

# Welcome to today's CHBA Net Zero Webinar!

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# Housekeeping

- **This webinar is being recorded.** CHBA Members can access the Net Zero webinar archive (recording + slide deck) at [www.chba.ca/NZwebinars](http://www.chba.ca/NZwebinars).
- **You will be in “listen-only” mode** for the duration of the webinar.
- **After the presentation we will have time for questions. Please use the question section of the dashboard** throughout the webinar and your questions will be relayed to the presenter(s).
- You can **change your screen view** by clicking on the  View **icon** in the top right corner, and by dragging the slider between sections to make the slideshow and webcams smaller/larger.

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**Lunch & Learn Seminar available on topics such as:**

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- High Performance Building Enclosure Systems

### ARCHITECT DESIGN EVENTS

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- Eliminating Thermal Bridges and Online Design Tools
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## SILVER



## BRONZE





# Today's Webinar

December 15, 2022 from 10:30-11:30 PT / 1:30-2:30 ET

## Learn about the growing demand for EV chargers in new homes



Presented by:

**Shannon Bertuzzi, Director of Builder Markets, Reliance Home Comfort, and  
Tyler Corso, Product Manager, B2B Channels, Reliance Home Comfort**

With over 40% of buyers in the new housing market considering an electric vehicle (EV) charger a “Must Have,”\* EV chargers can increase the desirability of new homes.



In this webinar you will learn how to get ahead of the market with pre-installed EV chargers in your new homes. With seamless ordering and delivery, find out how you can bundle your EV charger with other mechanical equipment from Reliance to simplify equipment sourcing.

Discover how your homeowners can receive competitive rental rates and access to in-home service experts post move-in with 24/7/365 call support.

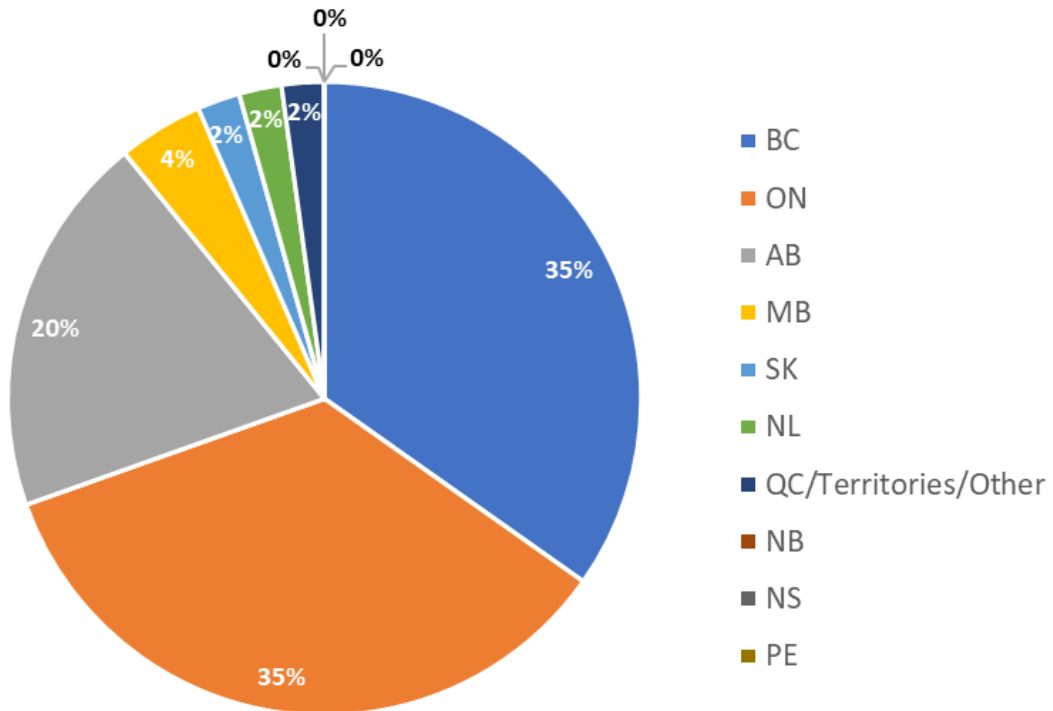
*\*CHBA / Avid Ratings Canada 2021 Homebuyer Preference Study.*

*CHBA Members will be able to access the webinar recording and slide deck at [chba.ca/NZwebinars](https://chba.ca/NZwebinars)*

