



Enercare Solutions Inc.

**Management's Discussion and Analysis of
Financial Condition and Results of Operations**

Third Quarter Ended September 30, 2018

Dated November 19, 2018

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The interim financial statements of Enercare Solutions are prepared in accordance with IFRS. Enercare Solutions' basis of presentation and significant accounting policies are summarized in detail in notes 2 and 3 of the interim financial statements for the period ended September 30, 2018. Unless otherwise specified, amounts are reported in this MD&A in thousands, except customers, units and "per unit" amounts, Shares and "per Share" amounts and percentages (except as otherwise noted). Unless otherwise specified, dollar amounts are expressed in Canadian dollars.

Certain definitions of key financial and operating terms used in this MD&A are located at the end of this MD&A under "Glossary of Terms".

FORWARD-LOOKING INFORMATION

This MD&A, dated November 19, 2018, contains certain forward-looking statements within the meaning of applicable Canadian securities laws (“forward-looking statements” or “forward-looking information”) that involve various risks and uncertainties and should be read in conjunction with Enercare Solutions’ 2017 audited consolidated financial statements and Enercare Solutions’ interim financial statements for the three and nine months ended September 30, 2018. Additional information in respect of Enercare Solutions, including the AIF, can be found on SEDAR at www.sedar.com.

Statements other than statements of historical fact contained in this MD&A may be forward-looking statements, including, without limitation, management’s expectations, intentions and beliefs concerning anticipated future events, results, circumstances, economic performance or expectations with respect to Enercare Solutions, including Enercare Solutions’ business operations, business strategy and financial condition. When used herein, the words “anticipates”, “believes”, “budgets”, “could”, “estimates”, “expects”, “forecasts”, “goal”, “intends”, “may”, “might”, “outlook”, “plans”, “projects”, “schedule”, “should”, “strive”, “target”, “will”, “would” and similar expressions are often intended to identify forward-looking information, although not all forward-looking information contains these identifying words. In particular, statements regarding Enercare Solutions’ plans for 2018 under “Vision and Strategy” and “Outlook” are forward-looking statements. These forward-looking statements may reflect the internal projections, expectations, future growth, results of operations, performance, business prospects and opportunities of Enercare Solutions and are based on information currently available to Enercare Solutions and/or assumptions that Enercare Solutions believes are reasonable. Many factors could cause actual results to differ materially from the results and developments discussed in the forward-looking information.

In developing these forward-looking statements, certain material assumptions were made. These forward-looking statements are also subject to certain risks. These risks include, but are not limited to:

- actual future market conditions being different than anticipated by management;
- the risk that the roll out of rental HVAC offerings beyond the present 29 states in the U.S. does not realize anticipated results as the rental model is a new concept in this industry in the U.S.; and
- the risks and uncertainties described under “*Risk Factors*” in this MD&A.

Material factors or assumptions that were applied to drawing a conclusion or making an estimate set out in forward-looking statements include:

- management’s views regarding current and anticipated market conditions;
- industry trends remaining unchanged;
- Enercare Solutions’ financial and operating attributes as at the date hereof and its anticipated future performance;
- assumptions regarding the volume and mix of business activities remaining consistent with current trends; and
- assumptions regarding foreign exchange rates.

There can be no assurance that recent results from the introduction of the rental model to Service Experts in Canada and the U.S. are indicative of future results.

Readers are cautioned that the preceding list of material factors or assumptions is not exhaustive. Although forward-looking statements contained in this MD&A are based upon what management believes are reasonable assumptions, there can be no assurance that actual results will be consistent with these forward-looking statements. Accordingly, readers should not place undue reliance on such forward-looking statements and assumptions as management cannot provide assurance that actual results or developments will be realized or, even if substantially realized, that they will have the expected consequences to, or effects on, Enercare Solutions. All forward-looking information in this MD&A is made as of the date of this MD&A.

These forward-looking statements are subject to change as a result of new information, future events or other circumstances, in which case they will only be updated by Enercare Solutions where required by law.

Please see the section entitled “*Risk Factors*” in this MD&A for a discussion in respect of the material risks relating to the business and structure of Enercare Solutions.

OVERVIEW

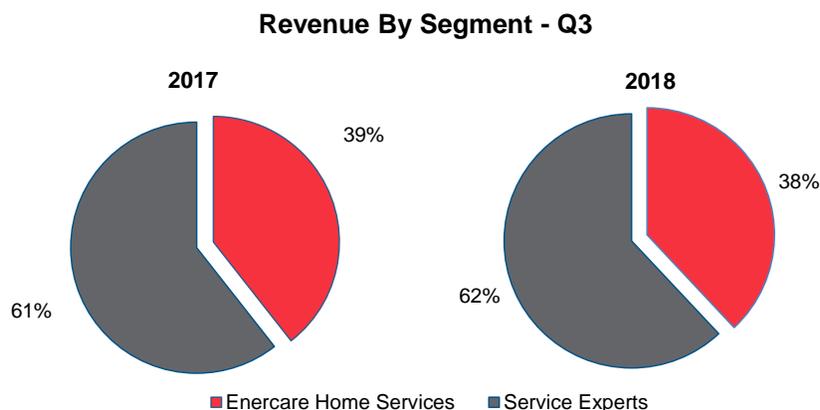
Enercare Solutions is a wholly-owned subsidiary of Enercare. Enercare Solutions is a multi-product and multi-service home and commercial services company with two principal business segments: Enercare Home Services and Service Experts.

Enercare Solutions has investment grade ratings of “BBB-” with a “stable” trend and “BBB (low)” with a “stable” outlook from S&P and DBRS, respectively.

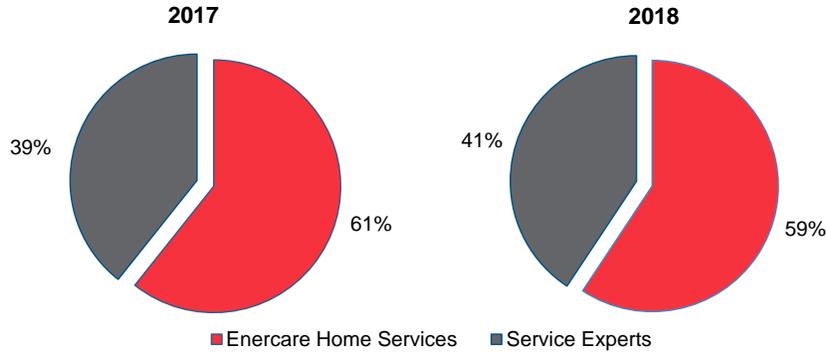
Enercare Home Services is operated by Enercare Solutions and its subsidiaries. Enercare Home Services provides rental water heaters, furnaces, air conditioners, water treatment solutions and other HVAC products to residential and commercial customers. In addition to renting, customers have the option of purchasing products outright or through financing provided by Enercare Home Services. Enercare Home Services also provides protection plans, duct cleaning, plumbing, electrical and other related repair and maintenance services to its customers. Enercare Home Services operates primarily in Ontario.

Service Experts is operated by SEHAC and its subsidiaries, with centers located in 29 states in the U.S., and SE Canada, with centers located in three provinces in Canada. SEHAC and SE Canada are both indirect wholly-owned subsidiaries of Enercare Solutions. Service Experts provides repair and replacement of HVAC products and water heaters to residential and light commercial customers, who can purchase products outright or through financing provided by a third party. Since 2016, Service Experts has also been rolling out its rental offering in the U.S. and Canada. Service Experts also provides plumbing, maintenance agreements and related services to its customers.

The graphs below outline revenue and Gross Margin by principal business segment.



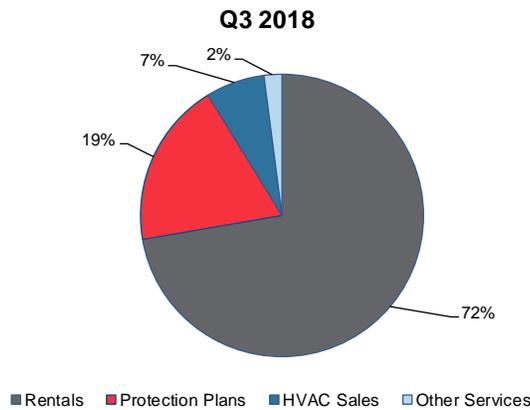
Gross Margin By Segment - Q3



Enercare Home Services Business

There are four main business activities within Enercare Home Services: Rentals, Protection Plans, HVAC Sales and Other Services (for example, duct cleaning and chargeable services). The graph below outlines Enercare Home Services' revenue mix.

Home Services Revenue By Category



Rentals

Enercare Home Services' main revenue stream is the rental of water heaters, HVAC products and water treatment solutions in both the new build and retrofit markets. The Rentals portfolio originated from the rental of water heaters, which continue to comprise the majority of the Rentals portfolio. Enercare Home Services has been growing its rental HVAC portfolio in recent years, which generate three to five times higher rental revenue than a traditional water heater. The inclusion of more HVAC rental units along with water heater products which offer space saving or higher efficiency features that address both regulatory requirements and consumer preferences, have increased average Rentals portfolio revenues over time. Most rental HVAC originations occur during the heating and cooling seasons.

Protection Plans

Enercare Home Services sells a variety of protection plans covering such items as furnaces, air conditioners, plumbing, fireplaces, electrical components and appliances. There are two types of protection plans: maintenance protection plans and full service protection plans. Maintenance protection plans provide for annual maintenance services, whereas full service protection plans provide a broader suite of protections, such as parts and labour. The plans are typically one year in length, with monthly or annual

payment options. Due to the annual nature of the contract, the protection plans tend to have a higher churn rate.

Protection plans are strategically important to generate future sales opportunities. Maintenance protection plans allow technicians to engage with homeowners to identify opportunities to drive additional customer value through expanded protection plan coverage or equipment replacement or servicing. Full service protection plans become increasingly attractive to homeowners as their equipment ages. Service calls for older furnaces and air conditioners are a significant source of leads for HVAC sales and rentals.

Enercare Home Services also sells multi-year extended protection plans to customers who purchase heating and cooling equipment. These plans not only allow Enercare Home Services to retain the customer relationship, but also provide for on-going maintenance and servicing if required. The plans augment the customer value proposition when a customer chooses to purchase rather than rent. Since the introduction of extended protection plans in May 2015, approximately 80% of residential HVAC equipment sales included an extended protection plan.

HVAC Sales

Enercare Home Services also provides customers the opportunity to purchase HVAC equipment outright or through a financing arrangement offered by Enercare Home Services. As in the case of HVAC rentals, most HVAC sales occur during the heating and cooling seasons.

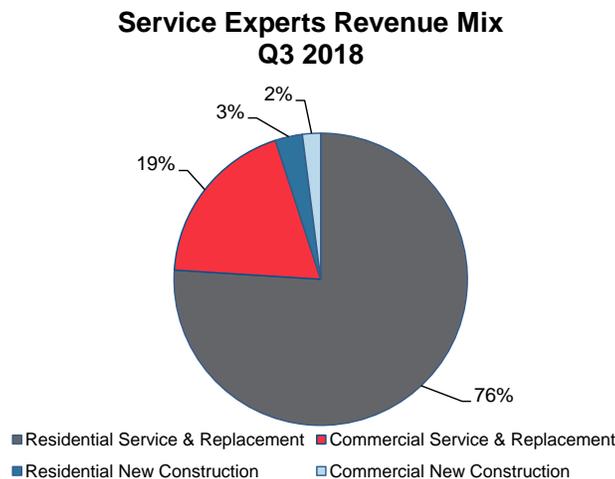
Other Services

Other Services include ancillary services such as duct cleaning, plumbing and electrical repair and other non-recurring chargeable services.

Service Experts

Service Experts services and replaces HVAC and water heater equipment in residential and light commercial applications. Service Experts' offerings include maintenance, replacements, upgrades and sales of ancillary parts and services, such as plumbing. Since the SE Transaction, Enercare Solutions has worked to expand the business to include a focus on whole home offerings and recurring revenue streams more in-line with the Enercare Home Services business. Service Experts launched the rental model in its Canadian centers in October 2016 and started its U.S. HVAC and water heater rental program roll-out in early 2017.

Service Experts' revenue mix is illustrated in the following graph.



Commercial service and replacement offerings are provided through both local Service Experts centers as well as a national accounts group.

HVAC and Water Heater Sales, Servicing and Rentals

Residential HVAC and water heater sales consist primarily of on-demand unit replacements and upgrades. Commercial equipment installations, particularly in the national accounts group, consist of both on-demand and scheduled equipment sales. A customer can acquire HVAC and water heaters through an outright purchase or financing provided by a third party. Servicing consists of on-demand or tune-up HVAC servicing and repair.

A rental program was introduced by Service Experts for residential HVAC and water heater products in all of its Canadian centers in October 2016 and for residential HVAC products in seven U.S. states during 2017. Residential HVAC rentals are currently offered in 29 states. The introduction of the rental model is part of Enercare Solutions' plan to integrate rentals throughout the vast majority of Service Experts' U.S. operations to provide additional value to customers and concurrently create more stable long-term revenues.

Maintenance Agreements

Service Experts currently has two types of maintenance agreements in respect of HVAC equipment. The first is a maintenance only contract where semi-annual or annual maintenance visits are conducted to perform system cleaning, adjustments and diagnostics of the HVAC equipment, while the second is a full service plan that includes repair services along with certain parts and labour. These maintenance agreements not only generate recurring revenue but also promote customer loyalty and cross-selling opportunities.

Seasonality

Service Experts is subject to greater earnings seasonality than Enercare Home Services due to fewer recurring revenue sources. Service Experts' revenue and EBITDA Excluding Intercompany Income tend to be seasonally highest in the second quarter of the year, followed by the third and fourth quarters, and substantially less in the first quarter, primarily due to the geographical distribution of centers where Service Experts operates and associated weather patterns. The cooling season (roughly May through August) and heating season (roughly November through February) are periods when consumers transition their buying patterns from one season to the next. In most of the U.S. states in which Services Experts operates, cooling equipment represents a substantial portion of its annual HVAC replacement and service revenue, resulting in higher revenue in the second and third quarters of the year.

In the three Canadian provinces in which Service Experts operates, heating equipment represents a large portion of its Canadian replacement and service revenue.

As a result, working capital needs are generally greater in the first quarter, followed by higher operating cash flows in the second and third quarters of the year.

VISION AND STRATEGY

The forward-looking statements contained in this section are not historical facts but, rather, reflect Enercare Solutions' current expectations regarding future results or events and are based on information currently available to management.

Enercare Solutions' vision is to be North America's largest home and commercial services company.

Through its two business segments, which have complementary and mutually reinforcing objectives, Enercare Solutions is committed to meeting its strategic objectives, which include: (i) increased growth; (ii) investment in innovation and efficiency; and (iii) high customer engagement and satisfaction.

Enercare Solutions' strategy builds on many of its strengths, including the current successful Canadian rental program and associated recurring revenue base, a strong North American presence and large captive workforce. As part of Enercare Solutions' overall 2018 strategy and related priorities, corporate objectives are set each year to measure progress on its long-term strategic priorities and address short-term opportunities and risks.

