



ANNUAL GENERAL MEETING OF SHAREHOLDERS

TO BE HELD ON APRIL 26, 2018

NOTICE OF MEETING

AND

MANAGEMENT INFORMATION CIRCULAR

March 20, 2018

ENERCARE INC.

NOTICE OF ANNUAL GENERAL MEETING

NOTICE IS HEREBY GIVEN that the annual general meeting (the “**Meeting**”) of holders of common shares (“**Shareholders**”) of Enercare Inc. (“**Enercare**”) will be held on **Thursday, April 26, 2018** at TMX Broadcast Centre, The Exchange Tower, 130 King Street West, Toronto, Ontario at 10:00 a.m. (Toronto time), for the following purposes:

1. to receive the consolidated financial statements of Enercare for the financial year ended December 31, 2017, together with the report of the auditors thereon;
2. to re-appoint PricewaterhouseCoopers LLP as the external auditors of Enercare for the ensuing year and to authorize the directors of Enercare to fix the remuneration of the auditors;
3. to elect the seven nominees of Enercare standing for election as directors of Enercare to hold office until the close of the first annual meeting of Shareholders following their election; and
4. to transact such other business as may properly come before the Meeting or any adjournment thereof.

The accompanying management information circular provides additional information relating to matters to be dealt with at the Meeting and forms part of this notice.

The directors of Enercare have fixed March 14, 2018 as the record date for the Meeting (the “**Record Date**”). Only Shareholders of record at the close of business on the Record Date are entitled to vote at the Meeting or any adjournment thereof.

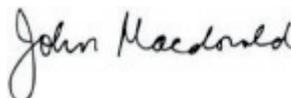
If you are a Shareholder and are unable to be present at the Meeting, please exercise your right to vote either by:

- (a) completing and returning the enclosed form of proxy that is applicable to you to Enercare, c/o Computershare Investor Services Inc. by mail in an envelope addressed to Computershare Investor Services Inc., Proxy Department, 100 University Avenue, 8th Floor, Toronto, Ontario, M5J 2Y1 or by facsimile to 416-263-9524 (within the Toronto area) or 1-866-249-7775 (outside the Toronto area) or to Kingsdale Advisors at 130 King Street West, Suite 2950, P.O. Box 361, Toronto, Ontario, M5X 1E2 or by facsimile to 416-867-2271 or toll-free 1-866-545-5580 so as to arrive not later than 10:00 a.m. (Toronto time) on April 24, 2018 or, if the Meeting is adjourned, 48 hours (excluding Saturdays, Sundays and holidays) before any reconvened meeting, or
- (b) by completing the request for voting instructions in accordance with the directions provided.

Shareholders are invited to attend the Meeting. There will be an opportunity to ask questions and meet management, the board of directors and their fellow Shareholders. After the Meeting, management will report on Enercare’s 2017 business activities.

Dated at Toronto, Ontario this 20th day of March, 2018.

Enercare Inc.



John Macdonald
President and Chief Executive Officer

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CHAIR'S LETTER TO SHAREHOLDERS

Dear Fellow Shareholder:

On behalf of Enercare's Board of Directors and management, I am pleased to invite you to our 2018 annual general meeting on Thursday, April 26, 2018 in Toronto.

This circular provides important information about voting, the directors who are standing for election and how we compensate our directors and executive management team.

During the meeting, which will be webcast, you will be asked to:

- Receive the 2017 audited consolidated financial statements
- Re-appoint the auditors
- Elect seven directors to the Board

Building the strength of our diverse and independent Board

All of the director nominees, save for Enercare's President and Chief Executive Officer, are independent. The Board met 10 times in 2017, and all regularly scheduled meetings include a session without management present. We have also long benefited from the strength of a diverse Board. Should all of our nominees be elected, women will represent 29% of our directors following the meeting.

Earlier this year, we were pleased to announce that a new director, John Chandler, joined the Board. John is an established leader with expertise in marketing and innovation and has extensive experience in the United States, a valuable asset during the continued expansion of our Service Experts business.

Two of our directors, Roy Pearce and William Wells, will be retiring from the Board of Directors following our annual general meeting. I would like to thank both Roy and William for their service to Enercare and their contributions during many years of growth.

I believe that the seven director nominees have the right range of business and strategic experience to carry out the Board's mandate, with extensive and diverse expertise in risk management, corporate governance, accounting, corporate development, government relations and policy, marketing and customer behaviour, sales and distribution and human resources management.

Achieving our goals, driven by a successful strategy

I am proud of our executive management team for delivering another successful year in 2017. Our revenue increased by 5 per cent to \$1.3 billion, and consolidated earnings before interest, taxes, depreciation and amortization (EBITDA) grew to approximately \$280 million, also up 5 per cent over last year. We are extremely pleased with our acquisition of Service Experts, which exceeded initial expectations and achieved annualized acquisition synergies of 9 cents per share in 2017. Home Services grew by achieving its goals to increase rental units net of attrition, average monthly rental rates, and protection plans, as well as its number of customer relationships. Sub-metering also achieved its 2017 goals as contracted units were up, the capital spent per unit on new installation was reduced, and two new products were launched. Reflective of our operating achievements, as shown on page 32, our five-year total shareholder return of 233.6% has continued to significantly outpace the S&P/TSX Composite Index, which returned 49.9% during the same period.

Maintaining a high dividend yield, while investing in growth

We will remain committed to creating value for our shareholders in 2018 by balancing a high dividend yield with investing for growth. Our strategic goal for the year remains the same: pursuing operational excellence to drive customer satisfaction, innovation and growth. I am particularly excited about the new products and technology-driven changes that Enercare is bringing to the North American home services industry. The first half of 2018 will see the commercial launch of our connected home solution, Enercare Smarter Home™, and this year our Service Experts business will continue the rollout out of its rental HVAC product in its U.S. centres. Our achievements in 2017 mean that we are well-positioned to generate shareholder wealth well into the future.

Your vote matters

We hope that you take the time to review these meeting materials, and that you exercise your vote and join us in person or through our live webcast. This meeting is an opportunity to meet, listen to and ask questions of the people who are responsible for the performance of Enercare. We thank you for your continued support of Enercare and look forward to seeing you at the meeting.