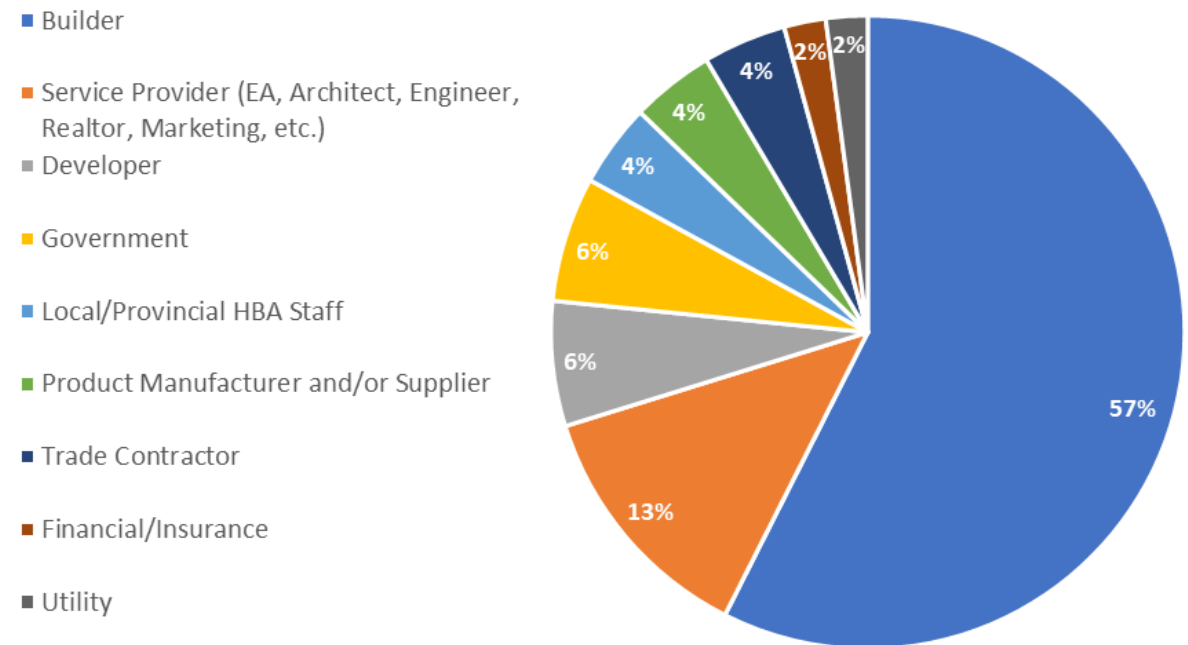


# POLLS

Where are you tuning in from?



Which of the following best describes you?