Growing Rentals and Protection Plans in Enercare Home Services

Our main priority for the Enercare Home Services business in 2018 is to grow both revenue and EBITDA Excluding Intercompany Income by focusing on net rental and protection plan unit growth. This business segment will also increasingly focus on the development and rollout of the Enercare Smarter Home offering.

Expanding the Rental Program and Exploring Strategic Acquisitions in Service Experts

A key priority for the Service Experts business in 2018 is growing revenue and EBITDA Excluding Intercompany Income, while continuing to expand the rental programs for HVAC and water heater products in both Canada and the U.S. Our goal is to complete the rental program rollout in the vast majority of the U.S. operations by the fourth quarter of 2018. Service Experts will also continue to explore strategic acquisition opportunities.

Investing in Innovation

Enercare Solutions has embarked on an ongoing program to increase innovation and efficiency by investing in its systems and technology. This strategy is also aimed at enhancing the customer experience to gain long-term customer loyalty and differentiate Enercare Solutions from its competitors.

Enercare Home Services introduced a new Enercare Smarter Home offering in the first quarter of 2018. Enercare Smarter Home enables customers to utilize technology to support energy efficiency savings by providing insights on heating and cooling equipment functionality. Customers are able to use a mobile application to monitor and control their home at any time or place. The solution allows customers to monitor their energy usage, control their cooling and heating equipment, detect water leaks and enable remote water shut-off, amongst other things. Enercare Home Services is able to notify customers when issues arise, provide insights on equipment usage, complete any repairs and ultimately help customers conserve energy and save money. We believe this offering will strengthen our customer relationships as we move from a reactive to a proactive service model.

Enercare Solutions plans to implement an ERP system across its business as well as a cloud-based CRM system in its Enercare Home Services and Service Experts businesses. This initiative will be implemented utilizing a phased release approach, starting with Enercare Home Services. The first phase of Enercare Solutions' ERP system implementation was completed on-schedule in February 2018 to support the application of IFRS 9, which Enercare Solutions adopted during the first quarter of 2018. A limited CRM

system implementation for Enercare Home Services was completed in the third quarter of 2018, with plans to commence a more significant implementation near the end of 2019.

FINANCIAL HIGHLIGHTS AND KEY PERFORMANCE INDICATORS

(in 000's, except units)	Three months ended September 30,				Nine months ended September 30,			
	2018	2017	Change	Percent Change	2018	2017	Change	Percent Change
Consolidated								
Revenue	\$322,203	\$292,269	\$ 29,934	10%	\$925,359	\$844,112	\$ 81,247	10%
Gross Margin ¹	\$162,077	\$152,298	\$ 9,779	6%	\$471,469	\$446,296	\$ 25,173	6%
EBITDA Excluding Intercompany Income ¹	\$ 64,808	\$ 76,625	\$(11,817)	(15%)	\$206,559	\$208,800	\$ (2,241)	(1%)
Adjusted EBITDA ¹	\$ 69,017	\$ 77,588	\$(8,571)	(11%)	\$213,686	\$217,124	\$ (3,438)	(2%)
Net earnings	\$ 4,565	\$ 16,719	\$(12,154)	(73%)	\$ 28,319	\$ 30,884	\$ (2,565)	(8%)
Enercare Home Services								
Revenue	\$122,196	\$115,277	\$ 6,919	6%	\$359,777	\$340,569	\$ 19,208	6%
Gross Margin	\$ 95,582	\$ 91,883	\$ 3,699	4%	\$283,995	\$273,391	\$ 10,604	4%
EBITDA Excluding Intercompany Income	\$ 65,974	\$ 65,064	\$ 910	1%	\$201,449	\$189,941	\$ 11,508	6%
Adjusted EBITDA	\$ 67,896	\$ 65,814	\$ 2,082	3%	\$205,255	\$192,818	\$ 12,437	6%
Net rental unit growth ⁽ⁱ⁾	1,900	3,000	(1,100)	(37%)	6,800	5,700	1,100	19%
Net sales unit growth	2,500	2,200	300	14%	6,800	5,100	1,700	33%
Net protection plan unit growth ⁽ⁱⁱ⁾	1,400	1,600	(200)	(13%)	2,000	6,700	(4,700)	(70%)
Service Experts								
Revenue	\$199,145	\$176,129	\$ 23,016	13%	\$562,995	\$500,955	\$ 62,040	12%
Gross Margin	\$ 65,633	\$ 59,552	\$ 6,081	10%	\$184,887	\$170,317	\$ 14,570	9%
EBITDA Excluding Intercompany Income	\$ 8,342	\$ 16,063	\$(7,721)	(48%)	\$ 25,906	\$ 32,431	\$ (6,525)	(20%)
Adjusted EBITDA	\$ 10,629	\$ 16,276	\$(5,647)	(35%)	\$ 29,227	\$ 37,878	\$ (8,651)	(23%)
Net rental unit growth ⁽ⁱ⁾	2,400	700	1,700	243%	5,400	1,900	3,500	184%
Net sales unit growth	19,100	18,900	200	1%	54,900	53,200	1,700	3%
Net protection plan unit growth ⁽ⁱ⁾	2,100	(300)	2,400	800%	5,200	900	4,300	478%
Corporate								
EBITDA Excluding Intercompany Income	\$ (9,508)	\$ (4,502)	\$ (5,006)	(111%)	\$ (20,796)	\$(13,572)	\$ (7,224)	(53%)

(i) Excludes acquisitions, dispositions and transfer of units between segments.

(ii) Amounts stated above for the nine months ended September 30, 2018 include approximately 2,200 units of attrition related to certain plans which were not included in Enercare Solutions' interim financial statements for the three months ended March 31, 2018.

RECENT DEVELOPMENTS

Enercare announces retirement of President and Chief Executive Officer and Appointment of Jenine Krause

On August 15, 2018, Enercare Solutions announced the retirement of John Macdonald, Enercare's and Enercare Solutions' President and Chief Executive Officer. Upon his retirement, Jenine Krause, previously the Chief Operating Officer, Home Services of Enercare and Enercare Solutions was appointed President and Chief Executive. Mr. Macdonald has agreed to remain with Enercare in an advisory capacity until the end of 2018 to ensure a smooth transition.

Acquisition of Enercare by Brookfield Infrastructure

On October 16, 2018, Brookfield Infrastructure and its institutional partners (collectively, "Brookfield") completed the acquisition, pursuant to the terms of the Arrangement Agreement, of all the issued and outstanding Shares for \$29.00 per Share, without interest, or, in the case of a shareholder resident

¹ Gross Margin, EBITDA Excluding Intercompany Income and Adjusted EBITDA are Non-IFRS financial measures. Enercare Solutions changed its definition of Adjusted EBITDA in the first quarter of 2018. Refer to the Non-IFRS Financial and Performance Measures section in this MD&A.

in Canada who is not exempt from tax under the *Income Tax Act* (Canada) and who elected to receive class B limited partnership units ("Exchangeable LP Units") of Brookfield Infrastructure Partners Exchange LP, a subsidiary of Brookfield Infrastructure, 0.5509 of an Exchangeable LP Unit for each Share elected. An aggregate of 5,726,170 Exchangeable LP Units were issued in connection with the Transaction. Each Exchangeable LP Unit is exchangeable for one non-voting limited partnership unit of Brookfield Infrastructure ("BIP Units"). The BIP Units issuable on exchange of the Exchangeable LP Units have been approved for listing on the Toronto Stock Exchange (BIP.UN) and the New York Stock Exchange (BIP).

The Shares were delisted from the Toronto Stock Exchange at the close of business on October 17, 2018 and Enercare ceased to be a reporting issuer under applicable Canadian securities laws on November 5, 2018; however, Enercare Solutions will continue to be a reporting issuer in connection with its outstanding public debt.

2018 Finco Term Loan and 2018 Finco Revolver

On October 16, 2018, Enercare Finance Inc. ("Finco"), a subsidiary of Enercare, entered into a \$700,000 5-year variable rate term credit facility (the "2018 Finco Term Loan") and a \$150,000 5-year variable rate revolving credit facility (the "2018 Finco Revolver"), both maturing on October 16, 2023. As of the date hereof, \$10,000 was drawn under the 2018 Finco Revolver. The 2018 Finco Term Loan and 2018 Finco Revolver contain representations, warranties, covenants and events of default that are customary for credit facilities of this kind (see "Liquidity and Capital Resources – Debt Financing – Guarantee of 2018 Finco Term Loan and 2018 Finco Revolver"). Finco's obligations under the 2018 Finco Term Loan and 2018 Finco Revolver are guaranteed by Enercare Solutions and its direct and indirect subsidiaries, including Service Experts and its subsidiaries.

On October 16, 2018, Enercare Solutions repaid the 2016 Term Loan and 2014 Revolver in full.

Ratings Update

On October 16, 2018, DBRS changed its ratings on Enercare Solutions' outstanding senior notes from "BBB" with a stable outlook to "BBB(low)" with a stable outlook, and S&P changed its ratings on Enercare Solutions and its outstanding senior notes from "BBB" with a stable outlook to "BBB-" with a stable outlook. According to both DBRS and S&P, the ratings changes reflects the higher estimated financial leverage following the closing of the Transaction.

CONSOLIDATED RESULTS OF OPERATIONS

(in 000's)	Three months ended September 30,				Nine months ended September 30,			
	2018	2017	Change	Percent Change	2018	2017	Change	Percent Change
Consolidated								
Revenue	\$322,203	\$292,269	\$ 29,934	10%	\$925,359	\$844,112	\$81,247	10%
Gross Margin	162,077	152,298	9,779	6%	471,469	446,296	25,173	6%
EBITDA Excluding								
Intercompany Income	\$ 64,808	\$ 76,625	\$(11,817)	(15%)	\$206,559	\$208,800	\$(2,241)	(1%)
Net loss on disposal	500	643	(143)	(22%)	2,524	7,627	(5,103)	(67%)
Acquisition/divestiture								
SG&A	3,709	320	3,389	1,059%	4,603	697	3,906	560%
Adjusted EBITDA	\$ 69,017	\$ 77,588	\$(8,571)	(11%)	\$213,686	\$217,124	\$(3,438)	(2%)
Depreciation and								
amortization	38,344	36,784	1,560	4%	112,530	109,530	3,000	3%
Interest expense	20,616	17,733	2,883	16%	56,986	59,065	(2,079)	(4%)
Current tax expense	5,215	4,713	502	11%	16,634	14,884	1,750	12%
Deferred tax								
expense/(recovery)	(3,070)	1,539	(4,609)	(299%)	(5,323)	(2,975)	(2,348)	79%
Net earnings	\$ 4,565	\$ 16,719	\$(12,154)	(73%)	\$ 28,319	\$ 30,884	\$(2,565)	(8%)

Revenue

Total revenues of \$322,203 for the third quarter of 2018 increased by \$29,934 or 10% and by \$81,247 or 10% to \$925,359 year to date, compared to the same periods in 2017. These increases were primarily a result of an increase of \$23,016 or 13% and \$62,040 or 12% in Service Experts in the third quarter of 2018 and year to date, respectively, driven by acquisitions net of divestitures, higher HVAC sales volume and higher rental volume. Enercare Home Services also increased by \$6,919 or 6% in the third quarter of 2018 and \$19,208 or 6% year to date, primarily from rental rate increases, higher HVAC sales, net rental unit growth and asset mix changes.

Revenue growth was higher by approximately \$7,294 in the third quarter of 2018 and \$5,910 year to date due to fluctuations in foreign exchange compared to the same periods in 2017, as discussed under the section titled "Consolidated Results of Operations - Average Foreign Exchange".

The continued success of the U.S. rental rollout in the Service Experts segment impacted revenue growth during the third quarter of 2018. Had the 2,500 HVAC and water heater rental unit additions been sales, as opposed to rentals, revenue would have increased by approximately \$18,774 for the third quarter of 2018. This estimate takes into account the impact of lost one-time sales revenue, net of rental revenue earned during the quarter.

Gross Margin

Gross Margin for the third quarter of 2018 was \$162,077 and \$471,469 year to date, an increase of \$9,779 or 6% and \$25,173 or 6%, respectively, compared to the same periods in 2017. The third quarter increase was primarily the result of a \$6,081 or 10% increase in Service Experts Gross Margin and \$3,699 or 4% increase in Enercare Home Services Gross Margin. The year to date increase was primarily a result of \$14,570 or 9% increase in Service Experts Gross Margin and \$10,604 or 4% increase in Enercare Home Services Gross Margin.

The increase in Gross Margin for the third quarter of 2018 and year to date were primarily driven by acquisitions net of divestitures in Service Experts and higher overall HVAC sales volumes partly offset by higher service job volumes in Enercare Home Services and higher general liability, workers compensation and automobile insurance costs in Service Experts.

Gross Margin growth was higher by approximately \$2,420 and lower by approximately \$1,913 in the third

quarter of 2018 and year to date, respectively, due to fluctuations in foreign exchange compared to the same periods in 2017, as discussed under the section titled “Consolidated Results of Operations - Average Foreign Exchange”.

EBITDA Excluding Intercompany Income

EBITDA Excluding Intercompany Income of \$64,808 in the third quarter of 2018 decreased by \$11,817 or 15% and by \$2,241 or 1% to \$206,559 year to date compared to the same periods in 2017. The decrease in the third quarter of 2018 was driven primarily by a \$7,721 or 48% decrease in Service Experts EBITDA Excluding Intercompany Income and a \$5,006 or 111% increase in Corporate SG&A expenditures, partly offset by \$910 or 1% increase in Enercare Home Services EBITDA Excluding Intercompany Income. The year to date decrease in EBITDA Excluding Intercompany Income was driven by \$6,525 or 20% decrease in Service Experts EBITDA Excluding Intercompany Income and an increase of \$7,224 or 53% in Corporate SG&A expenditures, partly offset by a \$11,508 or 6% increase in Enercare Home Services EBITDA Excluding Intercompany Income.

EBITDA Excluding Intercompany Income was also higher by approximately \$265 and \$1 for the third quarter of 2018 and year to date, respectively, due to fluctuations in foreign exchange compared to the same periods in 2017, as discussed under the section titled “Consolidated Results of Operations - Average Foreign Exchange”.

The continued success of the U.S. rental rollout in the Service Experts segment impacted EBITDA Excluding Intercompany Income growth during the third quarter of 2018. Had the 2,500 HVAC and water heater rental unit additions been sales, as opposed to rentals, EBITDA Excluding Intercompany Income would have increased by approximately \$8,771 for the third quarter of 2018. This estimate takes into account the impact of lost one-time sales revenue, net of rental revenue earned during the quarter, and capitalized costs that would have otherwise been included in cost of goods sold.

The EBITDA Excluding Intercompany Income decreases in both the third quarter of 2018 and year to date were primarily driven by \$20,913 or 28% and \$32,751 or 14%, respectively, of higher total SG&A costs, partly offset by higher Gross Margin and lower net loss on disposal. The higher total SG&A expenses were driven by SG&A expenses added from acquisitions net of divestitures, the implementation of the ERP and CRM systems, higher corporate cross charges and approximately \$3,500 of higher stock-based compensation costs, driven by the increase in Share price. Corporate cross charges increased by \$5,006 and \$7,224 in the third quarter of 2018 and year to date, respectively, driven by approximately \$3,800 of long-term incentive costs as a result of higher Share price, higher IT-related charges and higher professional fees.