Sincerely,



Jim Pantelidis
Chair of the Board

Management Information Circular

MANAGEMENT INFORMATION CIRCULAR DATED MARCH 20, 2018

SOLICITATION OF PROXIES

This management information circular (the “**Circular**”) is furnished in connection with the solicitation of proxies by management and the directors of Enercare Inc. (“**Enercare**”) from registered owners of common shares (the “**Shares**”) of Enercare (and of voting instructions in the case of non-registered owners of Shares) to be used at the annual general meeting (the “**Meeting**”) of holders of Shares (the “**Shareholders**”) to be held on Thursday, April 26, 2018 at the TMX Broadcast Centre, The Exchange Tower, 130 King Street West, Toronto, Ontario at 10:00 a.m. (Toronto time), and at any adjournment of the Meeting, for the purposes set forth in the accompanying Notice of Annual General Meeting (the “**Notice of Meeting**”). It is expected that the solicitation will be made primarily by mail. However, proxies and voting instructions may also be solicited by personal interview, telephone, Internet or by other means of communication by the directors of Enercare (the “**Directors**”), or on behalf of the Directors by officers and employees of Enercare, who will receive no compensation therefor other than their regular remuneration. The solicitation of proxies and voting instructions by this Circular is being made on behalf of the Directors by management of Enercare and the total cost of the solicitation will be borne by Enercare. Enercare has engaged Kingsdale Advisors (“**Kingsdale Advisors**”) as strategic shareholder advisor and proxy solicitation agent to provide the following services, among others, in connection with the Meeting: review the management information circular, press releases and other Shareholder communications; develop and implement messaging to Shareholders and the media; provide strategic advice with respect to proxy solicitation; liaise with proxy advisory firms; solicit proxies, including contacting Shareholders by telephone; and other related services. Enercare will pay fees of approximately \$35,000 to Kingsdale Advisors for the services provided, plus certain out-of-pocket expenses and service fees. Fees payable to Kingsdale Advisors will be paid by Enercare. Enercare may also reimburse brokers and other persons holding Shares in their name or in the name of nominees for their costs incurred in sending proxy material to their principals in order to obtain their proxies.

The information contained in this Circular is given as at March 20, 2018, except where otherwise noted.

If you have any questions about the information contained in this Circular or require assistance in completing the enclosed proxy or voting instruction form, consult your professional advisors or contact our strategic shareholder advisor and proxy solicitation agent, Kingsdale Advisors, by telephone at 1-888-518-6813 toll free in North America or call collect at 416-867-2272 outside of North America or by email at contactus@kingsdaleadvisors.com.

CAUTIONARY STATEMENT REGARDING FORWARD-LOOKING INFORMATION

This Circular contains certain forward-looking statements that involve various risks and uncertainties. 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. These forward-looking statements may reflect the internal projections, expectations, future growth, results of operations, performance, business prospects and opportunities of Enercare and are based on information currently available to Enercare and/or assumptions that Enercare believes are reasonable. Many factors could cause actual results to differ materially from the results and developments discussed in the forward-looking information. Although the forward-looking information is based on what management believes to be reasonable assumptions, Enercare cannot assure investors that actual results will be consistent with this forward-looking information. All forward-looking information in this Circular is made as of the date of this Circular. Except as required by applicable securities laws, Enercare does not intend and does not assume any obligations to update or revise the forward-looking information, whether as a result of new information, future events or otherwise. A thorough discussion in respect of the material risks relating to the business and structure of Enercare can be found in its most recent Annual Information Form, which is available on SEDAR at www.sedar.com.

Management Information Circular

MATTERS TO BE VOTED ON

The business to be considered at the Meeting is as follows:

1. to receive the consolidated financial statements of Enercare for the financial year ended December 31, 2017, together with the report of the auditors thereon;
2. to re-appoint PricewaterhouseCoopers LLP as the external auditors of Enercare for the ensuing year and to authorize the Directors to fix the remuneration of the auditors; and
3. the election of the seven Enercare nominee directors standing for election as directors to hold office until the close of the first annual meeting of Shareholders following their election.

APPOINTMENT OF PROXIES AND VOTING INSTRUCTIONS

REGISTERED OWNERS

If your Shares are registered in your name and you have a share certificate, you are a registered owner. Registered owners of Shares may vote in person at the Meeting or you may appoint another person to represent you as proxyholder and vote your Shares at the Meeting. If you wish to attend the Meeting, do not complete or return the enclosed form of proxy because you will vote in person at the Meeting. When you arrive at the Meeting, please register with the transfer agent, Computershare Investor Services Inc. ("**Computershare**").

Appointment of Proxies

If you are a registered owner of Shares and do not wish to attend the Meeting, you should complete and return the enclosed form of proxy. The individuals named in the enclosed form of proxy are Directors. **A Shareholder who wishes to appoint some other person to represent such Shareholder at the Meeting may do so by striking out the names of the persons specified in the form of proxy and inserting the name of the person to be appointed in the blank space provided in the enclosed form of proxy. The person you appoint to represent you at the Meeting need not be a Shareholder. If you appoint a non-management proxyholder, please make them aware and ensure they will attend the meeting for the vote to count.**

To be valid, proxies must be completed and delivered to Enercare c/o Computershare or Kingsdale Advisors not later than 10:00 a.m. (Toronto time) on April 24, 2018 or, if the Meeting is adjourned, 48 hours (excluding Saturdays, Sundays and holidays) before any reconvened meeting. Proxies may be returned to Computershare by mail in an envelope addressed to Computershare Investor Services Inc., Proxy Department, 100 University Avenue, 8th Floor, Toronto, Ontario, M5J 2Y1 or by facsimile to 416-263-9524 (within the Toronto area) or 1-866-249-7775 (outside the Toronto area) or to Kingsdale Advisors by mail in an envelope addressed to Kingsdale Advisors, 130 King Street West, Suite 2950, P.O. Box 361, Toronto, Ontario, M5X 1E2 or by facsimile to 416-867-2271 or toll-free 1-866-545-5580. The deadline for the deposit of proxies may be waived or extended by the Chair of the Meeting at the Chair's discretion without notice.

Revoking Your Proxy

If you are a registered owner of Shares and have submitted a proxy and later wish to revoke it, you can do so by:

- (a) completing and signing a form of proxy bearing a later date and depositing it with Computershare in the manner and within the deadline described above;
- (b) depositing a document revoking the proxy that is signed by you (or by someone you have properly authorized to act on your behalf) (i) at the office of Computershare in the manner described above at any time up to and including the last business day preceding the day of the Meeting or any adjournment thereof, or (ii) with the Chair of the Meeting before the Meeting starts;
- (c) electronically transmitting your revocation in a manner permitted by law, provided the revocation is received (i) at the office of Computershare in the manner described above at any time up to and including the last business day preceding the day of the Meeting or any adjournment thereof, or (ii) by the Chair of the Meeting before the Meeting starts; or
- (d) in any other manner permitted by law.

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Voting Your Proxy

The persons designated in the accompanying form of proxy will vote for or against or withhold from voting the Shares in respect of which they are appointed by proxy on any vote that may be called for in accordance with your instructions as indicated on the proxy and, if you specify a choice with respect to any matter to be acted upon, the Shares will be voted accordingly.