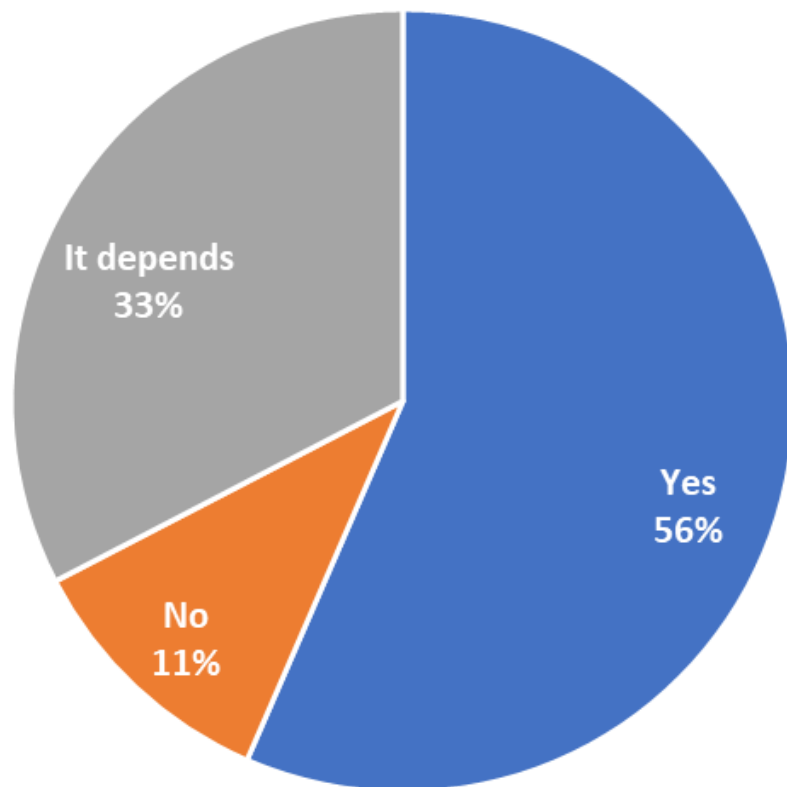




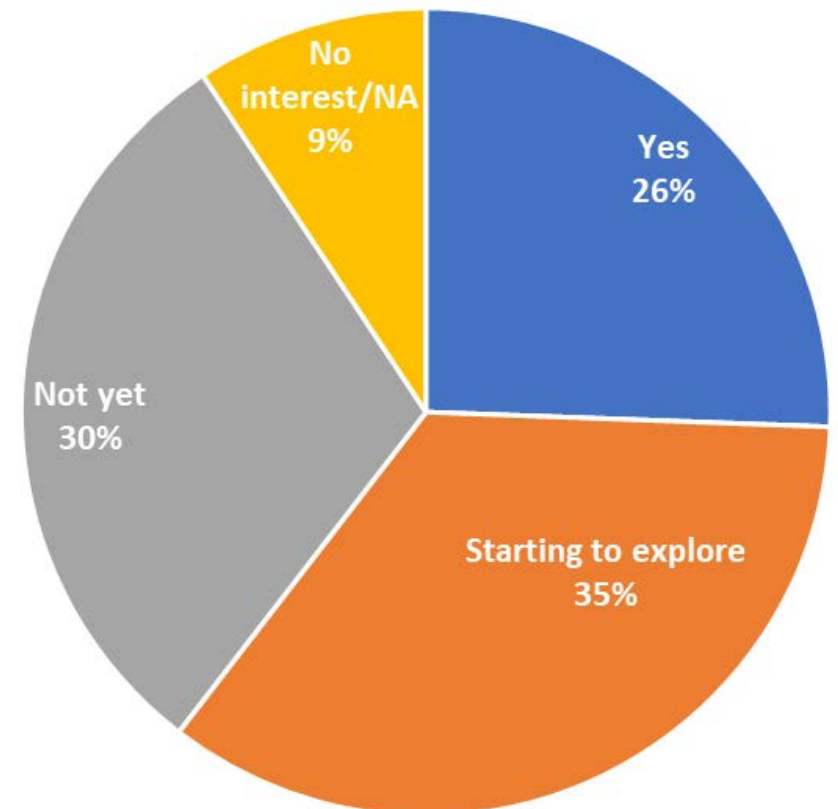


# POLLS

**Are you considering EV Chargers for your new projects in 2023?**



**Are you actively looking for an EV Charger solution for your new projects?**





# CHBA NetZero Webinar: Electric Vehicle Chargers for Builders

December 2022

Reliance Builder Program



# Team Introduction

**Shannon Bertuzzi**

Director, Builder Markets

**Tyler Corso**

Product Manager, B2B Channels



# Agenda

Electric Vehicles and  
EV Chargers Market

Product Overview

The Reliance Difference

# About Reliance

Install, Repair, Maintain

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Heating



A/C



Indoor Air  
Quality



Hot Water



Water  
Purification



Plumbing



Electrical



Protection  
Plans



Green  
Solutions



Smart Home

# Why partner with Reliance?



**#1** 

Largest Canadian Water Heater Company

**1.9M** 

Total Customers  
Water Heater, HVAC & Protection Plan Customers

**875,058** 

Service & Installation Calls  
2021

**1087** 

Service Team Members  
Service Technicians, Plumbers & Installers Nationally

**60+** 

Years of Business  
Servicing Builders and Homeowners since 1960

**1,200** 

Builder Partners

**237,000** 

Customers  
HVAC Protection Plan Customers

**51,000** 

Customers  
Plumbing Protection Plan Customers

## Satisfied Customers

  
Over 70,000+ Perfect  
**5** ★★★★★  
Google Reviews

## Engaged Team

Waterstone  
CANADA'S  
**MOST**   
**ADMIRED**  
CORPORATE  
CULTURES  
2019 - 2021