Adjusted EBITDA

Adjusted EBITDA of \$69,017 in the third quarter of 2018 and \$213,686 year to date was \$8,571 or 11% and \$3,438 or 2% lower, respectively, compared to the same periods in 2017, after removing from EBITDA Excluding Intercompany Income the impact of the net loss on disposal of equipment and other assets and SG&A expenditures associated with acquisitions and divestitures. Acquisition and divestiture related expenditures of \$3,709 and \$4,603 in the third quarter of 2018 and year to date, respectively, were primarily associated with the Transaction, the acquisition of CS Newco, LLC and Finch Newco, LLC, the acquisition of Midway Services, LLC and MSICORP, LLC, the acquisition of Admiral Plumbing Services, LLC, the acquisition of Aames Plumbing and Heating and the disposition of several centers in Canada and the foundation business in the U.S. Acquisition related expenditures were \$320 and \$697, respectively, in the same periods in 2017.

Depreciation and Amortization

Amortization expense of \$38,344 in the third quarter of 2018 increased by \$1,560 or 4% and by \$3,000 or 3% to \$112,530 year to date compared to the same periods in 2017, primarily due to an increasing rental and capital asset base and acquisitions.

Net Loss on Disposal of Equipment and Other Assets

Enercare Solutions reported a net loss on disposal of equipment and other assets of \$500 in the third quarter of 2018 and \$2,524 year to date, a decrease of \$143 or 22% and \$5,103 or 67%, respectively, over the same periods in 2017. The year to date net loss on disposal includes a \$331 loss on the sale of the foundation business that was acquired as part of the CS Newco, LLC and Finch Newco, LLC acquisition. This was partly offset by a \$113 gain on the sale of four Service Experts centers, which was completed to address Enercare Solutions' Ontario market overlap, resulting from the SE Transaction, between the service territory of those Service Experts centers with that of certain Enercare Home Services franchisees.

The year to date decrease in net loss on disposal was also driven by the write-down of \$5,165 of software intangible assets during the second quarter of 2017. This write-down was related to an ERP system that Service Experts had been developing that will be superseded by a common platform implemented across both the Enercare Home Services and Service Experts businesses. During the first quarter of 2017, Enercare Home Services wrote off \$845 relating to stranded technology investments resulting from going concern issues with a supplier that was developing software solutions for Enercare Home Services.

Interest Expense

(in 000's)	Three months ended September 30,		Nine months ended September 30,	
	2018	2017	2018	2017
Interest expense payable in cash	\$10,805	\$9,307	\$30,774	\$28,203
Interest on subordinated debt	875	875	2,625	2,625
Interest on promissory notes	8,455	7,068	22,154	21,071
Equity bridge financing fees	-	-	-	-
Make-whole payment on early redemption of senior debt	-	-	-	5,049
Non-cash items:				
Notional interest on employee benefit plans	238	226	714	678
Amortization of financing costs	243	257	719	1,439
Interest expense	\$20,616	\$17,733	\$56,986	\$59,065

Interest expense payable in cash increased by \$1,498 or 16% to \$10,805 in the third quarter of 2018 and increased by \$2,571 or 9% to \$30,774 year to date compared to the same periods in 2017. These increases were primarily related to an increase in the amounts drawn under the 2014 Revolver and changes in variable interest rates. A make-whole payment for the early redemption of the 2012 Notes during the first quarter of 2017 resulted in additional interest expense of \$5,049.

Income Taxes

Enercare Solutions reported current tax expense of \$5,215 in the third quarter of 2018 and \$16,634 year to date, an increase of \$502 or 11% and an increase of \$1,750 or 12%, respectively, compared to the same periods in 2017. These increases were primarily from higher taxable income in Enercare Home Services, partly offset by the lower taxable income from Service Experts' U.S. operations resulting from additional tax depreciation from the acquisitions completed in 2018. The deferred income tax recovery of \$3,070 in the third quarter of 2018 and \$5,323 year to date increased by \$4,609 or 299% and increased by \$2,348 or 79%, respectively, compared to the same periods in 2017, primarily as a result of temporary difference reversals.

Net Earnings

Net earnings were \$4,565 in the third quarter of 2018 and \$28,319 year to date, decreases of \$12,154 or 73% and \$2,565 or 8%, respectively, compared to the same periods in 2017, reflecting lower EBITDA Excluding Intercompany Income, higher depreciation and amortization and interest expense, partly offset by lower income taxes.

Average Foreign Exchange

Enercare Solutions' results of operations may be affected by the impact of movements in foreign exchange rates from operations whose functional currency is not in Canadian dollars. The results of these foreign operations are translated into Canadian dollars using the average exchange rates shown in the table below for the corresponding periods. Such translations predominantly relate to Service Experts' U.S. operations whose functional currency is U.S. dollars. Where relevant throughout the "Segmented Results of Operations" discussion in this MD&A, reference is made to any material impacts resulting from movements in foreign exchange rates on reported amounts. The following table illustrates the approximate impact of foreign exchange on Enercare Solutions' results for the three and nine months ended September 30, 2018 assuming average exchange rates during the current period were held constant to those of the same period in 2017.

	Three months ended September 30,			Nine months ended September 30,		
	2018	2017	Difference	2018	2017	Difference
Average exchange rate (US\$/CDN\$1.00)	0.7652	0.7984	(0.0332)	0.7769	0.7657	0.0112

	Three months ended September 30,			Nine months ended September 30,		
	2018	2018 Constant Currency*	Impact of Foreign Exchange	2018	2018 Constant Currency*	Impact of Foreign Exchange
Revenue	\$173,846	\$166,552	\$ 7,294	\$492,860	\$498,770	\$ (5,910)
Gross Margin	57,456	55,036	2,420	162,979	164,892	(1,913)
SG&A expenses	52,150	49,985	2,165	141,933	143,842	(1,909)
Loss on disposal	(214)	(204)	(10)	79	84	(5)
EBITDA Excluding Intercompany Income			\$ 265			\$ 1

* Constant currency is a non-IFRS presentation that other companies may calculate differently. It approximates the impact of foreign exchange on Enercare Solutions' results to improve comparability, assuming average exchange rates during the current period were held constant to those of the same period in 2017.

SEGMENTED RESULTS OF OPERATIONS

Three months ended September 30, (in 000's)	2018				2017			
	Enercare Home Services	Service Experts	Corporate	Total	Enercare Home Services	Service Experts	Corporate	Total
Revenue:								
Contracted revenue	\$111,481	\$ 16,998	\$ -	\$128,479	\$106,994	\$ 14,144	\$ -	\$121,138
Sales and other services	10,224	182,077		192,301	7,959	161,968		169,927
Dividend income			862	862			863	863
Financing income	491	70		561	324	17		341
Total revenue	\$122,196	\$199,145	\$ 862	\$322,203	\$115,277	\$176,129	\$ 863	\$292,269
Expenses:								
Cost of goods sold:								
Maintenance & servicing costs	\$ 18,375	\$ 13,392	\$ -	\$ 31,767	\$ 16,964	\$ 11,202	\$ -	\$ 28,166
Sales and other services	8,239	120,120		128,359	6,430	105,375		111,805
Total cost of goods sold	\$ 26,614	\$133,512	\$ -	\$160,126	23,394	116,577	-	\$139,971
Gross Margin	\$ 95,582	\$ 65,633	\$ 862	\$162,077	\$ 91,883	\$ 59,552	\$ 863	\$152,298
SG&A expenses	\$ 28,140	\$ 57,615	\$ 9,508	\$ 95,263	\$ 25,854	\$ 43,994	\$ 4,502	\$ 74,350
Foreign exchange	679	(35)		644	215	(398)		(183)
Net loss/(gain) on disposal of equipment and other assets	789	(289)		500	750	(107)		643
Amortization expense	32,791	5,553		38,344	31,787	4,997		36,784
Interest expense				20,616				17,733
Total expenses				\$315,493				\$269,298
Earnings before income taxes				\$ 6,710				\$ 22,971
Current tax expense				\$ 5,215				\$ 4,713
Deferred tax (recovery)/ expense				(3,070)				1,539
Net earnings				\$ 4,565				\$ 16,719
EBITDA Excluding Intercompany Income	\$ 65,974	\$ 8,342	\$(9,508)	\$ 64,808	\$ 65,064	\$ 16,063	\$(4,502)	\$ 76,625
Adjusted EBITDA	\$ 67,896	\$ 10,629	\$(9,508)	\$ 69,017	\$ 65,814	\$ 16,276	\$(4,502)	\$ 77,588

Nine months ended September 30, (in 000's)	2018				2017			
	Enercare Home Services	Service Experts	Corporate	Total	Enercare Home Services	Service Experts	Corporate	Total
Revenue:								
Contracted revenue	\$331,963	\$ 48,736	\$ -	\$380,699	\$317,376	\$ 40,062	\$ -	\$357,438
Sales and other services	26,591	514,135		540,726	22,252	460,856		483,108
Dividend income			2,587	2,587			2,588	2,588
Financing income	1,223	124		1,347	941	37		978
Total revenue	\$359,777	\$562,995	\$ 2,587	\$925,359	\$340,569	\$500,955	\$ 2,588	\$844,112
Expenses:								
Cost of goods sold:								
Maintenance & servicing costs	\$ 54,083	\$ 38,460	\$ -	\$ 92,543	\$ 49,949	\$ 31,572	\$ -	\$ 81,521
Sales and other services	21,699	339,648		361,347	17,229	\$299,066		316,295
Total cost of goods sold	\$ 75,782	\$378,108	\$ -	\$453,890	\$ 67,178	\$330,638	\$ -	\$397,816
Gross Margin	\$283,995	\$184,887	\$ 2,587	\$471,469	\$273,391	\$170,317	\$ 2,588	\$446,296
SG&A expenses	\$ 80,397	\$159,081	\$ 20,796	\$260,274	\$ 80,192	\$133,759	\$13,572	\$227,523
Foreign exchange	(524)	49		(475)	381	(623)		(242)
Net loss/(gain) on disposal of equipment and other assets	2,673	(149)		2,524	2,877	4,750		7,627
Amortization expense	96,767	15,763		112,530	94,063	15,467		109,530
Interest expense				56,986				59,065
Total expenses				\$885,729				\$801,319
Earnings before income taxes				\$ 39,630				\$ 42,793
Current tax expense				\$ 16,634				\$ 14,884
Deferred tax (recovery)				(5,323)				(2,975)
Net earnings				\$ 28,319				\$ 30,884
EBITDA Excluding Intercompany Income	\$201,449	\$ 25,906	\$(20,796)	\$206,559	\$189,941	\$ 32,431	\$(13,572)	\$208,800
Adjusted EBITDA	\$205,255	\$ 29,227	\$(20,796)	\$213,686	\$192,818	\$ 37,878	\$(13,572)	\$217,124

Enercare Home Services Business

(in 000's)	Three months ended September 30,				Nine months ended September 30,			
	2018	2017	Change	Percent Change	2018	2017	Change	Percent Change
Revenue	\$122,196	\$115,277	\$6,919	6%	\$359,777	\$340,569	\$19,208	6%
Gross Margin	\$ 95,582	\$ 91,883	\$3,699	4%	\$283,995	\$273,391	\$10,604	4%
EBITDA Excluding Intercompany Income	\$ 65,974	\$ 65,064	\$ 910	1%	\$201,449	\$189,941	\$11,508	6%
Adjusted EBITDA	\$ 67,896	\$ 65,814	\$2,082	3%	\$205,255	\$192,818	\$12,437	6%

Revenue

Enercare Home Services revenue of \$122,196 for the third quarter of 2018 increased by \$6,919 or 6% and by \$19,208 or 6% to \$359,777 year to date, compared to the same periods in 2017. These increases were primarily driven by both higher contracted revenue and sales and other services revenue which increased by \$4,487 and \$2,265, respectively, during the third quarter and by \$14,587 and \$4,339, respectively, year to date.

Contracted revenue in Enercare Home Services represents revenue generated by the Rentals portfolio and protection plan contracts, while sales and other services revenue mainly pertains to the sale of residential furnaces, boilers and air conditioners, as well as plumbing and duct cleaning.

Contracted units outstanding and net portfolio unit activity are presented in the following tables:

Unit / Contract Continuity (in 000's)* Three months ended September 30,					
	2018		2017		
	Rentals	Protection Plans	Rentals	Protection Plans	
Units / contracts - start of period	1,148.8	552.6	1,138.0	547.4	
Portfolio additions	9.4	17.2	9.8	20.0	
Attrition	(7.5)	(15.8)	(6.8)	(18.4)	
Units / contracts - end of period	1,150.7	554.0	1,141.0	549.0	
Asset exchanges – units retired & replaced	10.5	N/A	10.1	N/A	
% change during the period	0.2%	0.3%	0.3%	0.3%	
% of units / contracts from start of period:					
Portfolio additions (net of acquisitions)	0.8%	3.1%	0.9%	3.7%	
Attrition	(0.7%)	(2.9%)	(0.6%)	(3.4%)	
Asset exchanges – units retired & replaced	0.9%	N/A	0.9%	N/A	

* Enercare Home Services portfolio addition and attrition units/contracts presented have been rounded to thousands of units/contracts. To ensure consistency with rounded year to date and period end balances, the rounded units/contracts presented in the chart above may vary by +/- 0.1 in certain quarters from results rounded to the nearest hundred units/contracts which may be discussed in this MD&A.

Unit / Contract Continuity (in 000's)*		2018		2017	
Nine months ended September 30,		Rentals	Protection Plans	Rentals	Protection Plans
Units / contracts - start of period		1,143.4	552.0	1,135.3	542.3
Portfolio additions		28.8	53.6	27.5	57.7
Purchase of assets from Service Experts**		0.5	-	-	-
Attrition***		(22.0)	(51.6)	(21.8)	(51.0)
Units / contracts - end of period		1,150.7	554.0	1,141.0	549.0
Asset exchanges – units retired & replaced		33.6	N/A	32.6	N/A
% change during the period		0.6%	0.4%	0.5%	1.2%
% of units / contracts from start of period:					
Portfolio additions (net of acquisitions)		2.5%	9.7%	2.4%	10.6%
Attrition		(1.9%)	(9.3%)	(1.9%)	(9.4%)
Asset exchanges – units retired & replaced		2.9%	N/A	2.9%	N/A

* Eneicare Home Services portfolio addition and attrition units/contracts presented have been rounded to thousands of units/contracts. To ensure consistency with rounded year to date and period end balances, the rounded units/contracts presented in the chart above may vary by +/- 0.1 in certain quarters from results rounded to the nearest hundred units/contracts which may be discussed in this MD&A.

** During the second quarter of 2018, Service Experts sold 508 rental units to Eneicare Home Services in connection with its disposal of four service centers in the preceding quarter.

*** Amounts stated above for the nine months ended September 30, 2018 include approximately 2,200 units of attrition related to certain plans which were not included in Eneicare's interim financial statements for the three months ended March 31, 2018.