In the absence of any direction, Shares represented by proxies will be voted:

FOR the reappointment of auditors named in this Circular and the authorization of the Directors to fix the remuneration of the auditors; and

FOR the election to Enercare's board of directors (the "Board") of the Enercare nominees named in this Circular.

The accompanying form of proxy confers discretionary authority upon the persons designated in the form of proxy with respect to voting on amendments to or variations of matters identified in the Notice of Meeting and with respect to other matters that may properly come before the Meeting. At the date of this Circular, the Directors and management of Enercare do not know of any such amendments, variations or other matters.

NON-REGISTERED OWNERS

If your Shares are registered in the name of a depository (such as CDS Clearing and Depository Services Inc. or its nominee ("CDS")) or an intermediary (such as a bank, trust company, securities dealer or broker, or trustee or administrator of a self-administered RRSP, RRIF, RESP, TFSA or similar plan), you are a non-registered owner.

Only registered owners of Shares, or the persons they appoint as their proxies, are permitted to attend and vote at the Meeting. If you are a non-registered owner of Shares, you are entitled to direct how the Shares beneficially owned by you are to be voted or you may obtain a form of legal proxy that will entitle you to attend and vote at the Meeting.

In accordance with Canadian securities law, Enercare has distributed copies of the Notice of Meeting, this Circular and the 2017 Annual Report of Enercare (collectively, the "**meeting materials**") to the intermediaries for onward distribution to non-registered owners who have not waived their right to receive them. Typically, intermediaries will use a service company (such as Broadridge Financial Solutions Inc. ("**Broadridge**")) to forward the meeting materials to non-registered owners.

If you are a non-registered owner and have not waived your right to receive meeting materials, you will receive either a request for voting instructions or a form of proxy with your meeting materials. The purpose of these documents is to permit you to direct the voting of the Shares you beneficially own. You should follow the procedures set out below, depending on which type of document you receive.

Management of Enercare does not intend to pay for intermediaries to deliver proxy-related materials and Form 54-101F7 - *Request for Voting Instructions Made by Intermediary* to objecting beneficial owners (as such term is defined under NI 54-101 - *Communication with Beneficial Owners of Securities of a Reporting Issuer*) and as a result, such objecting beneficial owners will not receive proxy-related materials unless the applicable intermediary assumes the cost of delivery.

Enercare may use the Broadridge QuickVote™ service to assist non-registered shareholders with voting their shares. Non-registered shareholders may be contacted by Kingsdale Advisors to assist them to vote directly over the telephone. Broadridge then tabulates the results of all instructions received and provides the appropriate instructions respecting the voting shares to be represented at the Meeting.

Request for Voting Instructions

If you do not wish to attend the Meeting (or have another person attend and vote on your behalf), you should complete, sign and return the enclosed request for voting instructions in accordance with the directions provided. You may revoke your voting instructions at any time by written notice to your intermediary, except that the

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intermediary is not required to honour the revocation unless it is received at least seven days before the Meeting.

If you wish to attend the Meeting and vote in person (or have another person attend and vote on your behalf), you must complete, sign and return the enclosed request for voting instructions in accordance with the directions provided and a form of proxy will be sent to you giving you (or your representative) the right to attend and vote at the Meeting. You (or your representative) must register with the transfer agent, Computershare, when you arrive at the Meeting. **If you appoint a non-management proxyholder, please make them aware and ensure they will attend the meeting for the vote to count.**

or

Form of Proxy

The form of proxy has been signed by the intermediary (typically by a facsimile, stamped signature) and completed to indicate the number of Shares beneficially owned by you. Otherwise, the form of proxy is uncompleted.

If you do not wish to attend the Meeting, you should complete the enclosed form of proxy in accordance with the instructions set out in the section titled "Registered Owners" above.

If you wish to attend the Meeting and vote in person, you must strike out the names of the persons named in the enclosed form of proxy and insert your name in the blank space provided. To be valid, proxies must be deposited with Computershare Investor Services Inc., Proxy Department, 100 University Avenue, 8th Floor, Toronto, Ontario, M5J 2Y1 or by facsimile to 416-263-9524 (within the Toronto area) or 1-866-249-7775 (outside the Toronto area) or returned to Kingsdale Advisors by mail in an envelope addressed to Kingsdale Advisors, 130 King Street West, Suite 2950, P.O. Box 361, Toronto, Ontario, M5X 1E2 or by facsimile to 416-867-2271 or toll-free 1-866-545-5580 not later than 10:00 a.m. (Toronto time) on April 24, 2018 or, if the Meeting is adjourned, 48 hours (excluding Saturdays, Sundays and holidays) before any reconvened meeting. You must register with the transfer agent, Computershare, when you arrive at the Meeting. The deadline for the deposit of proxies may be waived or extended by the Chair of the Meeting at the Chair's discretion without notice.

You should follow the instructions on the document which you have received and contact your intermediary promptly if you need assistance.

SHARES

The authorized capital of Enercare consists of an unlimited number of Shares and 10,000,000 preferred shares. Shareholders are entitled to one vote for each Share held. As at March 14, 2018, Enercare had 106,654,804 Shares and no preferred shares issued and outstanding.

Each Shareholder of record at the close of business on March 14, 2018, the record date established for the Notice of Meeting and for voting in respect of the Meeting, will be entitled to one vote for each Share held by such holder on all matters proposed to come before the Meeting. A quorum for the transaction of business at the Meeting will consist of two or more persons present in person either holding personally or representing as proxies not less in aggregate than 25% of the votes attached to all of the Shares then outstanding.

BUSINESS OF THE MEETING

PRESENTATION OF FINANCIAL STATEMENTS AND AUDITORS' REPORT

The consolidated financial statements of Enercare as at and for the years ended December 31, 2017 and December 31, 2016, together with the notes thereto and the report of the auditors thereon, are contained in the 2017 Annual Report of Enercare mailed to Shareholders together with this Circular.

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APPOINTMENT OF AUDITORS

Unless directed otherwise, the persons designated in the enclosed form of proxy intend to vote **FOR** the re-appointment of PricewaterhouseCoopers LLP (“PwC”), Chartered Accountants, Licensed Public Accountants, Toronto, as auditors of Enercare to hold office until the next annual meeting of Shareholders and **FOR** the authorization of the Directors to fix the remuneration to be paid to the auditors. PwC is independent with respect to Enercare and its subsidiaries within the meaning of the Rules of Professional Conduct of the Chartered Professional Accountants of Ontario and has served as auditors of Enercare since its formation on September 27, 2010 (and also served as auditors of The Consumers’ Waterheater Income Fund (the “Fund”), the predecessor entity to Enercare, from its inception on October 28, 2002 to its dissolution on January 1, 2011). The resolution to reappoint PwC as auditors of Enercare must be passed by a majority of the votes cast in person or by proxy at the Meeting.