# Community Involvement

## and commitment to the environment



**United Way Community Leader**  
\$2.5M donated (2015 - 2020)



**Habitat for Humanity**  
\$100,000 of HVAC equipment donated (2020)



**Paperless Billing**  
800,000+ paperless  
billing customers



**Thermostat  
Recovery Program**  
2700+ mercury  
thermostats recycled



**Offsetting  
Consumption**  
Planting 10,000+ trees  
each year



**Single Use  
Elimination**  
Eliminate plastics,  
cups & utensils



**Electric Service  
Vehicles**  
Retrofitted with Hybrid  
Systems

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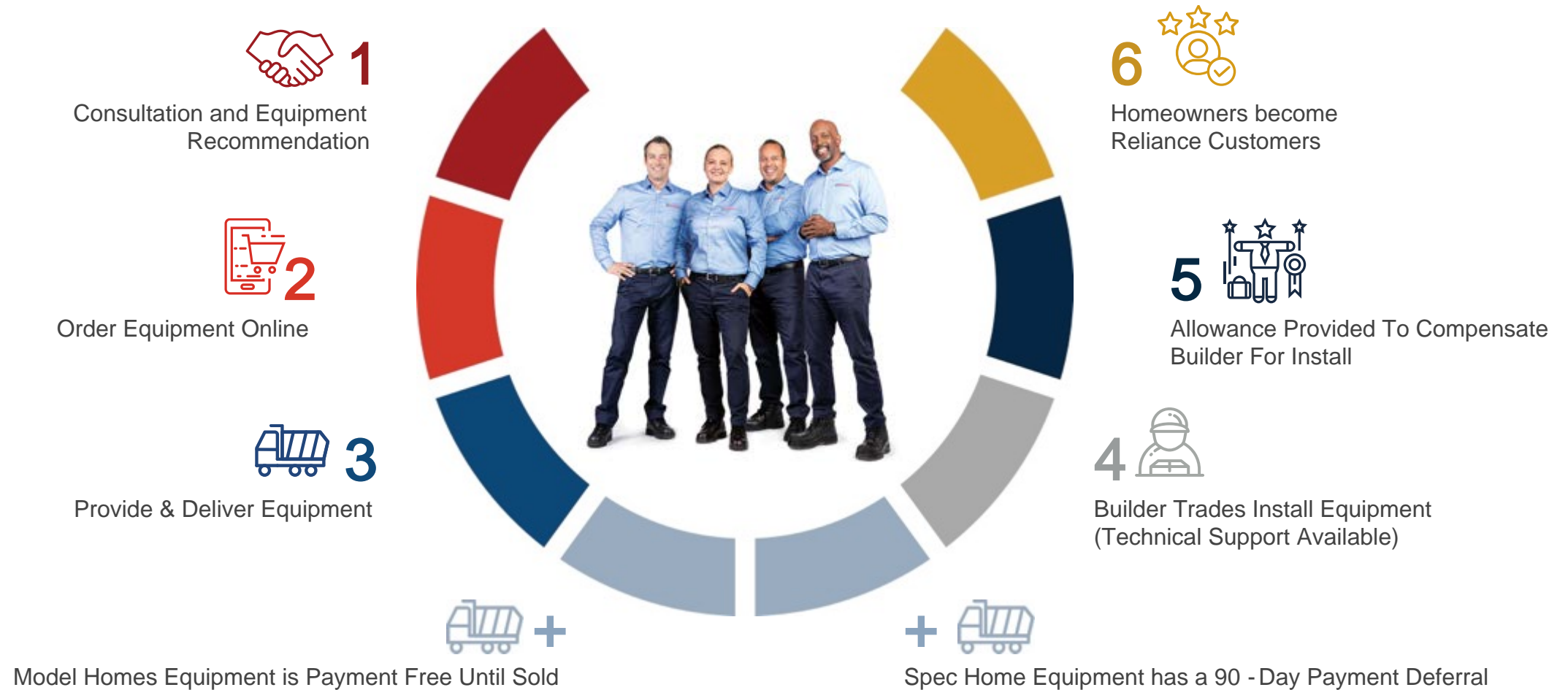
## Supporting Local





# The Builder Program

# The Reliance Builder Program



# Builder Industry Associations

## Commitment to Understanding Business Needs

- Building Code Updates
- Legislation changes
- Industry Trends & News
- Evolving needs of independent verticals
- Energy Advisors
- buildABILITY



# Introducing EV Chargers

Electric Vehicle Chargers + Reliance



# Electric Vehicles and EV Chargers Market

**35%+**

Annual growth rate for electric vehicles (past 5 -years).<sup>1</sup>

Significant growth in EV adoption will drive additional EV Charger demand

**40+**

Hours to charge a Battery Electric Vehicle using a Level 1 EV Charger from empty. <sup>6</sup>

**70%+**

Canadians are considering an EV as their next vehicle <sup>2</sup>

Fast growing market due to government regulations, OEM support, affordability

**100%**

Of new vehicle sales in Canada are mandated to be zero - emission by 2035. <sup>3</sup>

