

Get Comfortable

Winter 2009

Information on energy usage, conservation, rates and natural gas safety.

New furnaces more efficient than ever



Starting December 31, 2009, replacing an old furnace with a new model will give you greater energy efficiency than ever before, resulting in savings on your gas bill. That's because all new gas furnaces sold in British Columbia will be subject to a higher energy performance standard. The national standard, set by the Government of Canada and adopted by the provincial government through the B.C. Energy Efficiency Act, requires that all replacement gas-fired central forced-air furnaces achieve at least a 90 per cent AFUE (Annual Fuel Utilization Efficiency) rating. The AFUE is the amount of heat actually delivered by your furnace compared to the fuel supplied.

What does this mean for you? If you install a natural gas furnace after January 1, 2010, your new furnace will use 90 per cent or more of the gas supplied to it to heat your home. So not only do you benefit from a lower gas bill, but you help the environment at the same time.

By replacing a furnace with one that meets the new performance standards, the savings in fuel costs add up to about 12 per cent over a furnace that meets the old minimum standard.

Naturally, the actual dollar amount you save depends on several things, such as the size of your home and the actual amount of heat loss that occurs.

Furnaces for any new residential construction and commercial buildings have been subject to this furnace efficiency standard since January 1, 2008.

**Source: Heating, Refrigeration and Air Conditioning Institute of Canada*

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Save your energy

Terasen Gas has always strived to help customers reduce their energy costs and minimize effects on the environment. The new furnace efficiency standard will go a long way towards achieving those goals. Add to that Terasen Gas' new energy efficiency initiatives such as rebates on Energy Star™ rated appliances, and the savings begin to pile up. There are also grants available from the federal government for ecoENERGY Retrofits (visit Natural Resources Canada at nrcan.gc.ca for details), as well as the Home Renovation Tax Credit (for renovations completed before February 1, 2010).

Consider consulting with a licensed heating, ventilating and air-conditioning (HVAC) professional. They can assess your home and recommend solutions that will make it more energy efficient.

Whistler residents now enjoying the benefits of natural gas



The project is complete, there are no more propane tanks to truck or rail in, and natural gas is flowing in Whistler.

This summer, Terasen Gas completed the construction of a 50-kilometre long pipeline between Squamish and Whistler to bring Whistler residents natural gas. The pipeline was built in conjunction with the expansion of the Sea-to-Sky Highway (Highway 99). By teaming up with the highway construction, the project minimized environmental impacts and kept construction costs to a minimum.

Even the environment is benefiting, as natural gas is a cleaner burning fuel than propane. In fact, this year, Whistler stands to see a five per cent reduction in its total community emissions by switching to natural gas. That reduction is equivalent to approximately 20 million kilometres travelled in a mid-sized car.*

With the highway improvements that were scheduled and the need to serve the community's growing energy demands—including the Olympic Games, this was the ideal time to convert the propane system to natural gas.

*Source: Environment Canada, courtesy of Whistler Centre for Sustainability



Don't be left in the cold this winter

With the onset of the heating season, your furnace needs to be in top form. Because home heating accounts for a considerable share of your household energy costs, it makes sense to keep your heating system running as efficiently as possible.

Have your furnace checked by a licensed natural gas contractor so it operates at its best. A gas contractor can also locate and conduct specialized tests on the gas piping you can't see—your buried gas piping—to ensure that it is functioning safely and efficiently.

Meter safety for the season:

- Keep your meter clear of ice and snow.
- Remove any built-up snow by hand until the regulator and shut off valve are clear.
- If ice builds up on your meter or regulator, call Terasen Gas at 1-888-224-2710.
- Never kick or hit a meter to break ice or snow build-up.
- Don't use a snowplow or blower near your meter.
- When shovelling snow, don't pile it up against or around your meter.

Visit the Safety section on terasengas.com for more winter safety tips.

TIP: Save even more energy and money by ensuring your furnace is working at its maximum efficiency. Schedule regular inspections and maintenance.

Fraser River pipeline upgrade underway

As part of our ongoing Asset Integrity Management Program, Terasen Gas schedules regular upgrades to different parts of our system, including our pipelines. It is part of our commitment to providing safe and reliable service for our customers.

With this goal in mind, we embarked upon a \$27.3 million upgrade project of the South Fraser pipeline. Deep beneath the south arm of the Fraser River, twin pipes deliver natural gas servicing over 220,000 Terasen Gas customers.