ELECTION OF DIRECTORS

The articles of Enercare (the “Articles”) provide that the Board shall consist of a minimum of three and maximum of 10 Directors. As of the date of this Circular, there are nine Directors serving on the Board. Following the retirements of Roy J. Pearce and William M. Wells effective as of the Meeting date, the number of Directors will be fixed at seven by the Board. It is proposed that seven of Enercare’s existing Directors, namely Jim Pantelidis, John W. Chandler, Lisa de Wilde, John A. Macdonald, Grace M. Palombo, Jerry Patava and Michael Rousseau (collectively, the “Enercare Nominees”), be elected at the Meeting to hold office until the close of the next annual meeting of Shareholders. Mr. Chandler was appointed to the Board effective January 30, 2018 and is standing for election by the Shareholders for the first time at the Meeting.

Unless directed otherwise, the persons designated in the enclosed form of proxy intend to vote **FOR** the election of each of the Enercare Nominees to the Board.

It is not contemplated that any of the proposed Enercare Nominees will be unable to serve as a Director but, if that should occur for any reason prior to the Meeting, the persons designated in the enclosed form of proxy reserve the right to vote for another nominee at their discretion. Each Director elected will hold office until the close of the next annual meeting of Shareholders or until his/her successor is elected or appointed.

Enercare has four standing committees - an Audit Committee, an Investment Committee, a Governance and Compensation Committee and a Corporate Responsibility and Risk Management Committee. The members of these committees are indicated below.

DIRECTORS

The following tables set forth the names and certain additional information, including Enercare securities held at December 31, 2017, meeting attendance in 2017 and, where applicable, the percentage of votes in favour of each Director at the last annual and special meeting, for the Enercare Nominees.

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Jim Pantelidis



Age: 72
 Toronto, Ontario, Canada
 Director since: December 4, 2002⁽¹⁾
Independent

Director and Chair of the Board. Mr. Pantelidis is Chair of the board of directors of Parkland Fuel Corporation, and a member of the board of directors of Intertape Polymer Group Inc. Mr. Pantelidis was formerly on the board of directors of Industrial Alliance Insurance Financial Services Inc. and RONA inc. From 2008 to 2011, Mr. Pantelidis was a non-executive director, Chair of the Compensation and Human Resources Committee and member of the Audit Committee of Equinox Minerals Limited, a mining company. Mr. Pantelidis has previously served as the Chairman and Chief Executive Officer of FisherCast Global Corporation, a manufacturer of molten metal injection technologies and Bata Limited, a leading, privately held, global footwear retailer and manufacturer. He was also the President and Chief Executive Officer of JP & Associates, a strategic consulting company. Mr. Pantelidis had a 30 year career in the petroleum industry and was at one time President of both the Resources Division and the Products Division of Petro Canada.

Mr. Pantelidis holds a Bachelor of Science degree and a Master of Business Administration degree, both from McGill University.

	Board and Committee Membership		Attendance	
2017 Proxy Votes in Favor 95.57%	Board		10 of 10	100%
	Securities Held as at December 31			
Share Ownership Target Met⁽²⁾ Yes	Year	Shares	DSUs	Total Shares and DSUs
	2017	128,762	188,812	317,574
	2016	123,944	165,634	289,578
	Change	4,818	23,178	27,996
				Total Value (\$) ⁽³⁾
				6,513,443
				5,166,072
				1,347,371

John W. Chandler



Age: 60
 Longmeadow, MA, U.S.A.
 Director since: January 30, 2018⁽¹⁾
Independent

Director. Mr. Chandler was the Senior Vice President and Chief Marketing Officer of MassMutual Life Insurance Company from 2006 until his retirement in 2016. From 2004 to 2006, Mr. Chandler was the Chief Marketing Officer of The Hanover Insurance Group, Inc., and previous to that was Senior Vice President, Marketing of the Hasbro Games division of Hasbro, Inc. from 1999 to 2003 and Vice President of Marketing for Holiday Inn Hotels from 1995 to 1999. Mr. Chandler also held various marketing and leadership positions within the Cadbury Schweppes soft drink business in the U.S. and U.K. Mr. Chandler is a member of the board of directors of Homesteaders Life Company where he serves on the audit committee and the compensation committee. Mr. Chandler is a former Chair of the Strategic Marketing Issues Committee of LIMRA/LOMA, a former board member and Head of Strategic Planning for the Economic Development Council of Western Massachusetts and a former Board Chair and President of the Springfield Symphony Orchestra. Mr. Chandler is also an Executive Fellow with the Center for Digital Strategies at Dartmouth College's Tuck School of Business.

Mr. Chandler holds a Master of Business Administration degree from Dartmouth College's Tuck School of Business and a Bachelor of Arts degree from Trinity College (Hartford).

	Board and Committee Membership		Attendance	
Share Ownership Target Met⁽²⁾ In progress	Board		Mr. Chandler became a director in 2018	
	Securities Held as at December 31			
	Year	Shares	DSUs	Total Shares and DSUs
	2017	-	-	-
				Total Value (\$)
				-

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Lisa de Wilde



Age: 61
Toronto, Ontario, Canada
Director since: July 6, 2006⁽¹⁾
Independent

Director. Ms. de Wilde has been Chief Executive Officer of the Ontario Educational Communications Authority (TVO) since 2005. Previously, Ms. de Wilde was the President and CEO of Astral Television Networks Inc., and practiced law in private practice and as Legal Counsel to the CRTC. Ms. de Wilde serves as a member of the board of TELUS Corporation and Toronto Global and is a former Chair of the Board of Directors of the Toronto International Film Festival. She served as a member of the Board of Trustees of Noranda Income Fund from 2002 to 2010 as well as AT&T Canada Inc. (2002 to 2003) and Cinar Corp. (2002 to 2004). Her other advisory appointments include: the University of Toronto's Mowat Centre for Policy Innovation; the Ontario Institute for Studies in Education (OISE); and the Asia Pacific Foundation's Toronto Advisory Group. She is a member of the Institute of Corporate Directors (ICD.D) and the Law Society of Upper Canada.

She holds an LL.B. and an Honours Bachelor of Arts degree, both from McGill University. In 2015, Ms. de Wilde was appointed to the Order of Canada and received an honorary Doctor of Laws (honoris causa) from Brandon University. She also received an honorary doctorate from Ryerson University in 2016.