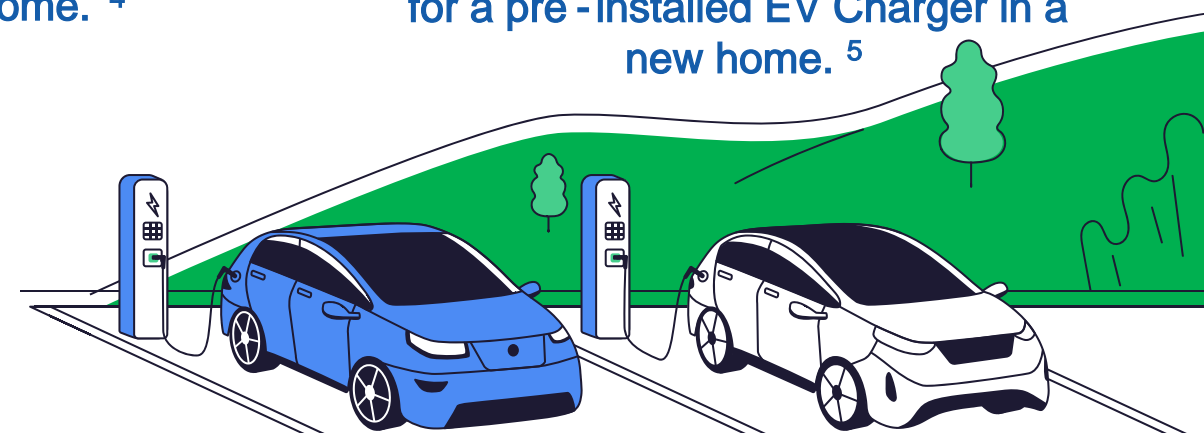
**80%**

Of electric vehicle charging is done at the home. <sup>4</sup>

**36%+**

Of new home buyers actively look for a pre -installed EV Charger in a new home. <sup>5</sup>

Sources: <sup>1</sup>StatsCan <sup>2</sup>KPMG, <sup>3</sup>Transport Canada, <sup>4</sup>Forbes, <sup>5</sup>CHBA/Avid Ratings Canada 2021 Homebuyer Preference Study, <sup>6</sup>US Dept of Transportation





# Industry - Leading Partnerships



Rental Home Services  
Equipment



- Company founded in Quebec (2009)
- Made in Canada for a Canadian climate
- One of the largest public charging providers in Canada<sup>1</sup>

<sup>1</sup>Source: FLO (Public charger installed base. Excludes Tesla owned/operated public charging network)

# Seamless Roaming Network

Over 60,000 charging locations in North America



In partnership with...