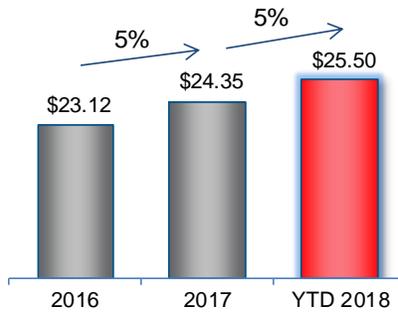
Rentals

The increases in contracted revenue during the third quarter of 2018 and year to date were primarily driven by increases in Rentals revenue of \$4,578 or 5% and \$14,378 or 6%, respectively, resulting from net water heater and HVAC rental unit growth, rental rate increases and asset mix changes within the portfolio.

Portfolio additions were approximately 9,400 units in the third quarter of 2018 and 28,800 units year to date. During the third quarter of 2018, portfolio additions were approximately 400 units lower compared to the same period in 2017, driven mainly by lower water heater rental additions, partly offset by higher HVAC rental additions. HVAC rental additions of 3,400 units in the third quarter of 2018 increased by 300 or 10%, compared to the same period in 2017, which was the result of increased direct marketing initiatives. Year to date HVAC rental additions of 9,500 units increased by 300 or 3% compared to the same period in 2017. This was driven by an increase in HVAC marketing initiatives in the third quarter of 2018, partly offset by lower rental additions in the first two quarters of 2018 due to the effects of the operational implementation of Bill 59 and fewer promotional offers. Portfolio attrition of approximately 7,500 units in the third quarter of 2018 and 22,000 units year to date increased by approximately 700 units and 200 units, respectively, compared to the same periods in 2017. The 1,900 increase in net rental units during the third quarter of 2018 represents the thirteenth consecutive quarter of net rental unit growth for Eneicare Home Services.

In addition to rental unit growth, Eneicare Home Services is also able to grow revenue through annual rental rate increases. Eneicare Home Services increased its weighted average water heater portfolio rental rate by approximately 3.1% in both January of 2017 and 2018 and in January 2018, increased its weighted average HVAC portfolio rental rate by 1.8%. This, in combination with asset mix changes, led to an increase in the average portfolio rental rate of approximately 5% from 2016 to 2017 and approximately 5% from 2017 to the third quarter of 2018.

**Enercare Home Services
Average Monthly Rental Rates**



Protection Plans

Enercare Home Services’ protection plan revenues of \$23,219 and \$68,647 for the third quarter of 2018 and year to date, respectively, remained consistent compared to the same periods in 2017, driven by an increase in protection plan service revenue from a higher volume of protection plan sales offset by lower maintenance protection plan revenue from fewer maintenance jobs completed during the quarter.

The protection plan portfolio increased by 1,400 and 2,000 units during the third quarter of 2018 and year to date, respectively. Fewer protection plan additions during the third quarter of 2018 and year to date were driven by the launch of the electrical protection plan in early 2017 and fewer promotional offers during 2018.

Sales and Other Services

Enercare Home Services sales and other services revenue of \$10,224 for the third quarter of 2018 increased by \$2,265 or 28% and by \$4,339 or 19% to \$26,591 year to date compared to the same periods in 2017, primarily driven by an increase in HVAC sales. Approximately 2,500 units were sold during the quarter and 6,800 year to date, representing an increase of 32% and 33%, respectively, compared to the same periods in 2017. During the first nine months of 2018, the operational implementation of Bill 59 combined with adjustments to HVAC rental product offers shifted originations slightly more toward sales, compared to the same period in 2017.

**HVAC Transaction Mix
Rental vs Sales***



**HVAC Transaction Mix
Rental VS Sale ***



* HVAC rental and sales units presented include residential, commercial and multi-residential rental additions and sales.

Gross Margin

Enercare Home Services Gross Margin of \$95,582 for the third quarter of 2018 increased by \$3,699 or 4% and \$10,604 or 4% to \$283,995 year to date compared to the same periods in 2017, primarily driven by a rental rate increase implemented in January 2018. Gross Margin during the third quarter of 2018 and year to date were partially offset by higher cost of sales from an increase in HVAC unit sales and increases of approximately 13% and 15%, respectively, in service job volumes combined with higher parts costs.

EBITDA Excluding Intercompany Income

Enercare Home Services EBITDA Excluding Intercompany Income in the third quarter of 2018 increased by \$910 or 1% to \$65,974, primarily driven by a \$3,699 increase in Gross Margin, partly offset by \$2,286 increase in SG&A expenses. EBITDA Excluding Intercompany Income of \$201,449 year to date increased by \$11,508 or 6%, primarily driven by a \$10,604 increase in Gross Margin and a foreign exchange gain of \$905.

Enercare Home Services SG&A expenses of \$28,140 in the third quarter of 2018 increased by \$2,286 or 9% compared to the same period in 2017, primarily driven by an approximately \$1,100 increase in stock-based compensation as a result of an increase in the Share price, \$700 increase in professional fees incurred in connection with non-recurring initiatives and a \$600 increase in direct marketing initiatives to drive HVAC rental additions.

Year to date SG&A expenses of \$80,397 remained relatively consistent compared to the same period in 2017, primarily as a result of approximately \$2,100 in lower office expenses, partly due to Enercare's ownership of its corporate office starting in the second quarter of 2017 and the transfer of IT personnel and related costs to Corporate, offset by approximately \$1,200 of higher professional fees incurred primarily in relation to non-recurring initiatives. Wages and benefits remained relatively consistent year to date as a result of an increase in stock-based compensation, offset by the transfer of IT personnel to Corporate.

Adjusted EBITDA

Enercare Home Services Adjusted EBITDA of \$67,896 in the third quarter of 2018 increased by \$2,082 or 3% and by \$12,437 or 6% to \$205,255 on a year to date basis, primarily driven by higher EBITDA Excluding Intercompany Income and \$1,133 increase in Transaction costs.

Service Experts Business

(in 000's)	Three months ended September 30,				Nine months ended September 30,			
	2018	2017	Change	Percent Change	2018	2017	Change	Percent Change
Revenue	\$199,145	\$176,129	\$23,016	13%	\$562,995	\$500,955	\$62,040	12%
Gross Margin	\$ 65,633	\$ 59,552	\$ 6,081	10%	\$184,887	\$170,317	\$14,570	9%
EBITDA Excluding Intercompany Income	\$ 8,342	\$ 16,063	\$ (7,721)	(48%)	\$ 25,906	\$ 32,431	\$ (6,525)	(20%)
Adjusted EBITDA	\$ 10,629	\$ 16,276	\$ (5,647)	(35%)	\$ 29,227	\$ 37,878	\$ (8,651)	(23%)

Revenue

Service Experts revenue was \$199,145 for the third quarter of 2018, increasing by \$23,016 or 13% and by \$62,040 or 12% to \$562,995 year to date compared to the same periods in 2017. The third quarter and year to date increases were primarily due to \$20,109 and \$53,279, respectively, of higher sales and other services revenue and \$2,854 and \$8,674, respectively, of higher contracted revenue. Revenue growth was higher by approximately \$7,294 in the third quarter of 2018 and lower by \$5,910 year to date due to fluctuations in foreign exchange compared to the same periods in 2017, as discussed under the section titled "Consolidated Results of Operations - Average Foreign Exchange". Had there been no fluctuations in foreign exchange, revenue would have increased by approximately 7% in the third quarter of 2018 and 14% year to date.

Service Experts acquired Church Services, Hammond and Aramendia in 2017, CS Newco, LLC and Finch Newco, LLC and Midway Services, LLC and MSICORP, LLC in the first quarter of 2018, and Admiral Plumbing Services, LLC and Aames Plumbing & Heating in the third quarter of 2018. Service Experts also disposed of four centers located in Ontario and a foundation business in the U.S. in the first quarter of 2018. Revenue recognized from the acquisitions were \$24,722 and \$60,367 for the third quarter of 2018 and year to date, compared to \$5,432 and \$5,462, respectively, in the same periods in 2017. Revenue recognized from the divestitures in the third quarter of 2018 and year to date are nil and \$1,008, compared to \$6,508 and \$19,141, respectively, in the same periods in 2017. These acquisitions net of divestitures resulted in revenue of \$24,722 in the third quarter of 2018 and \$61,375 year to date, net increases of \$12,781 and \$36,771, respectively, compared to the same periods in 2017.

Contracted maintenance agreement revenue increased by \$1,447 or 11% in the third quarter of 2018 and \$6,028 or 17% year to date, with rental revenue improving by \$1,184 or 468% in the third quarter of 2018 and \$1,989 and 443% year to date, compared to the same periods in 2017. Increased revenue for sales and other services mainly pertains to higher sales and installations of HVAC and water heaters, as well as plumbing.

Contracted revenue and sales and other services revenue are primarily driven by unit growth for these business activities as illustrated in the following tables:

Unit/Contract Continuity (in 000's)* Three months ended September 30,		2018		2017	
	Rentals	Maintenance Agreements	Rentals	Maintenance Agreements	
Units / contracts - start of period	4.9	218.0	1.1	217.4	
Portfolio additions	2.5	28.4	0.7	26.9	
Acquisitions**	-	0.6	-	2.4	
Attrition	(0.1)	(26.3)	-	(27.2)	
Disposition	-	-	-	-	
Units / contracts - end of period	7.3	220.7	1.8	219.5	
Asset exchanges – units retired & replaced	-	N/A	-	N/A	
% change during the period	49.0%	1.2%	63.6%	1.0%	
% of units / contracts from start of period:					
Portfolio additions (net of acquisitions)	51.0%	13.0%	63.6%	12.4%	
Attrition	(2.0%)	(12.1%)	- %	(12.5%)	
Asset exchanges – units retired & replaced	- %	N/A	- %	N/A	

Unit/Contract Continuity (in 000's)* Nine months ended September 30,		2018		2017	
	Rentals	Maintenance Agreements	Rentals	Maintenance Agreements	
Units / contracts - start of period	2.4	219.8	0.2	216.3	
Portfolio additions	5.5	82.1	1.6	79.1	
Acquisitions**	-	12.2	-	-	
Sale of assets to Enercare Home Services***	(0.5)	-	-	2.4	
Attrition	(0.1)	(76.9)	-	(78.3)	
Disposition	-	(16.5)	-	-	
Units / contracts - end of period	7.3	220.7	1.8	219.5	
Asset exchanges – units retired & replaced	-	N/A	-	N/A	
% change during the period	204.2%	(0.4%)	800.0%	1.5%	
% of units / contracts from start of period:					
Portfolio additions (net of acquisitions)	229.2%	37.4%	800.0%	36.6%	
Attrition	(4.2%)	(35.0%)	- %	(36.2%)	
Asset exchanges – units retired & replaced	- %	N/A	- %	N/A	

* Service Experts portfolio addition and attrition units/contracts presented have been rounded to thousands of units/contracts. To ensure consistency with rounded year to date and period end balances, the rounded units/contracts presented in the chart above may vary by +/- 0.1 in certain quarters from results rounded to the nearest hundred units/contracts which may be discussed in this MD&A.

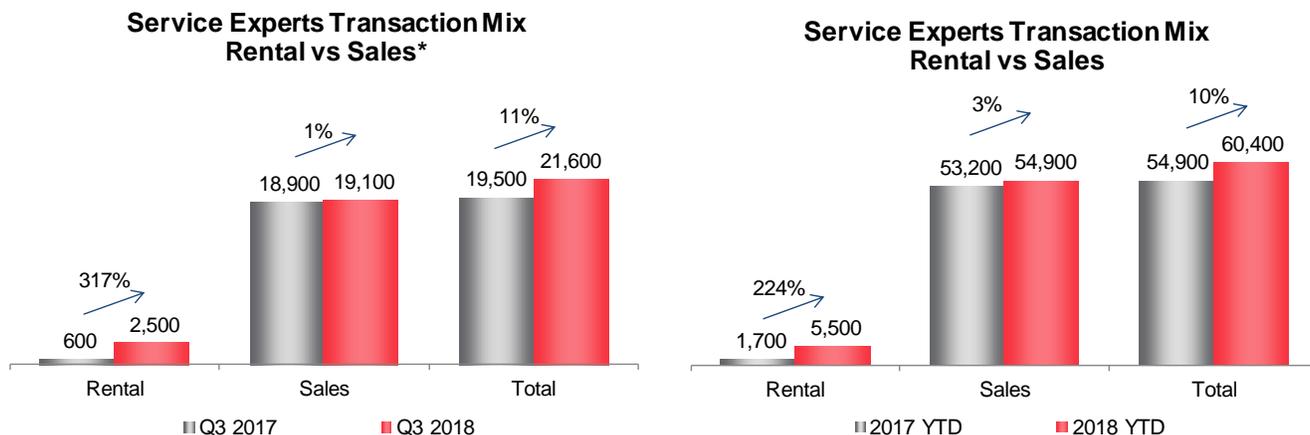
** Service Experts added approximately 11,600 maintenance agreements during the first quarter of 2018 from the acquisitions of CS Newco, LLC and Finch Newco, LLC and Midway Services, LLC and MSICORP, LLC, and approximately 600 units during the third quarter of 2018 from the acquisitions of Admiral Plumbing Services, LLC and Aames Plumbing & Heating

***During the second quarter of 2018, Service Experts sold 508 rental units to Enercare Home Services in connection with its disposal of four service centers in the preceding quarter.

HVAC and Water Heater Sales and Servicing

The \$20,109 or 12% increase in sales and other services revenue in the third quarter of 2018 and increase of \$53,279 or 12% year to date were driven mainly by greater HVAC and water heater sales and increases in average selling prices from shifts towards higher value and ancillary product sales. During the third quarter of 2018, Service Experts sold approximately 19,100 HVAC and water heater units, an increase of 1% and an increase of 3% to 54,900 year to date, compared to the same periods in 2017.

A comparison of HVAC and water heater sales and rentals for the third quarter of 2018 and 2017 is outlined in the chart below.



* Prior period results have been updated to reflect revised actuals.

Maintenance Agreements

Maintenance agreement revenue increased by \$1,670 or 12% in the third quarter of 2018 and \$6,686 or 17% year to date, compared to the same periods in 2017. Service Experts maintenance agreement revenue was lower by \$1,558 during the third quarter of 2017 and \$9,519 year to date as a result of purchase accounting adjustments of deferred revenue associated with the SE Transaction. Net of these adjustments, maintenance agreement revenue remained relatively consistent during the third quarter of 2018 and decreased by \$2,833 year to date, primarily driven by the impact of foreign exchange and dispositions net of acquisitions.

Rentals

Rental revenue of \$1,437 in the third quarter of 2018 and \$2,438 year to date increased by \$1,184 and \$1,989, respectively, compared to the same periods in 2017, as a result of an increase in the rental portfolio of approximately 6,200 units since the third quarter of 2017. Of these 6,200 units, 2,500 were originated in the third quarter of 2018 for a total of 5,500 originations year to date. The rental proportion of total residential units sold improved in the third quarter of 2018 to approximately 18% in Canada and 16% in the U.S., compared to 12% and 3% in Canada and the U.S., respectively, in the third quarter of 2017.