	Board and Committee Membership		Attendance		
	2017 Proxy Votes in Favor 95.87%	Board	10 of 10	100%	
Share Ownership Target Met ⁽²⁾ Yes	Audit	4 of 4	100%		
	Governance and Compensation	4 of 4	100%		
	Corporate Responsibility and Risk Management	1 of 1	100%		
	Securities Held as at December 31				
	Year	Shares	DSUs	Total Shares and DSUs	Total Value (\$) ⁽³⁾
	2017	5,250	38,703	43,953	901,476
	2016	5,250	33,110	38,360	684,342
	Change	-	5,593	5,593	217,134

John Macdonald



Age: 61
Aurora, Ontario, Canada
Director since: April 26, 2007⁽¹⁾
Non Independent

Director. Mr. Macdonald has been the President and Chief Executive Officer of Enercare since November 27, 2006. From 2002 to 2006 Mr. Macdonald served as President and Chief Executive Officer of Hydro One Telecom Inc. Mr. Macdonald has previously held senior marketing positions at AT&T Canada Inc. and Nortel Networks Corporation and was a member of the board of advisors of Atria Networks LP until 2010.

Mr. Macdonald is a registered professional engineer and holds a Bachelor of Applied Science in Electrical Engineering from the University of Toronto.

	Board and Committee Membership			Attendance		
	2017 Proxy Votes in Favor 97.06%	Board	10 of 10	100%		
Share Ownership Target Met ⁽²⁾ Yes	Securities Held as at December 31					
	Year	Shares	Performance Share Units ⁽⁴⁾	Options	Total Shares, Performance Share Units and Options	Total Value (\$) ⁽³⁾
	2017	488,430	53,961	703,264	1,245,655	25,548,384
	2016	403,565	77,982	683,463	1,165,010	20,783,778
	Change	84,865	(24,021)	19,801	80,645	4,764,606

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Grace Palombo



Age: 54
 Toronto, Ontario, Canada
 Director since: March 16, 2012⁽¹⁾
Independent

Director. Ms. Palombo is the Executive Vice President, Chief Human Resources Officer of Great West Lifeco Inc., a position she has held since November 2014. From 2011 to 2014, Ms. Palombo was the Executive Vice President, Head of Human Resources, TD Bank, America's Most Convenient Bank based in the U.S.A. Prior to 2011, Ms. Palombo served as the Senior Vice President, Corporate Human Resources of CanWest Global Communications Corporation ("CanWest") and also served as a member of its Management Committee. Prior to joining CanWest, Ms. Palombo held various executive positions in the areas of Human Resources, Legal and Corporate Services with Husky Injection Molding Systems Ltd., The Canada Life Assurance Company, Westcoast Energy Inc./Union Gas Limited and Bombardier Inc. She also practiced law in Toronto, in the areas of employment, labour relations and corporate law and has served as a Director of the Osgoode Hall Law School Alumni Association since 2009. Ms. Palombo served as a Director and a member of the Compensation, Nominating and Corporate Governance Committees of Student Transportation Inc. from 2010 to November 2016. Ms. Palombo is a member of the Institute of Corporate Directors (ICD.D), Conference Board of Canada, Council of National Human Resource Executives, the Law Society of Upper Canada, The Canadian Bar Association, the Women's Law Association and the Women's Executive Network.

	Board and Committee Membership			Attendance	
	2017 Proxy Votes in Favor 96.74%	Board		10 of 10	
	Governance and Compensation		4 of 4		100%
	Corporate Responsibility and Risk Management		1 of 1		100%
Share Ownership Target Met⁽²⁾ Yes	Securities Held as at December 31				
	Year	Shares	DSUs	Total Shares and DSUs	Total Value (\$) ⁽³⁾
	2017	2,000	19,158	21,158	433,951
	2016	2,000	14,470	16,470	293,825
	Change	-	4,688	4,688	140,126

Jerry Patava



Age: 64
 Toronto, Ontario, Canada
 Director since: December 4, 2002⁽¹⁾
Independent

Director and Chair of the Governance and Compensation Committee. Mr. Patava is the Chief Executive Officer of the Great Gulf Group of Companies, a position he has held since July 2007. Mr. Patava was appointed to the board of Terra Firma Capital Corporation in August 2017 and previously served as Lead Director and a member of the Governance and Compensation Committee of Trimac Transportation Ltd., and he served as a Director and Chair of the Governance and Compensation Committee of Capstone Infrastructure Corporation. Mr. Patava was also Executive Vice President and Chief Financial Officer of Fairmont Hotels & Resorts Inc., a position he held from January 1998 to January 2005. Previously, he was Vice President and Treasurer of Canadian Pacific Limited and prior thereto Vice President and Director of RBC Dominion Securities Inc.

Mr. Patava holds a Bachelor of Arts degree from the University of Toronto and a Master of Business Administration from York University.

	Board and Committee Membership			Attendance	
	2017 Proxy Votes in Favor 94.33%	Board		10 of 10	
	Audit		4 of 4		100%
	Governance and Compensation		4 of 4		100%
Share Ownership Target Met⁽²⁾ Yes	Securities Held as at December 31				
	Year	Shares	DSUs	Total Shares and DSUs	Total Value (\$) ⁽³⁾
	2017	22,530	35,570	58,100	1,191,631
	2016	20,000	30,122	50,122	894,176
	Change	2,530	5,448	7,978	297,455

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Michael Rousseau



Age: 60
St-Lambert, Quebec, Canada
Director since: December 4, 2002⁽¹⁾

Independent

Director and Chair of the Audit Committee. Mr. Rousseau is Executive Vice President and Chief Financial Officer of Air Canada, a position he has held since 2007. Since 2010, Mr. Rousseau has been a director of Resolute Forest Products Inc. and is currently serving on the Finance Committee, the Audit Committee and is Chair of the Human Resources and Compensation/Nominating and Corporate Governance Committee. He also served as a trustee and Chair of the Audit Committee of Golf Town Income Fund. Mr. Rousseau was the President of Hudson's Bay Company from 2006 to 2007; prior to that, he was the Executive Vice President and Chief Financial Officer. Mr. Rousseau was the Senior Vice President and Chief Financial Officer of Moore Corporation and was also a member of its Pension Committee and he was Vice President and Chief Financial Officer of Silcorp Limited.

Mr. Rousseau holds a Bachelor of Business Administration from York University and is a Chartered Professional Accountant, Chartered Accountant. In 2017, Mr. Rousseau became a Fellow CPA and a Fellow CA and won the Canada's CFO of the Year™ award.

