

Question / Comment	Response
Is there a subsidy option to help with conversions, or some type of financial assistance for consumers?	The municipalities are investigating options to provide some financial assistance for consumers, but none have been confirmed at this time.
Can you provide actual cost breakdowns for conversions, not just estimates?	The actual cost of conversion depends on various factors, such as the number and type of appliances to be converted. Therefore, actual cost cannot be determined until this type of information has been ascertained. Please see the Q&A sheet on conversion costs and fuel savings located on the Project website: <a href="https://northshorenaturalgas.com">https://northshorenaturalgas.com</a> .
Will there be any odour to the natural gas?	Natural gas in its pure form has no odour. For safety purposes and to help detect gas leaks, a harmless gas called mercaptan will be added to natural gas before it is distributed to customers in the municipalities to make the natural gas smell like rotten eggs (or sulphur).
Is it necessary to have main pipelines coming down residential streets?	This project includes a natural gas distribution system for your community. This system consists of “mains,” which are buried pipes under the streets, and “service lines” which are buried pipes that connect each home and business to the mains. Distribution systems like this are common around the world, including most of Ontario.
Where can I find information on the Project? Can I be provided with printed information?	Project information, including a copy of the storyboards that were presented at the Information Sessions on April 9, 10, and 11, 2019, can be located on the Project website: <a href="https://northshorenaturalgas.com">https://northshorenaturalgas.com</a> .
How many and what size of truck will be used per week to supply natural gas to the bulk tanks?	The number of trucks per day will vary according to demand, but we expect there will be from one truck every 1 to 2 days up to two trucks a day, depending on the municipality. Each truckload contains approximately 10,000 US gallons of LNG.
When will the system be in service?	The distribution system serving the communities is scheduled to be available for service in the fall of 2020.
Do you have approvals from CP rail?	We will work with CP rail to obtain all required permits and approvals.

**Reference: North Shore LNG Project – Information Session FAQ**

What is the backup supply plan?	Each community LNG Depot will be designed to store 5 days of the community's peak gas demand. Additional reserve storage will be located at the Nipigon LNG plant.
What if you want to change out just a washer, dryer, hot-water tank, stove or fridge?	Customers can convert whatever devices and appliances they want.
What information is there regarding employment?	A feasibility study indicated the project would contribute \$73 million toward the GDP of Ontario, comparable to creating 704 full-time equivalent (FTE) positions.
What is the potential for gas leaks and/or truck accidents?	Natural gas heating and the LNG transportation industry has an excellent safety record. Please see the Q&A sheet on trucking safety record, located on the Project website: <a href="https://northshorenaturalgas.com">https://northshorenaturalgas.com</a> .
What happens in the event of an LNG truck accident?	All trucking companies transporting LNG are licensed by Transport Canada. As such, they are subject to very strict requirements for driver training, equipment inspection and emergency response capabilities that are designed to prevent accidents and ensure appropriate response in the event of any accident.