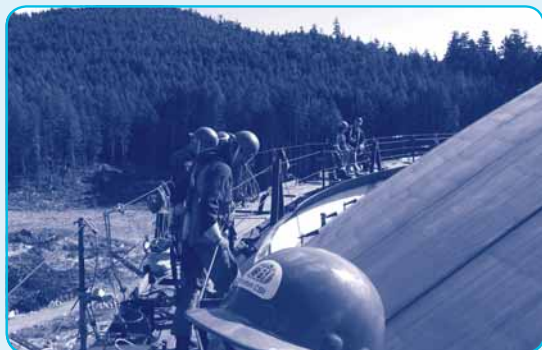
The upgrade project will replace the twin pipes under the river with two new pipes that meet newer seismic standards and will withstand river scour. The work began in August after consultation with the public, local First Nations, municipalities and other stakeholders. Plus an environmental firm has been contracted to ensure environmental compliance throughout the project. “We are

working in a very sensitive zone along the river,” says Terasen Gas Environmental Affairs Manager, Jennifer Robertson. “And we are being exceptionally diligent from the very beginning to ensure we have identified all the environmental sensitivities in the area and examined the archaeology, soils, agricultural lands, wildlife and the fisheries resources.”

For Terasen Gas, safety is critical. “This upgrade project is an essential part of our ongoing commitment to safety and ensures the continued reliable delivery of natural gas to our customers in the Lower Mainland,” said Cynthia Des Brisay, Terasen Gas Vice President, Gas Supply and Transmission.

The new twin 1.4 km pipes are expected to be complete and in service by December, with final restoration of the site by summer, 2010.

Raising the roof at Mt. Hayes



Workers raise the roof at the Mt. Hayes storage tank.

The walls of the storage tank at Terasen’s Mt. Hayes facility are standing tall, and on September 30, the project team gathered at the site to witness the latest awe-inspiring project milestone: raising the roof.

The diameter of the roof on the storage tank measures about 58 metres, and the total lifted weight is more than 400,000 kilograms. So how is a massive steel structure such as this secured to the outer walls of the storage tank? A cushion of air produced by fans lifts the roof in place—a truly amazing sight. The process, known as an air raise, took about four hours, from the time the fans were turned on to the time the roof was in place.

Horton CB&I, the design-build contractor for the facility, has been using the air raise method since the early 1960s. At Mt. Hayes, just over a quarter of a pound per square inch (PSI) was required to lift the tank roof from its initial position approximately two metres above the tank floor to its final position 38 metres in the air at the top of the outer tank shell.

With the roof in place, crews, now sheltered from the elements, completed the insulation of the bottom of the tank, and construction of the inner tank began at the end of October. Two transmission pipelines that connect the storage facility to the existing Terasen Gas transmission system are built and work on the gas measurement and odourization station is underway.

Work has also started on the electrical substation, and a five-kilometre power line from the substation to the storage facility site will provide the required electrical supply for the plant. The right-of-way for the power lines will run adjacent to the pipeline right-of-way, and restoration work of the area began in early October.

Take the heat off your winter energy bill



Winter is the heating season and with it comes the inevitable increase in energy bills. But with some advance planning, you can better manage your heating costs this winter.

Keep the heat in

What can you do to weatherproof your home? Repair or plug/cover any gaps where valuable warm air can leak out, and don't keep windows or doors open while you're heating. Insulate properly, and add weather stripping where needed.

Equal payments help balance your budget

The Equal Payment Plan (EPP) helps you smooth out the winter highs and summer lows that can come with your yearly gas consumption. EPP divides your total annual gas bill into twelve monthly instalments. We may adjust instalments quarterly if there is a change in gas commodity rates or your consumption patterns. At the end of your billing year you'll receive a charge or credit for the difference between the monthly instalments billed and the cost of the natural gas you've actually used. There is no charge for EPP.

Help a loved one manage their account

For those family members who have difficulty managing their account, lend a helping hand by adding your name as a caretaker to their Terasen Gas account. You'll then have access to their bill so you can check that it's paid every month and in a timely fashion. You'll also have access to information about their gas service, such as energy efficiency, rates, tips and other information. The registered account holder must call to implement this service.

TLC for your furnace

Your heating system is one of the most important parts of your home. Keep it running well, and you'll save yourself plenty on energy costs. Here are a few things you can do to keep your furnace in top form:

- Schedule checks with a licensed gas contractor as per the maintenance guide for your furnace model.
- Vacuum, wash or replace your furnace filter regularly.
- Clean away dust balls and ensure there are no potentially flammable materials near the furnace.
- Check that your vent to the outside does not have anything blocking its airflow.

Smell gas? Act fast!

Get out and call the **Terasen Gas 24-Hour Emergency Line** at **1-800-663-9911**, or 911 or the fire department's emergency number.

- Don't smoke, light matches, operate electrical switches, use either cell or telephones, or create any other source of ignition.
- Leave the building immediately; leaving the door open and any windows that may already be open.
- Get to a nearby phone and call the **Terasen Gas 24-hour Emergency Line** at **1-800-663-9911**, or **911** or the fire department's emergency number.
- Turn your gas off at the meter, if you know how.

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