2017 Proxy Votes in Favor 95.08%	Board and Committee Membership			Attendance	
		Board		10 of 10	100%
	Audit		4 of 4	100%	
	Investment		6 of 6	100%	
Share Ownership Target Met ⁽²⁾ Yes	Securities Held as at December 31				
	Year	Shares	DSUs	Total Shares and DSUs	Total Value (\$) ⁽³⁾
	2017	32,000	35,570	67,570	1,385,861
	2016	32,000	30,122	62,122	1,108,256
	Change	-	5,448	5,448	277,605

- (1) Other than with respect to Ms. Palombo and Mr. Chandler, the dates shown are the dates the Enercare Nominees were initially appointed as trustees (the "Trustees") of the Fund prior to its conversion (the "Conversion") from an income fund structure to Enercare's current corporate structure on January 1, 2011. Each of the Enercare Nominees, other than Ms. Palombo and Mr. Chandler, were initially appointed as a Director on December 22, 2010.
- (2) Pursuant to the Share Ownership Policy (see "Governance Practices – Share Ownership").
- (3) The Total Value is calculated as the total number of Shares, DSUs, Performance Share Units and/or Options (as defined herein), as applicable, outstanding (assuming all vesting requirements are met), multiplied by the closing price of the Shares on the TSX on December 29, 2017 (\$20.51) and December 30, 2016 (\$17.84).
- (4) As at December 31, 2017, the number of Performance Share Units (as defined herein) includes 53,961 Performance Share Units granted under the LTIP (as defined herein) as follows: on an annual basis in 2016 and 2017, Performance Share Units credited reflecting dividends on the Shares to December 31, 2017 and additional Performance Share Units credited to reflect a Performance Factor of 0.5 for 2016 and 1.25 for 2017 in respect of Performance Share Units granted in 2016 and a Performance Factor of 1.25 for 2017 in respect of Performance Share Units granted in 2017. As at December 31, 2016, the number of Performance Share Units includes (i) 40,038 Performance Share Units granted under the LTIP as follows: on an annual basis in 2015 and 2016, Performance Share Units credited reflecting dividends on the Shares to December 31, 2016 and additional Performance Share Units credited to reflect a Performance Factor of 2.0 for 2015 and 0.5 for 2016 in respect of Performance Share Units granted in 2015 and a Performance Factor of 0.5 for 2016 in respect of Performance Share Units granted in 2016; and (ii) 42,890 Performance Share Units granted under the MTIP (as defined herein) as follows: on an annual basis in 2015 and 2016, Performance Share Units credited reflecting dividends on the Shares to December 31, 2016 (see "Performance Share Unit Plan").

Unless directed otherwise, the persons designated in the enclosed form of proxy intend to vote FOR the election of each of the Enercare Nominees to the Board.

Majority Voting Policy

The Board believes that each of its members should carry the confidence and support of the Shareholders. To this end, the Directors have unanimously adopted a majority voting policy that requires that Shareholders be able to vote in favour of, or withhold from voting, separately for each nominee and that other than a contested election of Directors, any nominee for Director who receives a greater number of votes "withheld" from his or her election than votes "for" such election (a "Majority Withheld Vote") shall immediately tender his or her resignation to the Board following the meeting (to the attention of the Chair of the Board or to each member of the Governance and Compensation Committee if the affected Director is such Chair). The Board shall determine whether or not to accept the resignation no later than 90 days after the Shareholder meeting. A director who tenders a resignation pursuant to the Majority Voting Policy will not participate in any meeting of the Board or of the Governance and Compensation Committee at which the resignation is considered. The Board shall accept the resignation except in situations where exceptional circumstances would warrant the applicable Director to continue to serve on the Board. The resignation will be effective when accepted by the Board. The Board's decision to reject or accept the resignation will be publicly disclosed, providing reasons for the decision. A "contested election" means an election where the number of nominees for Directors is greater than the number of Directors to be elected. If all the Directors receive a Majority Withheld Vote in the same election, then all the Directors shall consider the resignation

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offers and determine whether to accept them, or any of them, applying the same procedures and considerations as those that apply to the Board under the Majority Voting Policy *mutatis mutandis*.

In the event that any Director who received a Majority Withheld Vote does not tender his or her resignation in accordance with the Majority Voting Policy, he or she will not be re-nominated by either the Governance and Compensation Committee or the Board.

COMPENSATION OF EXECUTIVE OFFICERS

COMPENSATION DISCUSSION AND ANALYSIS

The objective of Enercare's compensation program and strategy is to attract, retain, and motivate talented executives and to create sustainable Shareholder value over the long term. The compensation program is designed to reward increases in Share value, sustained cash dividends and growth of Enercare. To achieve these objectives, the executive compensation program is designed to conform to the following principles:

- Align with Enercare's business strategy – link executive compensation with the achievement of specific strategic business objectives and Enercare's performance as a whole;
- Align to interests of Shareholders – align the interests of executives with those of Shareholders through the use of incentives that reward increases in Shareholder value, and decline in value when the Share price falls, as well as maintain significant Share ownership requirements for the Named Executive Officers;
- Corporate governance – strive to be a market leader on governance issues and continually review and, as appropriate for Enercare, adopt executive compensation practices that align to current best practices;
- Pay for performance – align with Enercare's desire to create a performance and development culture and create clear relationships between pay and performance;
- Pay competitively – set overall target compensation to ensure it remains competitive; and
- A simple, direct program – provide a simple, direct program that is easy to understand and assess.

Elements of Compensation

The major elements of Enercare's compensation program are base salary, annual performance bonus, awards under the PSUP and the 2014 Option Plan (each as defined below) and personal benefits. Enercare believes that a high proportion of senior management compensation should be at risk.

Base Salary

The purpose of base salary is to attract and retain the highest caliber senior management team. Salaries for senior management are set on the basis of the level of responsibility relative to other positions in Enercare and relative to salaries paid by other organizations. While base salaries were historically targeted between the 25th and 50th percentile of the Compensation Peer Group (as defined below), as a result of its growth in recent years, Enercare has begun a transition to targeting salaries at the 50th percentile (or "**median**") of the Compensation Peer Group (see "- Benchmarking" below). Enercare will pay above or below this target to reflect each senior manager's relative experience or performance versus the market, or to reflect competitive market pressures for a given skill set.

Annual Performance Bonus

The annual performance bonus is designed to recognize both the contribution of management to corporate results and personal results. The purpose of the annual performance bonus is to pay for performance, to align with Enercare's strategy, and to provide motivation for superior corporate and personal results. The target annual performance bonus varies on the basis of the senior manager's position and is designed to reflect the degree of influence of the participant in Enercare's affairs. Target annual bonus levels are designed to provide median of the Compensation Peer Group total cash (salary and bonus) levels for target levels of performance and above median total cash levels for above-target performance.