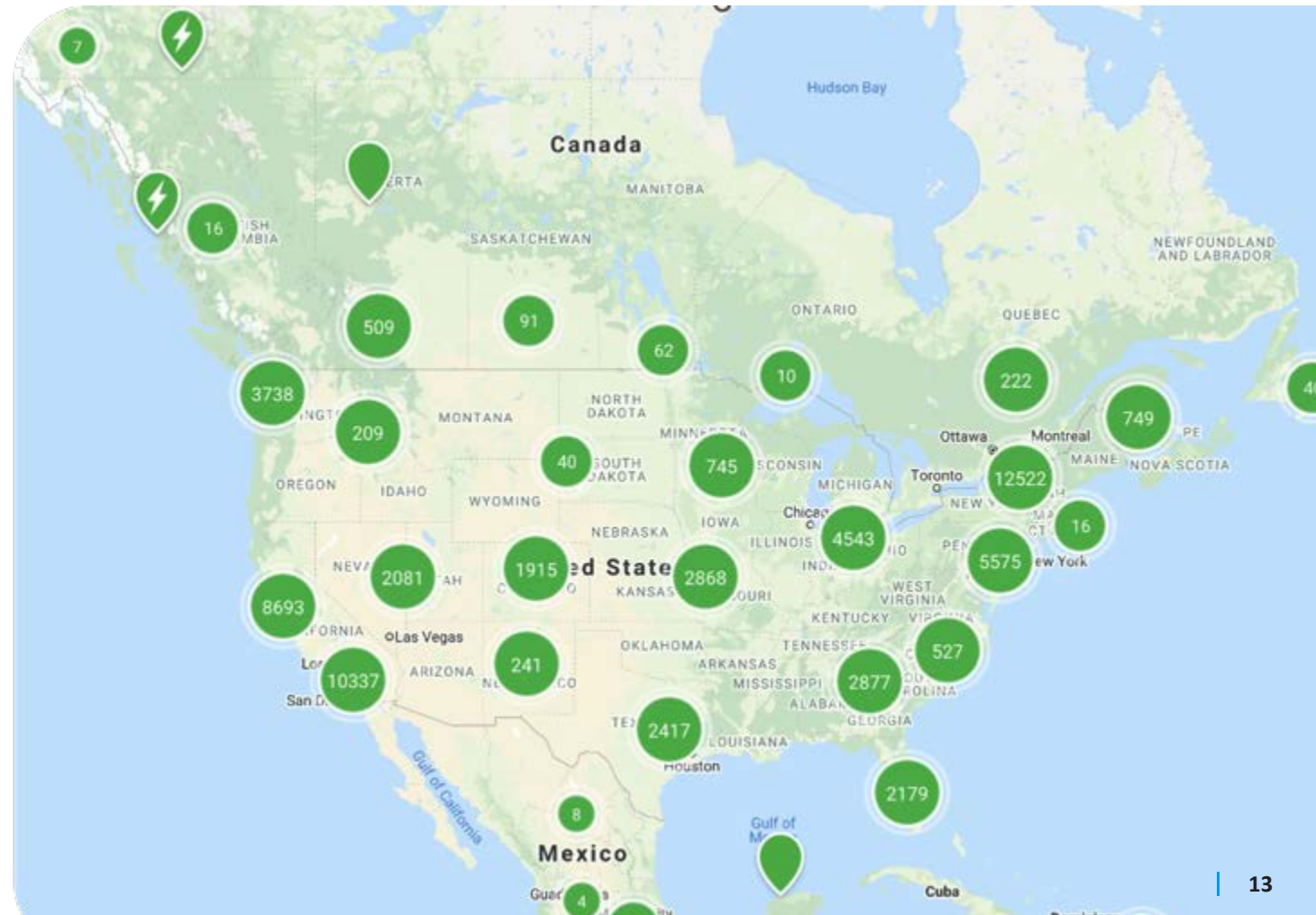
chargepoint

greenlots

Electric  
Circuit

BC Hydro

evcharge  
NETWORK



# Why FLO?

A complete ecosystem for all your charging needs



**Top 3**

Network operator in North America



**300,000+**

Members and 92%+ EV driver satisfaction



**750,000**

Charging events made possible per month<sup>(1)</sup>



**69 / 52**

B2B / B2C Net Promoter Score<sup>(2)</sup>



**65,000+**

Chargers sold (public/private)



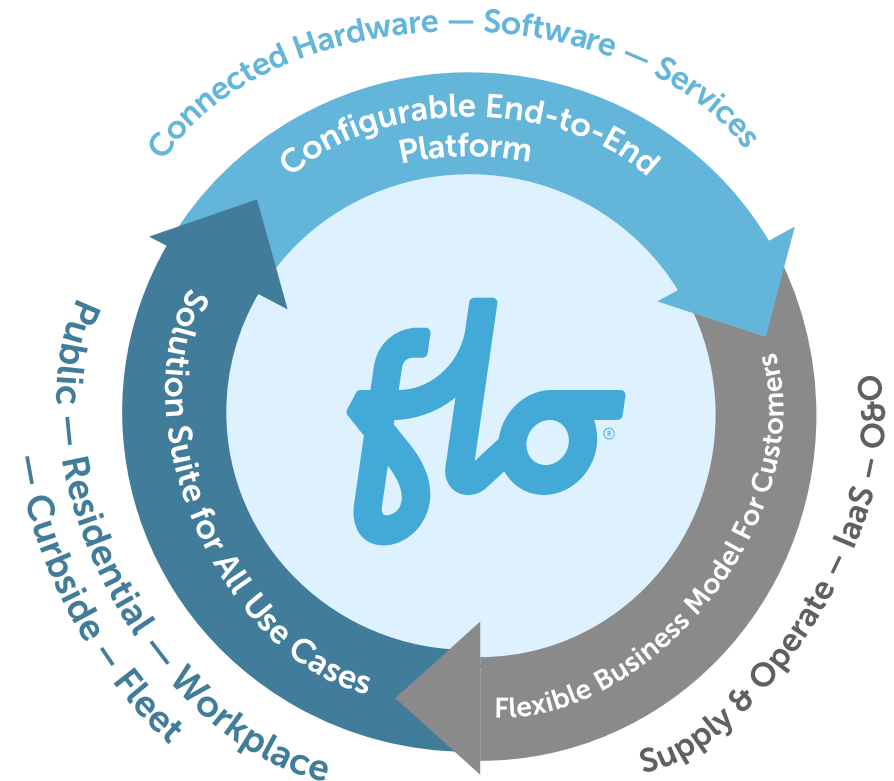
**98%**

FLO North America Network Uptime<sup>(3)</sup>



**61,000+**

Total North American public EV chargers available to FLO members



Note: All data as of 12/20, unless otherwise specified  
Source: Company estimates and energy.gov data

