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Media Release

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EPCOR to reach out to Southern Bruce County residents

Connecting with homeowners on natural gas

Kincardine, Ontario: EPCOR Utilities Inc. (EPCOR) and its partner municipalities – Kincardine, Arran-Elderslie and Huron-Kinloss – will once again reach out directly to residents to learn about and confirm their home heating requirements, and discuss how they can get ready to convert to natural gas. This will be done through a phone survey commencing July 6 by Innovative Research Group. This survey builds on one previously done in 2014 by the communities and will inform the final planning of the natural gas system.

Homes and businesses have a variety of heating systems and because needs are always evolving, EPCOR believes it is important to hear from people directly. Information garnered through this survey will help EPCOR update potential conversion cost estimates. Feedback will also factor into decisions EPCOR will make as it proceeds with its partner municipalities toward the goal of bringing reliable, clean and affordable natural gas to Southern Bruce.

The survey follows EPCOR's opening of a Customer Care Centre on June 23 at 735 Queen St., Kincardine. At the centre, Southern Bruce residents can meet directly with EPCOR staff to discuss their current energy requirements and costs, and how they can benefit from converting to natural gas.

The municipalities of Kincardine, Arran-Elderslie and Huron-Kinloss selected EPCOR as their preferred natural gas provider following a competitive RFP process in 2015, and entered into a franchise agreement with EPCOR in 2016 to build and operate a natural gas delivery system in their communities. The project is currently being reviewed by the Ontario Energy Board (OEB).

For more information, please contact:

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About EPCOR Utilities Inc.

EPCOR, through its subsidiaries, builds, owns and operates electrical and natural gas transmission and distribution networks, water and wastewater treatment facilities and infrastructure in Canada and the United States. The company also provides electricity, natural gas and water products and services to residential and commercial customers. EPCOR, headquartered in Edmonton, Alberta, is an Alberta Top 70 employer. EPCOR's website address is www.epcor.com.