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Performance Share Unit and Option Plans

Energcare believes that the grant of awards under the performance share unit plan (the “**PSUP**”), the share option plan which came into effect on January 1, 2011 (the “**2011 Option Plan**”) and the share option plan which came into effect on March 5, 2014 (the “**2014 Option Plan**”) and together with the 2011 Option Plan, the “**Option Plans**”) as long-term incentives help align management’s interests with Shareholder interests, provide motivation and promote retention of management for the long term. Energcare grants performance share units (the “**Performance Share Units**”) under the PSUP and options (the “**Options**”) under the Option Plans at competitive levels versus the Compensation Peer Group. Awards of Performance Share Units under the LTIP (as defined below) and Options under the 2014 Option Plan are generally granted on an annual basis to senior management (see “Performance Share Unit Plan” and “Option Plans” below).

Benefits and Executive Perquisites

Energcare offers to all its employees various benefit programs, such as medical, dental, life, and short and long-term disability insurance coverage to promote employee health and productivity in the work place.

In connection with the acquisition (the “**DE Acquisition**”) of the Ontario home and small commercial services business from Direct Energy Marketing Limited (“**DE**”), Energcare entered into a pension asset transfer agreement, pursuant to which DE transferred defined benefit and defined contribution pension assets to Energcare such that Energcare became the administrator and sponsor of the pension plan effective January 28, 2016. The combination pension plan is available to a closed group of active employees employed by Energcare Home and Commercial Services Inc., an indirect wholly-owned subsidiary of Energcare. Such employees were former employees of DE who transferred to Energcare Home and Commercial Services Inc. upon closing of the DE Acquisition on October 20, 2014. New employees employed by Energcare Home and Commercial Services Inc. are eligible to participate only in the defined contribution component of the pension plan.

On March 30, 2017, Energcare amended the pension plan to, among other things, provide for the participation of most full time employees of Energcare in the defined contribution component of the plan. However, senior management, including all the Named Executive Officers, were not included in the pension plan expansion. Instead, such Named Executive Officers employed in Canada continued to participate in Energcare’s existing program whereby Energcare makes registered retirement and personal savings plan contributions to accounts of the senior management employed in Canada that do not participate in Energcare’s pension plan. Named Executive Officers employed by a U.S. subsidiary participate in the Service Experts LLC 401(k) Plan (the “**401(k) Plan**”).

The 401(k) Plan is open to all U.S. employees of Service Experts (as defined below), who can each contribute up to 75% of their eligible earnings each year up to a maximum amount set by the U.S. Internal Revenue Service. In 2017, the limit was US\$18,500 plus an additional US\$6,000 for participants age 50 and older. A participant can make contributions on a pre-tax or after-tax basis. In 2017, Service Experts made matching contributions equal to US\$0.33 for each dollar contributed by an employee to the 401(k) Plan (the “**Matching Portion**”) up to a maximum of the lesser of 6% of such employee’s eligible earnings or US\$6,000. The Matching Portion vests over a period of 6 years. Maximum eligible earnings that can be used to determine the annual allocations under all U.S. tax deferred plans in which an employee participated in 2017, including the 401(k) Plan, were US\$270,000.

All eligible employees of Energcare and its subsidiaries may participate in the Employee Share Purchase Plan (“**ESPP**”) (see “Employee Share Purchase Plan” below).

Energcare currently provides to its senior management a limited number of perquisites, including car allowance and membership dues.

Personal benefits provided to senior management reflect market-competitive practices.

Decision Making

The compensation for all executive officers who are employees of Energcare (except the President and Chief Executive Officer) is recommended by the President and Chief Executive Officer to the Governance and Compensation Committee which in turn is recommended by the Governance and Compensation Committee to the

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Board for approval. The compensation of the President and Chief Executive Officer is determined and approved by the Governance and Compensation Committee, subject to final approval by the Board.

In its deliberations regarding executive compensation, the Governance and Compensation Committee and the Board considers independent advice from external consultants and other advisors, but the Governance and Compensation Committee and the Board are ultimately responsible for all decisions made. As such, these decisions may reflect factors and considerations other than, or different from, those provided by advisors.

External Advice

In August 2012, the Governance and Compensation Committee first engaged Lane Caputo Compensation Inc. (“**Lane Caputo**”) to conduct a review of Enercare’s executive and non-executive Director compensation levels and practices, as well as to analyze and comment on the mix of Enercare’s long-term incentives.

In November 2013, October 2014 and February 2015, the Governance and Compensation Committee engaged Lane Caputo to conduct an updated review of Enercare’s executive and non-executive Director compensation levels and practices, as well as to analyze and comment on the mix of Enercare’s long-term incentives. In 2016, the Governance and Compensation Committee again engaged Lane Caputo to provide an update to the work previously performed, which was finalized in February 2017 (the “**Lane Caputo Report**”). The scope of the Lane Caputo Report involved the benchmarking of Enercare’s executive and Director compensation levels and practices against a Compensation Peer Group (as defined below) to ensure alignment with Enercare’s increased size and scope of operations as a result of the acquisition (the “**SE Transaction**”) of SEHAC Holdings Corporation LLC (now SEHAC Holdings LLC), which owned the business operated under the Service Experts brands (“**Service Experts**”). The Lane Caputo Report also benchmarked the structure of Enercare’s compensation program, with particular attention to the mix of Options and Performance Share Units granted to executives.

Other than as described herein, Lane Caputo does not provide any services to Enercare or to management and the Governance and Compensation Committee must pre-approve any services that Lane Caputo or its affiliates provides to Enercare at the request of management. The following table provides the fees paid to Lane Caputo for the provision of compensation consulting services to the Governance and Compensation Committee in respect of 2016 and 2017:

Executive Compensation – Related Fees

Activity	2016	2017
Executive Compensation Related Fees	\$34,000	\$7,745
All Other Fees	Nil	Nil
Total	\$34,000	\$7,745

Benchmarking

In 2017, on the recommendation of Lane Caputo, the Board approved the use of a group of comparator companies (the “**Compensation Peer Group**”) from which to base the assessments of both executive and Board compensation levels and practices. Companies selected for the Compensation Peer Group are dividend-paying companies with North American operations that would be considered of relevant size to Enercare as measured by market capitalization, enterprise value, annual revenues, annual earnings (as measured by earnings before interest, tax, depreciation and amortization (“**EBITDA**”)) and total assets.

For 2017, Enercare modified its peer group to reflect its broader service offerings and geographical breadth. The peer group now includes several American-based companies in related industries and excludes former peers that were otherwise of relevant size but impacted by different macroeconomic factors than Enercare due to operations in distinctly different industries. The peer group consists of 15 companies headquartered in Canada and four companies headquartered in the United States, with seven of those companies operating in both markets. The 19 companies in the 2017 Compensation Peer Group for Enercare are:

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AAON Inc.	Morneau Shepell Inc.
ABM Industries Inc.	Parkland Fuel Corp.
Algonquin Power & Utilities Corp.	Rent-A-Center, Inc.
AutoCanada Inc.	Russel Metals Inc.
Comfort Systems USA, Inc.	Suburban Propane Partners LP
DH Corp.	Superior Plus Corp.
Enerflex Ltd.	The North West Company Inc.
FirstService Corp.	Toromont Industries Ltd.
goeasy Ltd.	Winpak Ltd.
Just Energy Group Inc.	