Had the 2,500 rental additions been sales, as opposed to rentals, Service Experts' revenue and EBITDA Excluding Intercompany Income would have increased by approximately \$18,774 and \$8,771, respectively, for the third quarter of 2018. This estimate takes into account the impact of lost one-time sales revenue, net of rental revenue earned during the quarter, and capitalized costs that would have otherwise been included in cost of goods sold.

Gross Margin

Service Experts Gross Margin of \$65,633 for the third quarter of 2018 increased by \$6,081 or 10%, compared to the same period in 2017, primarily due to \$23,016 higher revenue, offset by \$16,935 higher cost of goods sold. Gross Margin increased by \$14,570 or 9% to \$184,887 year to date, compared to the same period in 2017. Acquisitions net of divestitures contributed \$7,997 and \$19,172 of net Gross Margin in the third quarter of 2018 and year to date, an increase of \$4,188 and \$11,823, respectively, compared to the same periods in 2017.

Gross Margin growth was higher by approximately \$2,420 and lower by approximately \$1,913 in the third quarter of 2018 and year to date due to fluctuations in foreign exchange compared to the same periods in 2017, as discussed under the section titled "Consolidated Results of Operations - Average Foreign Exchange". Gross Margin was also impacted in the third quarter of 2018 and year to date compared to the same periods in 2017, by higher general liability, workers compensation and automobile insurance costs of approximately \$1,100 and \$3,700, respectively.

During the third quarter of 2017, purchase accounting adjustments for the service obligation associated with the SE Transaction reduced Service Experts' cost of goods sold by \$1,236 and reduced year to date cost of goods sold by \$7,433, resulting in lower Gross Margin of \$322 and \$2,086 for the three and nine months ended September 30, 2017, respectively.

EBITDA Excluding Intercompany Income

Service Experts EBITDA Excluding Intercompany Income of \$8,342 and \$25,906 in the third quarter of 2018 and year to date, respectively, decreased by \$7,721 or 48% and \$6,525 or 20%, respectively, compared to the same periods in 2017. The decrease in Service Experts EBITDA Excluding Intercompany Income in the third quarter was primarily the result of \$13,621 higher SG&A costs, partly offset by \$6,081 of higher Gross Margin. The decrease in year to date EBITDA Excluding Intercompany Income was mainly driven by \$25,322 of higher SG&A costs, partly offset by \$14,570 of higher Gross Margin and \$4,899 lower net loss on disposal. Service Experts EBITDA Excluding Intercompany Income was higher by approximately \$265 and \$1 for the third quarter of 2018 and year to date, respectively, due to fluctuations in foreign exchange compared to the same periods in 2017, as discussed under the section titled "Consolidated Results of Operations - Average Foreign Exchange".

Service Experts SG&A expenses of \$57,615 in the third quarter of 2018 increased by \$13,621 or 31% compared to the same period in 2017. The increased expenditures were primarily as a result of higher wages and benefits of approximately \$8,100, sales and marketing expenses of approximately \$2,700, office expense of approximately \$1,700 and bad debt expense of approximately \$800. Year to date SG&A expenses of \$159,081 increased by \$25,322 or 19% compared to the same period in 2017 from higher wages and benefits of approximately \$12,200, sales and marketing expenses of approximately \$7,800, office expense of approximately \$3,200, bad debt expense of approximately \$1,500 and professional fees of approximately \$600 due to greater acquisition and divestiture activities during 2018.

Higher wages and benefits of \$8,100 in the third quarter of 2018 and \$12,200 year to date was mainly driven by higher stock-based compensation costs from the increase in the Share price and additional employee related expenses due to acquisitions during 2017 and the first nine months of 2018. The higher sales and marketing expenses of \$2,700 in the third quarter of 2018 and \$7,800 year to date were mainly driven by costs related to enhancements to the rental program and associated training and higher marketing costs, to build brand awareness in the Dallas market and strengthen online search engine optimization. The higher office expense of \$1,700 for the third quarter of 2018 and \$3,200 year to date was mainly driven by additional leased locations from acquisitions net of divestitures since the third quarter of 2017 and an increase in software licensing fees. The higher bad debt expense was driven by the increase in customers and accounts receivable from the acquisitions completed since the third quarter of 2017.

Service Experts SG&A expenses in the first nine months of 2017 included one-time expenses relating to prepaid software maintenance costs of approximately \$1,000, which were expensed during the quarter relating to the write-down of an ERP system.

In the third quarter of 2018 and year to date, Service Experts SG&A included \$2,576 and \$3,470 of acquisition and disposition related expenditures associated with the increase in stock-based compensation expense as a result of the increase in Share price, the acquisition of CS Newco, LLC and Finch Newco, LLC, Midway Services, LLC and MSICORP, LLC, Admiral Plumbing Services, LLC and Aames Plumbing & Heating, and the disposition of the business centers from the franchise overlap and a line of business from the CS Newco, LLC and Finch Newco, LLC acquisition.

The \$149 net gain on disposal of equipment and other assets increased by \$4,899 year to date compared to the same period in 2017 as a result of a \$5,165 write-down of software intangible assets in the second quarter of 2017 related to an ERP system that Service Experts had been developing that will now be superseded by a common platform implementation across both the Enercare Home Services and Service Experts businesses.

The year to date net loss on disposal also includes a \$331 loss on the sale of the foundation business in the first quarter of 2018 that was acquired as part of the CS Newco, LLC and Finch Newco, LLC acquisition. This was partly offset by a \$113 gain on the sale of four Service Experts centers which was completed to address Enercare Solutions' Ontario market overlap, resulting from the SE Transaction, between the service territory of those Service Experts centers with that of certain Enercare Home Services franchisees.

Adjusted EBITDA

Service Experts Adjusted EBITDA of \$8,342 in the third quarter of 2018 decreased by \$7,721 or 48%, primarily driven by lower EBITDA Excluding Intercompany Income as noted above excluding the increase of the net gain on disposal of \$182 in the third quarter of 2018 and a \$2,256 increase in acquisition costs in the third quarter of 2018 compared to the same period in 2017. Year to date Adjusted EBITDA of \$25,906 decreased by \$6,525 or 20% as a result of lower EBITDA Excluding Intercompany Income as noted above and excluding the increase of net gain on disposal of \$4,899 and the \$2,773 increase in acquisition costs.

Corporate

(in 000's, except units)	Three months ended September 30,				Nine months ended September 30,			
	2018	2017	Change	Percent Change	2018	2017	Change	Percent Change
Revenue	\$ 862	\$ 863	\$ (1)	- %	\$ 2,587	\$ 2,588	\$ (1)	- %
Gross Margin	\$ 862	\$ 863	\$ (1)	- %	\$ 2,587	\$ 2,588	\$ (1)	- %
EBITDA Excluding Intercompany Income	\$(9,508)	\$(4,502)	\$(5,006)	111%	\$(20,796)	\$(13,572)	\$(7,224)	(53%)
Adjusted EBITDA	\$(9,508)	\$(4,502)	\$(5,006)	111%	\$(20,796)	\$(13,572)	\$(7,224)	(53%)

EBITDA Excluding Intercompany Income and Adjusted EBITDA

Corporate EBITDA Excluding Intercompany Income and Adjusted EBITDA decreased by \$5,006 or 111% to a loss of \$9,508 in the third quarter of 2018 and decreased by \$7,224 or 53% to a loss of \$20,796 year to date. The decreases in the third quarter of 2018 and year to date were primarily driven by an increase in charges due to the chargeback of IT personnel transferred at the beginning of 2018 from Enercare Home Services to Corporate, higher corporate expenditures driven by the implementation of new ERP and CRM systems and higher professional fees related to the Transaction.

Non-IFRS Measures of Gross Margin, EBITDA Excluding Intercompany Income and Adjusted EBITDA

The following tables summarize the comparative quarterly results for the last eight quarters and reconcile revenue, an IFRS measure, to Gross Margin and Net Earnings, an IFRS measure, to EBITDA Excluding Intercompany Income and Adjusted EBITDA.

(in 000's)	Q3/18	Q2/18	Q1/18	Q4/17*	Q3/17*	Q2/17*	Q1/17*	Q4/16*
Revenue	\$322,203	\$333,806	\$269,350	\$281,852	\$292,269	\$311,642	\$240,201	\$260,383
Cost of goods sold	160,126	165,614	128,150	135,582	139,971	149,616	108,229	118,606
Gross Margin	\$162,077	\$168,192	\$141,200	\$146,270	\$152,298	\$162,026	\$131,972	\$141,777

* As a result of the implementation of IFRS 15, total revenue and cost of goods sold have been restated.

(in 000's)	Q3/18	Q2/18	Q1/18	Q4/17	Q3/17	Q2/17	Q1/17	Q4/16
Net earnings/(loss)	\$ 4,565	\$22,050	\$ 1,704	\$15,838	\$16,719	\$18,405	\$(4,240)	\$14,382
Deferred tax (recovery)/expense	(3,070)	3,252	(5,505)	(592)	1,539	1,576	(6,090)	(5,957)
Current tax expense	5,215	5,387	6,032	4,680	4,713	5,629	4,542	10,679
Amortization expense	38,344	37,383	36,803	37,235	36,784	36,716	36,030	36,544
Interest expense	20,616	18,414	17,956	18,216	17,733	17,631	23,701	16,430
Less: Dividend (income)	(862)	(862)	(863)	(863)	(863)	(863)	(862)	(863)
EBITDA Excluding Intercompany Income	\$64,808	\$85,624	\$56,127	74,514	76,625	79,094	53,081	71,215
Add: Net loss on disposal	500	803	1,221	445	643	5,137	1,847	893
Add: Acquisition/Divestiture SG&A	3,709	413	481	410	320	273	104	603
Adjusted EBITDA	\$69,017	\$86,840	\$57,829	\$75,369	\$77,588	\$84,504	\$55,032	\$72,711

The variances over the last eight quarters are primarily due to the following:

1. Net earnings are impacted by seasonality, particularly in respect of the Service Experts business (see "Overview – Service Experts – Seasonality"). Net earnings are also impacted by rental rate increases, generally implemented in January of each year.
2. During 2016, current taxes reflect the impact of a one year tax deferral available in 2015 through a subsidiary of Enercare Solutions that was not available in 2016 and, accordingly, resulted in higher current tax expenses.
3. During the first quarter of 2017, additional interest expense was incurred as a result of the early redemption of the 2012 Notes, which included a make-whole payment of \$5,049.
4. Amortization and net loss on disposal of equipment and other assets are primarily driven by unit continuity activity, such as Attrition, exchanges and outstanding units. Increases in amortization of capital assets and intangibles relate primarily to increased additions.
5. Net loss on disposal of equipment and other assets are primarily driven by unit continuity activity, such as Attrition, exchanges and disposal of assets. During the first quarter of 2018, net loss on disposal included a gain of \$113 resulting from the disposition of certain centers in SE Canada to address Enercare Solutions' Ontario market overlap, resulting from the SE Transaction, and a loss of \$331 from the disposal of the foundation services business of CS Newco, LLC and Finch Newco, LLC. During the second quarter of 2017, net loss on disposal included a write-off of \$5,165 of software intangible assets related to the CRM and ERP systems that Service Experts had been developing. A new common platform will be implemented across both the Enercare Home Services and Service Experts businesses. During the first quarter of 2017, net loss on disposal included a write-off of \$845 relating to stranded technology investments resulting from going concern issues with a supplier that was developing software solutions for the Enercare Home Services business.

LIQUIDITY AND CAPITAL RESOURCES

(in 000's)	Three months ended September 30,		Nine months ended September 30,	
	2018	2017	2018	2017
Cash flow provided by operating activities	\$ 36,623	\$ 41,032	\$ 135,683	\$ 105,251
Net change in non-cash working capital	921	13,732	(3,568)	38,203
Operating Cash Flow ²	37,544	54,764	132,115	143,454
Capital expenditures (excluding acquisitions)	(42,458)	(31,842)	(121,734)	(95,843)
Proceeds on disposal of equipment	4,468	3,522	12,100	11,178
Net capital expenditures	(37,990)	(28,320)	(109,634)	(84,665)
Acquisitions	(27,401)	(30,556)	(56,453)	(37,000)
Acquisition of intangible assets	(112)	(38)	(301)	(2,169)
Proceeds on disposal of centers and foundation business	-	-	18,533	-
Cash used in investing activities	(65,503)	(58,914)	(147,855)	(123,834)
Dividends paid	-	(17,792)	(25,749)	(52,642)
Other financing activities	10,625	8,970	21,717	61,068
Cash (used in)/provided by financing activities	10,625	(8,822)	(4,032)	8,426
Cash and equivalents – end of period	\$ 14,566	\$ 24,416	\$ 14,566	\$ 24,416

Management believes that Enercare Solutions has sufficient cash flow, cash on hand and available credit to meet its 2018 obligations, including capital expenditures, financing activities and working capital requirements for its businesses.

Operating Cash Flow

Operating Cash Flow of \$37,544 in the third quarter of 2018 and \$132,115 year to date decreased by \$17,220 or 31% and \$11,339 or 8%, respectively, compared to the same periods in 2017. The decrease in the third quarter of 2018 was mainly driven by lower net earnings and working capital investments. The year to date decrease was primarily due to lower net earnings and loss on disposal of equipment.

Capital Expenditures

Capital expenditures typically have a significant impact on liquidity and are best understood with reference to unit/contract continuity (see “Segmented Results of Operations”).

Net capital expenditures of \$37,990 in the third quarter of 2018 and \$109,634 year to date increased by \$9,670 and \$24,969, respectively, compared to the same periods in 2017. These increases were driven by higher HVAC and water heater rentals, primarily due to the growth in rental units from Service Experts.

In the third quarter of 2018, net capital expenditures in Enercare Home Services of \$30,039 increased by \$2,757, primarily as a result of unit additions and asset exchanges, net of proceeds on disposal and excluding assets not yet commissioned. Attrition in the Enercare Home Services business of approximately 7,500 units in the third quarter of 2018 increased by approximately 700 units compared to the same period in 2017. In the Service Experts business, 2,500 water heater and HVAC rental additions were installed during the third quarter of 2018, for a total of 7,400 installed units since the introduction of its rental programs in late 2016.

Acquisitions of \$27,401 in the third quarter of 2018 represent the purchase consideration for the acquisitions of Admiral Plumbing Services, LLC and Aames Plumbing & Heating. The year to date acquisition amount of \$56,453 represents the consideration paid for the acquisitions in the third quarter as well as CS Newco, LLC and Finch Newco, LLC and Midway Services, LLC and MSICORP, LLC during the first quarter of 2018.

The year to date decrease of \$1,868 in the acquisition of intangible assets is primarily due to higher expenditures on upgrades and optimization of information technology systems during 2017.

² Operating Cash Flow is a Non-IFRS financial measure. Refer to the Non-IFRS Financial and Performance Measures section in this MD&A.

Cash from Financing

Financing activities for Enercare Solutions reflect dividend payments, periodic financing of Enercare Solutions' indebtedness, acquisitions, and to a much lesser extent financing of the Service Experts business.