1. 12/20 data and company estimates for non-connected chargers

2. As of 7/20

3. Company methodology and data as of 5/21; trailing 12 months, with standard waiting-on-customer exclusion

# Promotional Offer for CHBA NetZero Audience



FLO X5



FLO G5

Flexible Rental Rate for  
Homebuyers  
+ a Generous Builder  
Allowance

## Currently in Development:

"Pay-as-you-go" EV Charger Offering for MURB Shared Parking

# Benefits Of Rental For Your Homebuyers

- One monthly bill covers maintenance, service and repairs, including parts and labour\*
- Free replacement should the equipment be unrepairable\*
- Guaranteed service from fully trained, licensed technicians and installers
- Live telephone support 24/7/365

\* Subject to standard 7 year rental program terms and conditions.



# Thank you

Questions? Next Steps? Call on Reliance.

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Director, Builder Markets

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(289) 456-9484

# Appendix

# FLO Spec Sheets







### X5 Model

240 V | 30 A | 7.2 kW

With its sturdy construction, refined design and reliability, FLO Home brings you one of the best options in residential EV charging.

<b>Connected</b> Track your data usage, access smart features like Charging Schedule and experience real time charging with the FLO app.	<b>Future-Proof</b> Automatic software update and easy addition of a 2nd X5 on the same breaker.
<b>Quality Cable and Connector</b> 25' commercial grade cable that ensures resilient flexibility. High quality universal connector built to last 10 years +. Connector style may vary.	
<b>Robust Casing</b> Made of 100% aluminum with a highly resistant finish.	<b>Built-in Security</b> Safe for your electric vehicle and your home.

**7-Year Limited Warranty (On Rental)**



Meets applicable UL safety standards. Certified by CSA Group, a Nationally Recognized Testing Laboratory (NRTL).



Designed and manufactured by AEP Energy Technologies Inc.  
Designed for single home applications  
1. <https://www.flo.com/en-CA/business/products/flo-home/>







### G5 Model

240 V | 30 A | 7.2 kW

With its sturdy construction, refined design and reliability, FLO Home brings you one of the best options in residential EV charging.

<b>Robust Casing</b> Made of 100% aluminum with a highly resistant finish.	<b>Durable Connector</b> High quality universal connector built to last 10 years +. Connector style may vary.
<b>Quality Cable</b> 25' commercial grade cable that ensures resilient flexibility.	<b>Built-in Security</b> Safe for your electric vehicle and your home.

**7-Year Limited Warranty (On Rental)**



Meets applicable UL safety standards. Certified by CSA Group, a Nationally Recognized Testing Laboratory (NRTL).



