



## IMPORTANT NOTICE

### **RESIDENTIAL NEW CONSTRUCTION BUILDERS GAS SERVICE SYSTEM PLANNED OUTAGE**

On July 25, 2022 Enbridge Gas will reach a significant milestone by amalgamating our Enbridge Gas Distribution and Union Gas Service Application systems and go live with the new province-wide, on-line GetConnected Attachment Tool.

With this integration comes a planned system outage that will temporarily interrupt your ability to view, create or submit gas service requests.

### **CALL TO ACTION**

Effective July 13, 2022 and concluding July 25, 2022, you will not be able to access our existing eApp system for gas service requests in the former Enbridge Gas Distribution service area or the current GetConnected attachment tool in the former Union Gas service area. This will enable Enbridge Gas to complete the province wide implementation of our “new” GetConnected online attachment tool.

Builders and HVAC providers are asked to submit all gas service requests prior to July 13, 2022. If your gas service request is not required until after November 1, 2022, we recommend delaying the request and submitting it after July 25, 2022 in the new Get Connected on-line tool.

All construction activities, including the installation of new gas services will continue and are not impacted by this planned outage. Similarly, new meter installs, meter activations, and Initial Putting into Use Inspections (final inspections) for occupancy are not impacted. Please contact us via phone or email to schedule these items following the existing process.

If you have content and service requests in the former Union Gas GetConnected system, please note that the system will not transfer the data over. If you wish to have current or historical documentation available for your review after the system change please take screen shots to serve as your future reference.

We are asking Builders & TSSA Certificate Holders, across the province to attend one of our online training webinars to help prepare you and your team for this change. The link to registration can be found at [buildingknowledge.ca/events/](https://buildingknowledge.ca/events/) and is open now.

We look forward to resuming regular service on July 25, 2022. Please be aware, our call center may experience longer than usual wait times once we resume full service. For more information, please contact your Residential New Construction Representative.

### **Frequently asked Questions:**

Q What type of gas services will be impacted?

A Gas services including new gas line requests, meter additions, load changes will be impacted.

New meter installs, meter activations, and Initial Putting Into Use Inspections (final inspections) for occupancy are not impacted. Please contact us via phone or email to schedule these during the system outage.

Q If I currently have a service appointment booked during the July 13 – July 25, 2022 timeframe will I need to reschedule?

A No, all service appointments that are scheduled in the system will continue as booked.

Q If I require any assistance from Enbridge Gas regarding my submitted gas service requests during July 13 – July 25, 2022, who do we contact and how?

A If you require immediate assistance during this period, you can continue to contact us via phone.

- former Union Gas service area 1-866-772-1045
  - former Enbridge Gas Distribution service area at 1-888-427-8888
- or reach out to your Residential New Construction Representative (see attached listing)

Q I use the former Union Gas Get Connected system now. Will I be able to view my dashboard and see my requested services?

A No, effective July 13, 2022 the current dashboard will be taken down and information will not be transferred to the new tool. Please take screenshots of any data that you wish to maintain for future reference.