Capitalization (in 000's)	For the nine months ended September 30,	
	2018	2017
Cash and cash equivalents	\$ 14,566	\$ 24,416
Net investment in working capital	(15,345)	(2,923)
Cash, net of working capital	(779)	21,493
Total senior debt	1,101,168	1,025,892
Promissory note	662,175	698,867
Subordinated debt	50,000	50,000
Shareholders' equity	(197,188)	(205,257)
Total capitalization – book value	\$1,616,155	\$1,569,502

Typically, Enercare Solutions maintains cash balances and available credit to provide sufficient cash reserves to satisfy short-term requirements, including interest payments, dividends and certain capital expenditures and acquisitions.

Dividends paid reflect cash dividend payments on outstanding common shares.

During the third quarter of 2018 and year to date, other financing activities included \$19,375 and \$43,283, respectively, of financing repayments of subordinated promissory notes and obligations under finance leases. During the third quarter of 2018 and year to date, Enercare Solutions also drew an additional \$30,000 and \$65,000, respectively, on the 2014 Revolver primarily to fund acquisitions and growth capital.

At September 30, 2018, total debt was comprised of the 2013 Notes, the 2014 Revolver, the 2016 Term Loan and the 2017 Notes. Of the available credit of \$200,000 under the 2014 Revolver, \$120,000 was drawn as at September 30, 2018. Enercare Solutions repaid the 2014 Revolver and 2016 Term Loan in full on October 16, 2018 and became a guarantor of the 2018 Finco Term Loan and 2018 Finco Revolver. The principal covenants of Enercare Solutions under the 2014 Revolver and 2016 Term Loan and of Finco under the 2018 Finco Term Loan and 2018 Finco Revolver are outlined below.

Enercare Solutions is subject to a number of covenant requirements in connection with the 2013 Notes and 2017 Notes as described in the AIF and below.

Debt Financing

2014 Revolver and 2016 Term Loan

As described in the AIF, the 2014 Revolver and 2016 Term Loan each contained terms, representations, warranties, covenants and events of default that are customary for credit facilities of this kind, including financial covenants discussed in the AIF, restrictions on asset sales and reorganizations, a negative pledge and limits on distributions to Enercare (and, therefore, in effect, holders of Shares).

Enercare Solutions was in compliance with the covenants within the 2014 Revolver and 2016 Term Loan as of September 30, 2018. A total of \$120,000 was drawn under the 2014 Revolver as at September 30, 2018. Enercare Solutions repaid the 2014 Revolver and 2016 Term Loan in full on October 16, 2018.

Guarantee of 2018 Finco Term Loan and 2018 Finco Revolver

The 2018 Finco Term Loan and 2018 Finco Revolver each contain terms, representations, warranties, covenants and events of default that are customary for credit facilities of this kind, including financial

covenants discussed below, restrictions on reorganizations and dispositions, a negative pledge and limits on distributions to Enercare Solutions. Events of default under the 2018 Finco Term Loan and 2018 Finco Revolver include a cross-default provision and the occurrence of a change of control of Enercare. Finco's obligations under the 2018 Finco Term Loan and 2018 Finco Revolver are guaranteed by Enercare Solutions and its direct and indirect subsidiaries.

The 2018 Finco Term Loan and 2018 Finco Revolver contain the following financial covenants (i) the ratio of total debt (other than subordinated debt) to "Adjusted EBITDA must be less than or equal to (A) from October 16, 2018 to December 31, 2019, 6.25:1.0, (B) from January 1, 2020 to December 31, 2021, 6.0: 1.0, and (C) from January 1, 2022 to October 16, 2023, 5.5:1.0; and (ii) the ratio of Adjusted EBITDA to "Cash Interest Expense" must be greater than 3.00:1.

The 2018 Finco Term Loan and 2018 Finco Revolver essentially define "Adjusted EBITDA" as the net income of Enercare for the most recently completed four fiscal quarters determined on an adjusted consolidated basis (to exclude Enercare subsidiaries who are not guarantors of the 2018 Finco Term Loan and 2018 Finco Revolver) less, to the extent included in calculating such net income, all interest income and income tax recoveries, gains on hedging contracts, all extraordinary, non-recurring and unusual income items and reversals of any accrual or reserves for potential cash items from any prior period; plus, to the extent deducted (and not added back) in calculating such net income, and without duplication: (a) amounts for total interest expense; (b) amortization and depreciation expenses, income taxes and any other non-cash items; (c) losses on hedging contracts; (d) proceeds of disposal of water heaters in the ordinary course of business; and other non-recurring or non-ordinary course items.

The 2018 Finco Term Loan and 2018 Finco Revolver essentially define "Cash Interest Expense" as the aggregate amount of interest and other financing charges payable in cash and expensed by such person on account of such period with respect to debt (other than subordinated debt between Finco and certain Brookfield related entities, as sponsors of the 2018 Finco Term Loan and 2018 Finco Revolver, or any guarantor of the 2018 Finco Term Loan and 2018 Finco Revolver, including Enercare Solutions and its subsidiaries), including interest, discount financing fees, commissions, discounts and other fees and charges payable with respect to letters of credit, letters of guarantee and bankers' acceptance financing, standby fees, the cash interest component of capital leases and cash net payments (if any) pursuant to hedging contracts involving interest, but excluding any make-whole, prepayment penalty or premium or other yield maintenance amount with respect to debt.

As of the date hereof, \$10,000 was drawn under the 2018 Finco Revolver.

2013 Notes and 2017 Notes – Incurrence Test

The covenants in respect of the 2013 Notes and 2017 Notes are contained in the Senior Unsecured Indenture. Under the terms of the Senior Unsecured Indenture, Enercare Solutions may not incur additional senior debt other than certain refinancing debt and certain working capital debt if the Incurrence Test (as described in the AIF) is less than 3.8 to 1. On September 30, 2018, Enercare Solutions exceeded this minimum.

SUMMARY OF QUARTERLY RESULTS

(in 000's)	Q3/18	Q2/18	Q1/18	Q4/17	Q3/17	Q2/17	Q1/17	Q4/16
Total revenue*	\$322,203	\$333,806	\$269,350	\$281,852	\$292,269	\$311,642	\$240,201	\$260,383
Net earnings/(loss)	4,565	22,050	1,704	15,838	16,719	18,405	(4,240)	14,382
Dividends declared	\$ -	\$ 7,637	\$ 18,112	\$ 16,649	\$ 17,792	\$ 17,784	\$ 17,066	\$ 18,382

* As a result of the implementation of IFRS 15, total revenue has been restated (see "Changes in Accounting Policy").

In addition to quarterly comments found under "Consolidated Results of Operations – EBITDA Excluding Intercompany Income" and "Consolidated Results of Operations – Adjusted EBITDA", differences in net

earnings between quarters reflect the timing of expenses, current tax expense and the temporary difference reversals of deferred income tax. Cash payments to Enercare are comprised of corporate charges from Enercare, interest and debt repayments on the Subordinated Promissory Notes and dividend payments. Dividends declared primarily reflect the additional cash required to fund dividends paid by Enercare.

SUMMARY OF CONTRACTUAL DEBT AND LONG TERM OBLIGATIONS

The following schedule summarizes the contractual debt of Enercare Solutions at September 30, 2018:

	Interest Rate	Maturity	Principal Amount September 30, 2018	Principal Amount December 31, 2017
2013 Notes	4.60%	February 3, 2020	\$ 225,000	\$ 225,000
2017-1 Senior Notes	3.38%	February 21, 2022	275,000	275,000
2017-2 Senior Notes	3.99%	February 21, 2024	225,000	225,000
2016 Term Loan	6.00% ⁽¹⁾	May 11, 2020 ⁽ⁱ⁾	258,900	250,900
2014 Revolver	3.95%		120,000	55,000
Total			\$1,103,900	\$1,030,900

(1) The 2016 Term Loan and 2014 Revolver were repaid in full on October 16, 2018.

As at September 30, 2018, long-term senior contractual obligations of Enercare Solutions included debt service on the 2013 Notes bearing interest at 4.60%. The 2017-1 Notes and 2017-2 Notes offered on February 21, 2017 bear interest at 3.38% and 3.99% and are due in February 2022 and February 2024, respectively. Interest on the 2013 Notes is payable semi-annually on February 3 and August 3.

During the third quarter of 2018 and year to date, Enercare Solutions drew \$30,000 and \$65,000, respectively, on the 2014 Revolver. As at September 30, 2018, a total of \$120,000 was drawn on the 2014 Revolver. Enercare Solutions repaid the 2014 Revolver and 2016 Term Loan in full on October 16, 2018.

The following schedule summarizes Enercare Solutions' significant contractual obligations, including payments due for each of the next five years and thereafter as at September 30, 2018:

Period (in 000's)	Debt ⁽¹⁾		Finance Lease Obligations ⁽²⁾		Other ⁽³⁾
	Principal	Interest	Principal	Interest	Obligations
Due in 2018	\$ -	\$ 9,638	\$ 2,943	\$ 260	\$ 2,181
Due in 2019	-	48,900	11,422	843	6,576
Due in 2020	483,900 ⁽⁴⁾	33,930	10,125	545	5,284
Due in 2021	120,000 ⁽⁴⁾	22,812	7,483	300	3,155
Due in 2022	275,000	10,293	4,397	121	1,741
Thereafter	225,000	10,248	1,616	17	2,096
Total	\$1,103,900	\$135,821	\$ 37,986	\$ 2,086	\$21,033

(1) Fixed interest payments are based on the maturing face values and annual interest for each instrument, including the 2013 Notes, 2017 Notes, 2016 Term Loan and 2014 Revolver. Variable interest payments are based on the forward rates as of June 30, 2018.

(2) The obligations under finance leases in Enercare Home Services bear floating interest rates that are either 2.5% above the one month banker's acceptance rate per annum or equal to the yield of interest rate swaps as quoted in the Federal Reserve system per annum. The obligations under vehicle finance leases in Service Experts during the period bear fixed interest rates of 0.97% to 2.44%, at floating interest rates that are 2.5% above the three month banker's acceptance rate, 0.75% above the three month LIBOR rate per annum or 0.17% above the one month LIBOR rate per annum (approximately 0.35%). The finance leases mature at dates ranging between July 2018 and April 2024.

(3) Other obligations include long-term sponsorship, premises and office equipment. Substantially all of the future expense obligations are the result of naming rights for the Enercare Centre and leased premises.

(4) The 2014 Revolver, which accounted for \$258,900 of the \$488,360 due in 2020, and the 2016 Term Loan, which accounted for the \$120,000 due in 2021, were repaid in full on October 16, 2018.

As at September 30, 2018, Enercare Solutions had additional long term liabilities which included post-employment and other long term employee benefit plan liabilities, deferred income tax liabilities and provisions, including insurance liabilities. These long term liabilities have not been included above as the

timing and amount of future payments are uncertain.

ENERCARE SOLUTIONS SHARES ISSUED AND OUTSTANDING

Enercare Solutions' articles of amalgamation provide for the issuance of an unlimited number of common shares.

At September 30, 2018 and at November 19, 2018, there were 1,169 common shares issued and outstanding.

NON-IFRS FINANCIAL AND PERFORMANCE MEASURES

The interim financial statements of Enercare Solutions are prepared in accordance with IFRS. Enercare Solutions' basis of presentation and significant accounting policies are summarized in detail in notes 2 and 3 of the interim financial statements for the period ended September 30, 2018.

Enercare Solutions reports on certain non-IFRS measures that are used by management to evaluate the performance of Enercare Solutions and meet certain covenant requirements relating to debt financing. Since non-IFRS measures do not have standardized meanings prescribed by IFRS, securities regulations require that non-IFRS measures be clearly defined, qualified, and reconciled with their nearest IFRS measure. These measures do not have standardized meanings or interpretations, and may not be comparable to similar terms and measures provided by other issuers.

Gross Margin, EBITDA Excluding Intercompany Income, Adjusted EBITDA, Operating Cash Flow and Capital Expenditures and Acquisitions should not be construed as alternatives to net income determined in accordance with IFRS as indicators of Enercare Solutions' performance.

Non-IFRS financial indicators used by Enercare Solutions and reported in this MD&A, in addition to the Non-IFRS financial measures, include:

Measures of Asset Portfolio Performance

Capital Expenditures and Acquisitions

Enercare Solutions makes two principal types of investments to grow its installed base of water heaters, HVAC and other assets: capital expenditures and acquisitions.

Measures of Financial Performance

Gross Margin

Gross Margin is a non-IFRS measure equal to total revenue less total cost of goods sold and services provided. Enercare Solutions believes Gross Margin is a useful measure in assessing the underlying operating performance of each segment.

Gross Margin is reconciled with Revenue, an IFRS measure (see "Segmented Results of Operations – Non-IFRS Measures of Gross Margin and Adjusted EBITDA" in this MD&A).

EBITDA Excluding Intercompany Income

This measure is comprised of net earnings plus income taxes, interest expense and amortization expense, less intercompany income. It is one metric that can be used to determine Enercare Solutions' ability to service its debt, finance capital expenditures, and provide for the payment of dividends to shareholders. EBITDA Excluding Intercompany Income is reconciled with net earnings, an IFRS measure, in the section

“Segmented Results of Operations - Non-IFRS Measures of Gross Margin and Adjusted EBITDA” in this MD&A. The calculation of EBITDA Excluding Intercompany Income includes investment and other income with the exception of intercompany income. Comparatives have been restated accordingly.

Adjusted EBITDA

This measure is one of Enercare Solutions’ non-IFRS measures used to determine Enercare Solutions’ ability to service its debt, finance capital expenditures, and provide for the payment of dividends to shareholders. It is comprised of EBITDA Excluding Intercompany Income plus net losses associated with disposal of equipment, assets or impairment charges, expenditures related to transaction, integration and restructuring costs as part of completed acquisitions or divestitures, minus any net gains associated with disposal of equipment or assets.

As of the first quarter of 2018, Enercare Solutions changed its definition of Adjusted EBITDA to be essentially the same as the definition of Acquisition Adjusted EBITDA in prior periods, except for the addition of expenditures related to completed divestitures in the current Adjusted EBITDA definition. Applying the current definition of Adjusted EBITDA to calculate Acquisition Adjusted EBITDA in prior periods would result in the same amounts. Historical amounts in this MD&A have been restated to reflect the current definition.

Adjusted EBITDA is reconciled with Net Earnings, an IFRS measure (see “Segmented Results of Operations – Non-IFRS Measures of Gross Margin and Adjusted EBITDA” in this MD&A).

Operating Cash Flow

Operating Cash Flow is the cash flow from operating activities excluding changes in non-cash working capital. It represents the net cash generated in earnings, excluding non-cash items. It is one indicator of the financial strength of Enercare Solutions. Operating Cash Flow is reconciled with cash flow from operating activities, an IFRS measure (see “Liquidity and Capital Resources” in this MD&A).

Measures Regarding Debt Covenants

As at September 30, 2018, Enercare Solutions was in compliance with all covenants under the 2013 Notes, 2014 Revolver, 2016 Term Loan and 2017 Notes. For a summary of the financial covenants in respect of such debt see “Liquidity and Capital Resources – Debt Financing” in this MD&A.