Designed and manufactured by AEP Energy Technologies Inc.  
Designed for single home applications  
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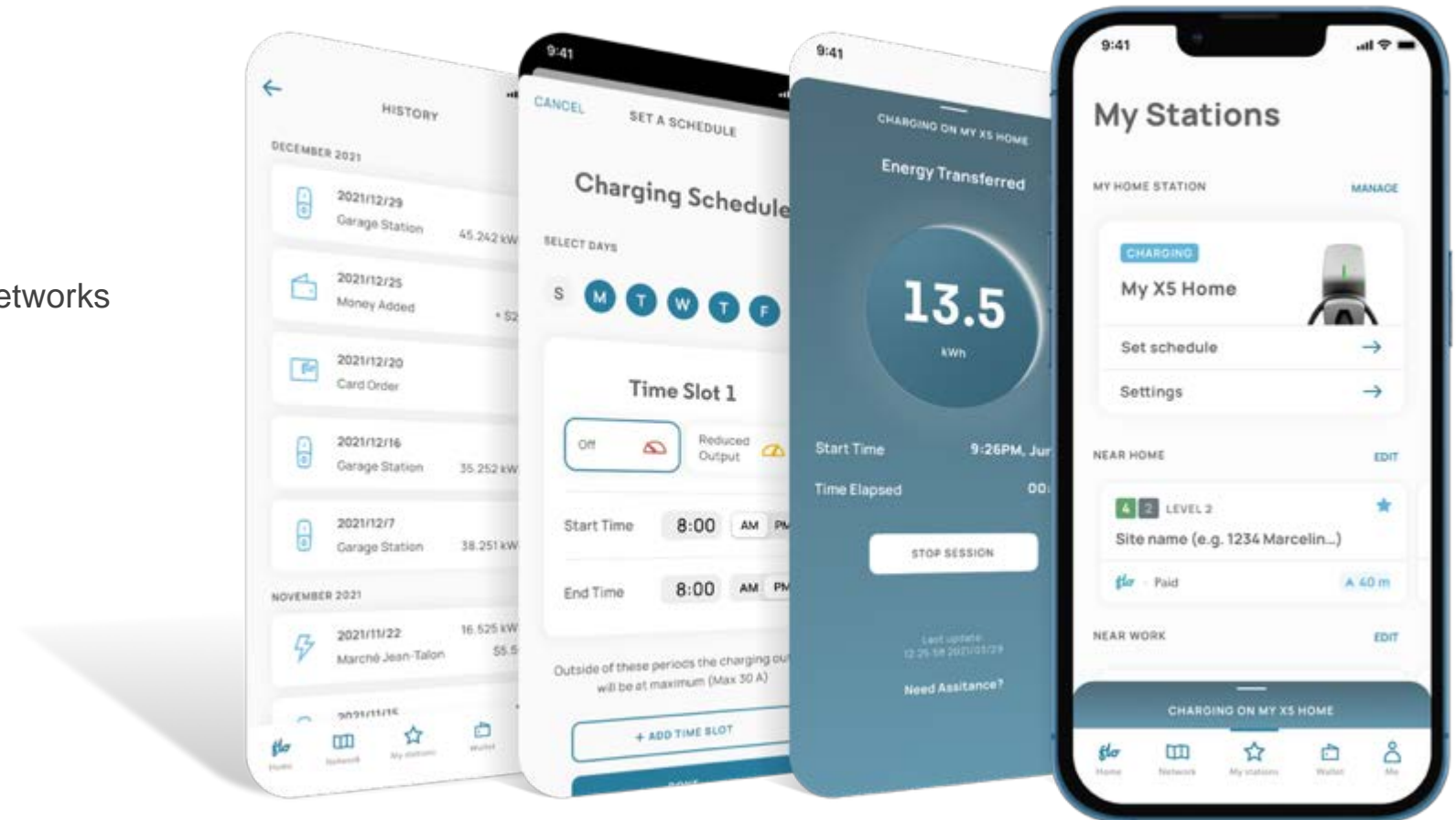


# Intuitive & Free Mobile App

First class customer experience



- Easily find charging stations
- Roaming agreements with major networks
- Mobile app or RFID card payment
- Real-time charging & billing
- 24/7 phone support
- Flexible payment options
- Web portal
- Cloud based reporting tools
- Secure PCI compliant payment



# Don't take our word for it

## Residential



Demand Response



## Workplace



**Cascades**

**BOMBARDIER**



## Fleets



Société québécoise  
des infrastructures  
**Québec**



**VIDÉOTRON**



Ville de Montréal

## Public



conEdison, inc.



## City Curbside



Ville de Montréal



## End-to-end solutions for Utilities



**Énergie NB Power**





# EV Chargers and Residential New Construction

Jurisdictions (Served by RHC) with Mandates on EV Chargers in New Developments

Province	Jurisdiction	EV Ready Parking Requirements <sup>1</sup>
Ontario	Toronto	100 % (Residential), 25% (Guest)
British Columbia	Vancouver	100 %
	Port Moody	100 %
	Surrey	100 %
	Richmond	100 %
	Burnaby	100 %
	New Westminster	100 %
	North Vancouver	100 %
	West Vancouver	100 %
	Langley	1x per unit
	Coquitlam	1x per unit

Sources: <sup>1</sup>CleanAirPartnership

# Product Overview

## Residential and Commercial Solutions



Features	FLO Home G5	FLO Home X5
Schedule Charge and Control Access		✓
Energy Star Rated	✓	✓
Transactional ('Pay-per-Use')		
Specifications	FLO Home G5	FLO Home X5
Enclosure	NEMA 4X 100% Aluminum	NEMA 4X 100% Aluminum
Cable length	7.62 m / 25 ft Ultra Flex	7.62 m / 25 ft Ultra Flex
Charging Power and Output	6.2 to 7.2 kW (30 A)	6.2 to 7.2 kW (30 A)
Operating Temperature	-40 °C to 50 °C	-40 °C to 50 °C
Weight	11.2 kg	11.2 kg
Install Applications	FLO Home G5	FLO Home X5
Private Parking – Detached/Semi/MURB	✓	✓
Shared Parking – Detached/Semi/MURB	✓	✓