we need many leaders to spark that change.

Now let's apply some of those changes to our environmental impact. There is a good chance that there are more compact fluorescent light bulbs in your home or business right now than 5 years ago. Do you still use disposable plastic bags at the grocery store? Are you more conscious of the fuel efficiency of your vehicle than 5 years ago?

On the business front, being a leader can give you a competitive edge as your customers become more environmentally conscious. The good news for businesses is that the greener you are, the more likely you are to increase sales as a result.

So, the question remains, how can you be a leader? Perhaps be the first in your neighbourhood or work to trade in the SUV for a hybrid or more fuel efficient vehicle? Start a car-pooling program at work? Walk or bike to the corner store more often?

Participating in environmental actions such as energy and water conservation, recycling programs, and switching to greener fuels are all innovative ways to become greener and help lead the green revolution.

Leaders drive change, at home and work so why wouldn't you be a green leader?

### Did you know?



- Items such as coffee cups, pillows, laptops and bathtubs are featured in our advertisements to emphasize the idea of "comfort" with natural gas.
- The "swoosh" or sweeping graphic that appears on our advertising material is a symbol for warmth and safe flowing energy.
- "Smart, Warm, Clean, Efficient" are all words that represent benefits of natural gas.

## Enbridge in the community

# Delivering more than energy

At Enbridge Gas New Brunswick, our employees are the proud recipients of the Employee Gold Award given by the United Way in special recognition of employees who contribute in an outstanding way to the campaign. Year after year, employees of Enbridge Gas New Brunswick take part in the local United Way campaign with outstanding employee participation rates. Adding to its employees' generosity, Enbridge Gas New Brunswick matches the donations received from its staff.

Once again, this month the employees of Enbridge Gas New Brunswick will be embarking on their fundraising efforts for the 2009 United Way Campaign to support our local NB communities.

"We believe strongly in the United Way and its efforts to provide funding in the communities we serve through the member agencies it represents. Through payroll deduction, fundraising efforts and Enbridge Gas New Brunswick matching of pledges, we were able to raise close to \$85,000 in 2008," explained Dave Charleson, General Manager, Enbridge Gas New Brunswick. "This year we hope to raise even more awareness for the United Way. Our employees have the energy to make a difference and each year that shows."

**For more information on the United Way and how you can participate in activities or donate in your community, visit [www.unitedway.ca](http://www.unitedway.ca).**



## Call Before You Dig!

It's the Law to Call. Homeowners and contractors are required by law to determine the location of buried natural gas pipes before breaking ground for any project. Enbridge Gas New Brunswick provides a free locating service to help you protect yourself and others from unnecessary damage.

Plan ahead and call our toll-free line at least 2 working days before your project starts. Not calling can be costly. Anyone who fails to determine the location of underground pipes and happens to damage a natural gas line is liable for the cost of repairs – and could face additional fines or charges.

### Work Safe. Call Before You Dig.

**1-800-994-2762**  
(NB General)

**1-866-344-5463**  
(Saint John)

**SHARE THE COMFORT. EARN THE REWARD.**

## Earn up to \$150 by sending us a referral!\*

Know a home or business owner who may be interested in the comforts of natural gas? Send them our way and if they switch to natural gas, you could earn up to \$150.\*

**Visit [www.naturalgasnb.com](http://www.naturalgasnb.com) or call 1-866-343-8427 to submit your referral.**

\* \$150 for business referrals and up to \$100 for residential referrals. Some conditions apply. Visit [www.naturalgasnb.com](http://www.naturalgasnb.com) for complete details.