2014 Revolver and 2016 Term Loan

Under the 2014 Revolver agreement and 2016 Term Loan agreement, Enercare Solutions was subject to certain principal financial covenants addressing interest and debt coverage. Enercare Solutions complied with these covenants on September 30, 2018. There was a total of \$120,000 drawn under the 2014 Revolver at September 30, 2018. Enercare Solutions’ obligations under the 2016 Term Loan were guaranteed by all of Enercare Solutions’ material subsidiaries, including SEHAC and its material subsidiaries. Enercare Solutions repaid the 2014 Revolver and 2016 Term Loan in full on October 16, 2018.

2013 Notes and 2017 Notes – Incurrence Test

The covenants under the 2013 Notes and 2017 Notes are contained in the Senior Unsecured Indenture. Under the terms of the Senior Unsecured Indenture, Enercare Solutions may not incur additional senior debt other than certain refinancing debt and certain working capital debt if the Incurrence Test (as described in the AIF) is less than 3.8 to 1.

CRITICAL ACCOUNTING ESTIMATES AND JUDGMENTS

Enercare Solutions makes estimates and assumptions that affect the reported amounts of assets and liabilities and the disclosure of contingent assets and liabilities at the date of the interim financial statements. The critical accounting estimates and judgments presented in this section should be read in conjunction with Enercare Solutions' most recently issued MD&A for the year ended December 31, 2017, which includes additional critical accounting estimates and judgments that did not significantly change during the quarter. Management continually evaluates estimates and judgments which are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Actual results could differ from those estimates. The following items are of significance for the period.

Revenue Accruals

At September 30, 2018, Enercare Home Services recorded a revenue accrual of approximately \$42,100 reflecting accrued service periods, compared to \$41,900 at September 30, 2017. Unbilled protection plans comprise approximately \$24,500 of this balance, compared to \$25,300 at September 30, 2017. This balance is predominantly made up of protection plans sold in franchisee service areas, which are recognized as royalty revenue at inception but are invoiced over a period of twelve months. The remaining unbilled revenue reflects accrued service revenue for rental water heaters and other products.

At September 30, 2018, Service Experts recorded a revenue accrual of approximately \$13,700 primarily reflecting accrued revenue for contracts in progress, compared to \$4,700 at September 30, 2017.

Loss Allowances and Expected Credit Loss Allowance

Enercare Home Services is exposed to credit risk in the normal course of business for customers who are billed directly by EGD within its service territory and for customers who are billed by EGD outside of its service territory or billed by Enercare Home Services. For billing within the EGD service territory, Enercare Solutions is guaranteed payment by EGD for 99.51%, in both 2018 and 2017, of the amount billed (subject to certain exceptions) 21 calendar days after the invoices are issued. The guaranteed amount is recorded in revenue on a net basis.

The loss allowances for financial assets are based on assumptions about risk of default and expected loss rates. Enercare Solutions uses judgment in making these assumptions and selecting the inputs to the impairment calculation based on past history, market conditions and other factors. The loss allowance for Enercare Home Services and Service Experts was approximately \$8,700 as at September 30, 2018, compared to approximately \$7,200 as at December 31, 2017. The expected credit loss for financing receivables was approximately \$300 as at September 30, 2018. Changes in any of the variables or assumptions may result in a materially different amount.

DISCLOSURE AND INTERNAL CONTROLS AND PROCEDURES

Enercare Solutions' certifying officers have designed, and assessed the design of, a system of DC&P to provide reasonable assurance that (i) material information relating to Enercare Solutions, including its consolidated subsidiaries, is made known to them by others; and (ii) information required to be disclosed by Enercare Solutions in its annual filings, interim filings and other reports filed or submitted by Enercare Solutions under securities legislation is recorded, processed, summarized and reported within the time periods specified in securities legislation. As well, Enercare Solutions' certifying officers have designed, and assessed the design of, ICFR to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with IFRS. Enercare Solutions has used the Internal Control – Integrated Framework (2013) from The Committee of Sponsoring Organizations of the Treadway Commission ("COSO") in order to assess the effectiveness of Enercare Solutions' internal control over financial reporting. There are no material weaknesses relating to the design

of either DC&P or ICFR at September 30, 2018. There have been no changes to our ICFR during the quarter and year to date ended September 30, 2018 that has materially affected, or is reasonably likely to materially affect, Enercare Solutions' ICFR.

Enercare Solutions has limited the scope of its design of disclosure controls and procedures and internal control over financial reporting to exclude controls, policies and procedures of CS Newco, LLC and Finch Newco, LLC, Midway Services, LLC and MSICORP, LLC, Admiral Plumbing Services, LLC and Aames Plumbing & Heating, which were acquired on January 4, 2018, March 5, 2018, July 31, 2018 and August 27, 2018, respectively.

The contribution of CS Newco, LLC and Finch Newco, LLC to Enercare Solutions' consolidated financial statements for the three months ended September 30, 2018 and year to date 2018 was approximately 3% of revenue and 9% of net earnings, and 3% of revenue and 3% of net earnings, respectively. The current assets and current liabilities of CS Newco, LLC and Finch Newco, LLC were approximately 1% of the consolidated current assets and current liabilities and the long term assets and long term liabilities were approximately 1% and nil of the consolidated long term assets and long term liabilities, respectively.

The contribution of Midway Services, LLC and MSICORP, LLC to Enercare Solutions' consolidated financial statements for the three months ended September 30, 2018 and year to date was approximately 1% of revenue and 1% of net earnings. The current assets and current liabilities of Midway Services, LLC and MSICORP, LLC's were approximately nil of the consolidated current assets and current liabilities and the long term assets and long term liabilities were approximately nil of the consolidated long term assets and long term liabilities.

Admiral Plumbing Services, LLC's contribution to Enercare Solutions' consolidated financial statements for the three months ended September 30, 2018 and year to date 2018 was approximately 1% of revenue and nil of net earnings, and nil of revenue and net earnings, respectively. In addition, Admiral Plumbing Services, LLC's current assets and current liabilities were approximately nil of the consolidated current assets and current liabilities and its long term assets and long term liabilities were approximately nil of the consolidated long term assets and long term liabilities.

Aames Plumbing & Heating's contribution to Enercare Solutions' consolidated financial statements for the three months ended September 30, 2018 and year to date 2018 was approximately 1% of revenue and 7% of net earnings, and nil of revenue and 1% of net earnings, respectively. In addition, Aames Plumbing & Heating's current assets and current liabilities were approximately 1% of the consolidated current assets and current liabilities and its long term assets and long term liabilities were approximately 1% of the consolidated long term assets and nil of the long term liabilities.

Enercare Solutions is currently in the process of documenting and evaluating the controls, policies and procedures in respect of CS Newco, LLC and Finch Newco, LLC, Midway Services, LLC and MSICORP, LLC, Admiral Plumbing Services, LLC and Aames Plumbing & Heating.

Management does recognize that any controls and procedures no matter how well designed and operated, can only provide reasonable assurance and not absolute assurance of achieving the desired control objectives. In the unforeseen event that lapses in the disclosure or internal controls and procedures occur and/or mistakes happen, Enercare Solutions intends to take whatever steps are necessary to minimize the consequences thereof.

CHANGES IN ACCOUNTING POLICIES

Enercare Solutions has adopted IFRS 15 and IFRS 9 effective January 1, 2018. The following table outlines the principal impacts of such adoption on 2017 figures.

Changes in Accounts	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Year to Date 2017	Jan. 1, 2018
Assets						
Long-term financing receivables	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (564)
Total assets	-	-	-	-	-	(564)
Liabilities						
Deferred tax liability	-	-	-	-	-	(149)
Total liabilities	-	-	-	-	-	(149)
Shareholder's equity						
Retained earnings (deficit)	-	-	-	-	-	(415)
Total liabilities and equity	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (564)
Changes in Earnings/(Loss)						
Contracted revenue	\$ 87	\$ 36	\$ 51	\$ 115	\$ 289	\$ -
Sales and other services	291	328	303	403	1,325	-
Total revenue	378	364	354	518	1,614	-
Selling, general & admin.	378	364	354	518	1,614	-
Total expenses	378	364	354	518	1,614	-
Net earnings/(loss)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
EBITDA Excluding Intercompany Income	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

The following tables summarize the impact of adopting IFRS 15 and IFRS 9 effective January 1, 2018.

Enercare Solutions Inc.
Consolidated Statements of Income
For the three months ended September 30, 2017

(in thousands of Cdn \$)	Reference	As Reported	Increase / (Decrease)		Restated
			IFRS 15	Adjustments	
Revenues					
Contracted revenue	a.1, a.2	\$ 121,087	\$ 51	\$	121,138
Sales and other services	a.1, a.2	169,624	303		169,927
Total revenue		\$ 291,915	\$ 354	\$	292,269
Expenses					
Selling, general & administrative	a.1, a.2	73,996	354		74,350
Total Expenses		\$ 268,944	\$ 354	\$	269,298

Enercare Solutions Inc.
Consolidated Statements of Income
For the nine months ended September 30, 2017

(in thousands of Cdn \$)	Reference	As Reported	Increase / (Decrease)		Restated
			IFRS 15	Adjustments	
Revenues					
Contracted revenue	a.1, a.2	\$ 357,264	\$ 174	\$	357,438
Sales and other services	a.1, a.2	482,186	922		483,108
Total revenue		\$ 843,016	\$ 1,096	\$	844,112
Expenses					
Selling, general & administrative	a.1, a.2	226,427	1,096		227,523
Total Expenses		\$ 800,223	\$ 1,096	\$	801,319

Enercare Solutions Inc.
Impact to Consolidated Statements of Financial Position
As at January 1, 2018

(in thousands of Cdn \$)	Reference	As Reported	Increase / (Decrease)	IFRS 9 Adjustment	Restated
Assets					
Long-term financing receivables	b	\$ 9,320	\$	(564)	\$ 8,756
Total assets		\$ 1,907,819	\$	(564)	\$ 1,907,255
Liabilities					
Deferred tax liability		99,797		(149)	99,648
Total liabilities		\$ 2,115,322	\$	(149)	\$ 2,115,173
Shareholder's equity					
Retained earnings (deficit)		\$ (392,372)	\$	(415)	\$ (392,787)
Total shareholder's equity		\$ (207,503)	\$	(415)	\$ (207,918)
Total liabilities and shareholder's equity		\$ 1,907,819	\$	(564)	\$ 1,907,255

The adjustments noted in the tables above are discussed below.

Revenue Recognition

IFRS 15 provides a comprehensive five-step revenue recognition model for all contracts with customers. The IFRS 15 revenue recognition model requires management to exercise significant judgment and make estimates that affect revenue recognition. IFRS 15 is effective for annual and interim periods beginning on or after January 1, 2018. Enercare Solutions adopted IFRS 15 on a fully retrospective basis.

Enercare Solutions' revenues from service protection plans, maintenance protection plans and sales of equipment and other services are within the scope of the standard. Enercare Solutions' water heater and HVAC rental contracts are not within the scope of this standard due to their classification as leases.

The following describes the significant changes that resulted from the adoption of IFRS 15. These adjustments did not result in any changes to the statement of financial position, net earnings, comprehensive income or cash flows previously reported.

a) *Enercare Home Services*

- a.1) Enercare Home Services manages an advertising fund, established to collect and administer funds contributed by its franchisees for use in advertising programs. Contributions to the advertising fund are based on a percentage of each franchisee's revenue. In accordance with IFRS 15, Enercare Solutions has determined that it acts as principal in providing advertising services to its franchisees. As a result, the contributions collected from franchisees in respect of the advertising fund of \$961 and \$2,906 for the three and nine months ended September 30, 2017, respectively, have been reclassified from selling, general and administrative expenses to revenue. This change does not impact EBITDA Excluding Intercompany Income and net earnings or opening deficit as at January 1, 2017.
- a.2) For customers billed within the EGD service territory, Enercare Solutions is guaranteed payment by EGD for 99.51%, in both 2018 and 2017, of the amounts billed (subject to certain exceptions) 21 calendar days after the invoices are issued. Enercare Solutions previously recognized the 0.49% amount to EGD as bad debt expense. Under IFRS 15, such payment is recognized as a reduction of the transaction price. This retrospective adjustment has reduced Enercare Home Services revenue by \$607 and \$1,810 for the three and nine months ended September 30, 2017, respectively, with a

corresponding decrease to selling, general and administrative expenses. This change does not impact net earnings or EBITDA Excluding Intercompany Income.

Financial Instruments

- b) The final version of IFRS 9 was issued by the IASB in July 2014 and replaced IAS 39, “Financial Instruments: Recognition and Measurement”. IFRS 9 introduces a model for classification and measurement, a single, forward-looking “expected loss” impairment model and a substantially reformed approach to hedge accounting. The new single, principle-based approach for determining the classification of financial assets is driven by cash flow characteristics and the business model in which an asset is held. The new model also results in a single impairment model being applied to loans and receivables measured at amortized cost, which will require more timely recognition of expected credit losses. It also includes changes in respect of own credit risk in measuring liabilities elected to be measured at fair value, so that gains caused by the deterioration of an entity’s own credit risk on such liabilities are no longer recognized in profit or loss. Enercare Solutions has retrospectively adopted IFRS 9 effective January 1, 2018. In accordance with the transitional provisions of IFRS 9, comparative figures have not been restated and any difference between previous carrying amounts and those determined under IFRS 9 at the date of initial application has been included in opening deficit as at January 1, 2018.

In applying IFRS 9, certain receivables, in particular, those issued at a discount to the contractual par amount, do not consist solely of payments of principal and interest due to prepayment features and are measured at fair value through profit or loss. However, the remaining receivables are measured at amortized cost. Enercare Solutions has recorded an allowance based on the estimated future reduction in interest income resulting from anticipated principal prepayments of certain financing receivables. This prepayment allowance is estimated at the inception of each loan based on prepayment factors associated with the financing arrangement.

Enercare Solutions has adopted the general impairment model for financing receivables, recognizing twelve months of expected credit losses on those receivables without significant increases in credit risk and lifetime expected credit losses for those receivables that have significant increases in credit risk.

Adoption of the impairment model has resulted in a reduction to financing loan receivables of \$564 and a corresponding increase to opening deficit as at January 1, 2018, net of taxes.

The adoption of IFRS 9 does not have any material impact on the classification of financial liabilities or cash flows in the interim financial statements.

Financial Instruments Disclosures

IFRS 7 has been amended by the IASB to require additional disclosures on transition from IAS 39 to IFRS 9. The amendment to IFRS 7 is effective for periods beginning on or after January 1, 2018. Enercare Solutions has adopted IFRS 7 effective January 1, 2018 and added disclosure on the components of the fair value movement for items classified as fair value through profit or loss, as well as quantitative and qualitative disclosure on risk exposure and risk management strategies.

Share-based Payments

IFRS 2 has been amended by the IASB to clarify the accounting for cash-settled share-based payment transactions that include a performance condition, the classification of share-based payment transactions with net settlement features and the accounting for modifications of share-based payment transactions from cash-settled to equity-settled. The amendments to IFRS 2 are effective for annual periods beginning on or after January 1, 2018. Enercare Solutions has assessed the impact of adopting this amendment on the

interim financial statements and concluded that no adjustments to the current measurement of share-based payment transactions are required on the adoption of the amendment. Accordingly, there is no impact to the interim financial statements on application of the amendment.

Accounting Standards Issued But Not Yet Applied

The following are accounting policy changes to be implemented by Enercare Solutions in future periods:

Leases

IFRS 16, sets out the principles for the recognition, measurement and disclosure of leases. IFRS 16 provides revised guidance on identifying a lease and for separating lease and non-lease components of a contract. IFRS 16 introduces a single accounting model for all lessees and requires a lessee to recognize right-of-use assets and lease liabilities for leases with terms of more than twelve months, unless the underlying asset is of low value. Under IFRS 16, lessor accounting for operating and finance leases will remain largely unchanged. As a lessor, Enercare Solutions has a significant portion of its revenue derived from leases and while the lessor accounting model is not fundamentally different, Enercare Solutions continues to evaluate the effect of the standard on this revenue stream. Enercare Solutions, as a lessee, is currently in the process of evaluating the impact of adopting this standard, including finalizing its review of identified leases, determining the rates to be used to discount its lease liabilities and calculating the lease assets and lease liabilities balances as at January 1, 2019. IFRS 16 is effective for annual periods beginning on or after January 1, 2019.

RISK FACTORS

The risks related to the business and structure of Enercare Solutions discussed in the AIF remain unchanged, other than the addition of the following risk factor:

Board of Directors

Brookfield Infrastructure, through a combination of indirect share ownership with its institutional partners and management responsibilities vis-à-vis such institutional partners, effectively has the exclusive right to nominate and appoint Enercare Solutions' directors. Currently, the Board is comprised of five directors, all but two of whom are employees or officers of Enercare Solutions or an affiliate of Enercare Solutions (including Brookfield Infrastructure and/or its affiliates).

OUTLOOK

The forward-looking statements contained in this section are not historical facts but, rather, reflect Enercare Solutions' current expectations regarding future results or events and are based on information currently available to management.

Enercare Solutions remains focused on its strategic objectives of continued growth, operational excellence and innovation.

For the balance of 2018, Enercare Solutions expects to continue to grow revenue and Adjusted EBITDA in both of its operating segments, excluding the impact of the U.S. rental rollout in the Service Experts segment, by focusing on the following key strategic objectives. The continued success of the U.S. rental rollout will generate long term value, however, in the short term this growth will reduce Adjusted EBITDA growth and increase capital investments in the Service Experts segment.

Enercare Home Services Key Priorities:

- Grow Rental and protection plan portfolios;
- Invest in technology and innovation to improve the service experience and help differentiate our offerings from those of our competitors;
- Emphasize HVAC rentals over outright sales in order to create a long-term customer revenue stream and provide valuable cross-selling opportunities; and
- Roll out the Enercare Smarter Home solution to enable a proactive, rather than reactive, service model.

Service Experts Key Priorities:

- Integrate rentals throughout Service Experts residential heating and cooling operations by the end of 2018 to create recurring revenue;
- Execute on strategic acquisition opportunities;
- Generate strong organic sales; and
- Launch a pilot of the Enercare Smarter Home solution in the U.S. market by the end of 2018.

See also “Vision and Strategy” in this MD&A.

In the Service Experts business, the percentage of rental HVAC installations in the U.S. continues to rise. U.S. residential HVAC and water heater rental additions as a proportion of total U.S. residential units sold improved in the third quarter of 2018 to approximately 16% compared to 3% in the third quarter of 2017. Furthermore, during the third quarter of 2018, the rental rate was approximately 16% in the U.S. centers which had deployed the rental offering in 2017. The accelerated growth trajectory of the U.S. rental program is due to a number of factors, including improved sales training and marketing and streamlining of processes to enhance the customer experience. Service Experts has now rolled out the rental model to centers in 29 states.

Enercare Solutions has embarked on an ongoing program to increase efficiency and innovation by investing in its systems and technology. Enercare Solutions continues to invest in the replacement and modernization of its information technology systems and infrastructure to improve its customer experience and expand its product and service offerings. As these and other innovations are rolled out over the next few years, Enercare Solutions will continue making additional investments in both capital and SG&A expenditures.

In addition, Enercare Solutions is targeting a range of between \$159 million and \$173 million in capital investments in 2018, revised from the previous range of between \$155 million and \$169 million, reflecting higher rental originations.

Enercare Solutions continues to assess the impact of the closing of the Transaction on its previous guidance of \$19 million to \$25 million in current income tax expenses for the fiscal year ending December 31, 2018. Based on a preliminary assessment, Enercare Solutions expects an income tax recovery in respect of 2018, which is expected to be reversed in respect of 2019, due to the timing of partnership distributions and related tax recoveries incurred in subsidiaries of Enercare Solutions in connection with the completion of the Transaction. The previous guidance, which did not account for the impact of the completion of the Transaction, assumed corporate tax rates of approximately 26.5% in Canada and 26% in the U.S. But for the impact of the completion of the Transaction, Enercare Solutions believes current income tax expenses would have been at the lower end of the range. Taxable income is principally impacted by changes in revenue, operating expenses, potential acquisitions or divestitures, appropriate tax planning, capital expenditures through the capital cost allowance deduction, changes in tax laws, distribution of sales and earnings by state, and regulations and administrative practices. As additional regulatory guidance is issued by the applicable U.S. taxing authorities, the assumptions used to estimate taxable income in the U.S. may be impacted.

GLOSSARY OF TERMS

Defined Term	Definition
Aames Plumbing and Heating	Aames Plumbing & Heating, Inc., Aames Plumbing & Heating, Inc. and The Pink Plumber, Inc., acquired by Service Experts on August 27, 2018, which provide HVAC and plumbing sales and services to residential customers in the southern United States.
AIF	Annual Information Form of Enercare Solutions dated March 22, 2018.
Aramendia	Aramendia Plumbing, Heating & Air Ltd. acquired by Service Experts on August 15, 2017, which provides HVAC and plumbing services, with locations in San Antonio and McKinney, Texas.
Arrangement Agreement	The arrangement agreement dated August 1, 2018 between Cardinal Acquisition Inc. and Enercare regarding the Transaction.
Attrition	Termination of customer relationships, including buyouts, in the Rentals portfolio.
Bill 59	Putting Consumers First Act (Consumer Protection Statute Law Amendment), 2017.
BIP Units	Non-voting limited partnership units of Brookfield Infrastructure.
Board of Directors	The board of directors of Enercare and Enercare Solutions.
Brookfield	Brookfield Infrastructure Partners LP and its institutional partners.
Bureau	Competition Bureau.
Church Services	CS Operating LLC, acquired by Service Experts on February 13, 2017, which provides HVAC and plumbing services in Austin, Texas.
Conversion	The conversion of the Fund and the Trust, income trusts, to Enercare and Enercare Solutions, respectively.
CRM	Customer relationship management.
DBRS	DBRS Limited.
DC&P	Disclosure Controls and Procedures as defined under National Instrument 52-109 – Certification of Disclosure in Issuers' Annual and Interim Filings.
DE	Direct Energy Marketing Limited.
DE Acquisition	The acquisition of the OHCS business of DE by Enercare Solutions on October 20, 2014 through EHCS LP.
EBITDA Excluding Intercompany Income	This measure is comprised of net earnings plus income taxes, interest expense and amortization expense less intercompany income. It is one metric that can be used to determine Enercare Solutions' ability to service its debt, finance capital expenditures, and provide for the payment of dividends to shareholders.
Enercare Connections	Enercare Connections Inc.
EHCS GP	Enercare Home and Commercial Services Inc.
EHCS LP	Enercare Home and Commercial Services Limited Partnership, the limited partnership formed to own OHCS following the closing of the DE Acquisition, an indirect wholly-owned subsidiary of Enercare Solutions.
EGD	Enbridge Gas Distribution Inc.
Enercare	Enercare Inc.
Enercare Home Services	Enercare Solutions business, which provides rental water heaters, furnaces, air conditioners and other HVAC products and, as of October 20, 2014, also provides protection plans, HVAC sales and related services.
Enercare Solutions	Enercare Solutions Inc.
ERP	Enterprise resource planning.
ESLP	Enercare Solutions Limited Partnership (formerly Waterheater Operating Limited Partnership).
Exchange LP	A subsidiary of Brookfield Infrastructure Partners LP.
Exchange Units	Exchangeable units to be issued by Exchange LP to certain Enercare shareholders who elect to receive these units in lieu of cash consideration resulting from the Transaction.
Fund	The Consumers' Waterheater Income Fund, predecessor to Enercare prior to the conversion of the Fund from an income trust to corporate structure pursuant to a plan of arrangement on January 1, 2011.
Guarantors	ESLP, Rentco and WGP Inc., EHCS LP, EHCS GP, SE Canada, SEHAC and its operating subsidiaries and affiliates.
Hammond	Hammond Plumbing & Heating Inc., acquired by Service Experts on May 24, 2017, which provides residential and commercial plumbing and heating services in Kitchener, Ontario.
HVAC	Heating, ventilation and air conditioning.
IASB	The International Accounting Standards Board.
ICFR	Internal Control Over Financial Reporting as defined under National Instrument 52-109 – Certification of Disclosure in Issuers' Annual and Interim Filings.
IFRS	International Financial Reporting Standards as adopted by the IASB.
IFRS 2	IFRS 2, "Share-based payments"
IFRS 7	IFRS 7, "Financial Instruments: Disclosures"
IFRS 9	IFRS 9, "Financial Instruments"
IFRS 15	IFRS 15, "Revenue from Contracts with Customers"
IFRS 16	IFRS 16, "Leases"
Incurrence Test	2012 Notes and 2013 Notes Incurrence EBITDA to Net Interest Expense.
interim financial statements	Enercare Solutions' Condensed Interim Consolidated Financial Statements for the three and six months ended June 30, 2018
MD&A	Management's Discussion and Analysis.
Merger Agreement	The agreement dated March 7, 2016 between, among others, Enercare Solutions and Service Experts regarding the SE Transaction.
OHCS	The Ontario home and small commercial services business of DE acquired by Enercare Solutions on October 20, 2014 in the DE Acquisition.
Origination Agreement	The origination agreement dated December 17, 2002 between Rentco and DE providing for the sale to ESLP of rental water heaters originated by DE, as amended on January 1, 2005, December 29, 2006, January 1, 2013 and August 1, 2013, as assigned by DE to EHCS LP on October 20, 2014.
Rentals	Component of the Enercare Home Services business that provides rental water heaters, furnaces, air conditioners and other HVAC products.
Rentco	4483588 Canada Inc. (formerly Direct Waterheater Rentals Inc.).
SE Canada	SE Canada Inc.
SE Subscription Receipts	\$231,947 (net of underwriters' fees) of subscription receipts issued by Enercare on a bought deal basis in relation to the SE Transaction.
SE Transaction	The acquisition of Service Experts by Enercare Solutions, through an indirect wholly-owned subsidiary, pursuant to the Merger Agreement which was completed on May 11, 2016.
SEHAC	SEHAC Holdings LLC (formerly SEHAC Holdings Corporation).
Senior Unsecured Indenture	The trust indenture dated as of January 29, 2010 between the Operating Trust, as issuer, the Guarantors, as guarantors, and Computershare Trust Company of Canada, as indenture trustee, as supplemented by the first supplemental indenture dated as of January 29, 2010, the second supplemental indenture dated as of February 19, 2010, the third supplemental indenture dated as of December 1, 2010, the fourth supplemental indenture dated as of January 1, 2011, the fifth supplemental indenture dated as of September 30, 2012, the sixth supplemental indenture dated as of November 21, 2012, the seventh supplemental indenture dated as of February 1, 2013, the eighth supplemental indenture dated as of October 20, 2014, the ninth supplemental indenture dated as of May 11, 2016, the tenth supplemental indenture dated as of June 10, 2016, the eleventh supplemental indenture dated as of February 21, 2017 and the twelfth supplemental indenture dated as of as of February 21, 2017 the same may be amended, modified, supplemented, restated or replaced from time to time.

Defined Term	Definition
Service Experts	Enercare Solutions business operating under the brand "Service Experts", which provides HVAC products and servicing to residential and light commercial customers, primarily operated by SEHAC and SE Canada.
SG&A	Selling, general and administrative expenses.
S&P	Standard and Poor's Rating Services.
Shares	Common shares of Enercare.
Special Committee	The Special Committee of directors formed to evaluate various strategic and financial options available to Enercare, including the Transaction.
Subordinated Debt	\$250,000 intercompany subordinated loan of a subsidiary of Enercare Solutions owed to Enercare Connections, bearing interest at 7% annually, payable on demand, \$200,000 of which was repaid in the third quarter of 2012.
Subordinated Promissory Notes	\$100,000 subordinated promissory note of Enercare Solutions owing to Enercare, issued as part of the Conversion, an additional \$150,000 subordinated promissory note of Enercare Solutions owing to Enercare which was issued on September 28, 2012, and additional \$227,504 of subordinated promissory notes of Enercare Solutions owing to Enercare which were issued on May 11, 2016, less periodic repayments.
Transaction	The acquisition of Enercare by Brookfield pursuant to the Arrangement Agreement.
Trust	The Consumers' Waterheater Operating Trust.
TSX	Toronto Stock Exchange
U.S.	United States of America
WGP Inc.	4113152 Canada Limited
2012 Notes	\$250,000 of 4.30% Series 2012-1 Senior Unsecured Notes of Enercare Solutions, which were redeemed on March 23, 2017.
2013 Notes	\$225,000 of 4.60% Series 2013-1 Senior Unsecured Notes of Enercare Solutions, which mature on February 3, 2020.
2014 Debt Financing	The debt financing of Enercare Solutions in respect of the DE Acquisition consisting of an unsecured (i) 4-year variable rate, non-revolving term loan facility in the amount of \$210,000 and (ii) 5-year variable rate, revolving credit facility in the maximum amount of \$200,000.
2014 Revolver	The 5-year variable rate, revolving credit facility in the maximum amount of \$100,000 issued under the 2014 Debt Financing. In December of 2016, the revolving credit facility was increased to a maximum amount of \$200,000, maintaining the same terms. The 2014 Revolver was repaid in full on October 16, 2018.
2014 Term Loan	The 4-year variable rate, non-revolving term loan facility in the amount of \$210,000 issued under the 2014 Debt Financing, which was repaid on February 23, 2017.
2016 Term Loan	Two 4-year non-revolving, non-amortizing variable rate term credit facilities in the aggregate amount of US\$200,000. The 2016 Term Loan was repaid in full on October 16, 2018.
2017-1 Notes	The \$275,000 of 3.38% Series 2017-1 Senior Unsecured Notes of Enercare Solutions, due February 21, 2022.
2017-2 Notes	The \$225,000 of 3.99% Series 2017-2 Senior Unsecured Notes of Enercare Solutions, due February 21, 2024.
2017 Notes	The Series 2017-1 Notes and Series 2017-2 Notes.