The Governance and Compensation Committee monitors the appropriateness of the Compensation Peer Group on a regular basis to ensure its continued reflection of an appropriate benchmark for Enercare's compensation practices.

CONSIDERATION OF RISK

As part of its annual review of Enercare's compensation policies and practices and pursuant to its mandate, the Governance and Compensation Committee considers any risks associated with such policies and practices and assesses the practices used by Enercare and the Governance and Compensation Committee to mitigate risks associated with them. The Governance and Compensation Committee is satisfied that the current compensation policies and practices combined with the enterprise risk management of the organization, which includes risk oversight by the Corporate Responsibility and Risk Management Committee, offer a balanced combination that promotes adequate risk-taking with appropriate and reasonable compensation incentives. In particular, risk mitigation features of Enercare's compensation policies and practices include:

- Governance and Compensation Committee comprised exclusively of independent Directors;
- Appropriate balance between short and long-term (i.e., deferred) incentives with more weight on long-term incentives;
- A significant proportion of variable compensation is "at risk" and tied to target metrics aligned with Enercare's interests and Board strategic initiatives and goals;
- Performance measures under the short-term incentive plan are primarily focused on sustained profitability growth (e.g., Compensation Adjusted EBITDA (as defined below) and rental and sub-metering contracted units);
- Performance Share Units and Options reflect Share price appreciation and depreciation;
- Alignment of corporate structure across all business segments, with large portion tied to overall Enercare performance; and
- Maximums applied to annual bonus payout (maximum 1.5 times target in respect of the corporate component and 1.5 times in respect of the strategic objective component).

HEDGING OF EQUITY AWARDS

To further mitigate risk, Enercare has adopted a policy prohibiting, among others, any of its Directors, officers or other employees from purchasing financial instruments that are designed to hedge or offset a decrease in the market value of the Shares. Enercare is not aware of any Director or officer having entered into this type of transaction.

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SHARE OWNERSHIP REQUIREMENTS

The Board believes that Directors and certain members of senior management including the Named Executive Officers can represent the interests of Shareholders more effectively if they have a significant investment in Enercare. To that end, in January 2011, the Board instituted the Share Ownership Policy (as defined below). See “Governance Practices – Share Ownership Policy”.

President and Chief Executive Officer

John A. Macdonald

Base Salary

The President and Chief Executive Officer’s base salary for 2017 was \$600,000 (an increase of \$80,000 from 2016). In the Governance and Compensation Committee’s view, the amount is reasonable taking into consideration the Lane Caputo Report and Enercare’s and Mr. Macdonald’s past performance.

Annual Performance Bonus

The target annual performance bonus for 2017 was set at 100% of the President and Chief Executive Officer’s base salary. In the Governance and Compensation Committee’s view, this is reasonable taking into consideration the Lane Caputo Report and Enercare’s and Mr. Macdonald’s past performance, as well as the strategic objectives set in connection with such bonus.

The annual performance bonus was weighted 100% for the achievement of strategic objectives, which were the same, including regarding respective weighting, as the performance targets of Enercare. The Enercare performance target was based on (i) Enercare’s Compensation Adjusted EBITDA, which is defined as EBITDA excluding Compensation Adjustments. Compensation Adjustments is defined as eliminations in respect of unbudgeted transaction costs for acquisitions and integration, heating, ventilation and air conditioning (“HVAC”) rentals (to record all HVAC originations like a sale), proxy related expenses above budget, long-term compensation expenses and employee share purchases above or below budget, unplanned adjustments for Service Experts International Financial Reporting Standards (“IFRS”) accounting or opening balance sheet adjustments, foreign exchange above or below budget, any impact associated with accounting adjustments related to the potential overlap in franchisee territories, any severance above budget and any unbudgeted costs or impacts associated with a labour disruption. EBITDA is reported in Enercare’s financial statements; (ii) Home Services performance targets other than EBITDA; (iii) Service Experts performance targets other than EBITDA; (iv) sub-metering performance targets other than EBITDA; (v) commercial services performance targets other than EBITDA; and (vi) Triacta performance targets other than EBITDA. Where actual results for the Enercare performance target fell between the “not met” and “target” values, the incentive payment was prorated between 0% and 100% of the target incentive payment accordingly. Where actual results for the Enercare performance target fell between the “target” and “exceeds” values, the incentive payment was prorated between 100% and 150% of the target incentive payment accordingly. Depending on the Enercare performance target, the difference between “not met” and “target” values may or may not be the same as “target” and “exceeds” values. The maximum amount that could be earned in respect of the strategic objectives component was 150%.

The Governance and Compensation Committee approved the Compensation Adjustments described above in order to properly incentivize the Named Executive Officers and other members of Enercare’s senior management team, particularly in respect of the introduction of new product and service offerings and acquisition initiatives. If Compensation Adjustments were not taken into account in the determination of compensation decisions, the compensation plan would have been dis-aligned with the Board’s corporate strategy. By way of example, the re-introduction of Enercare’s rental HVAC program is capital intensive and has a short-term impact on EBITDA; however, over the long-term, it is more beneficial to Enercare to rent HVAC units rather than sell them. Enercare estimates that a rental unit is worth approximately 2.5 times that of a sale on a discounted cash flow basis. The purpose of the Compensation Adjustments to EBITDA, therefore, is to better incent management in order to achieve greater penetration in the rental HVAC market as, without the Compensation Adjustments, management’s compensation would be higher if Enercare achieved more HVAC sales than HVAC rentals. The Compensation Adjustments amounted to approximately \$13.0 million of adjustments to EBITDA as reported in Enercare’s financial statements.

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The Governance and Compensation Committee approved the Enercare performance targets, which are the same performance targets for the President and Chief Executive Officer, at the beginning of 2017 through Enercare's annual budget and business plan process. The 2017 targets were intended to be challenging and were set at the following levels: (a) Compensation Adjusted EBITDA (accounting for 70% of the Enercare performance target) of \$288.6 million; (b) Home Services non-EBITDA targets (accounting for 14% of the Enercare performance target); (c) Service Experts non-EBITDA targets (accounting for 10% of the Enercare performance target); (d) sub-metering non-EBITDA targets (accounting for 4% of the Enercare performance target); (e) commercial services non-EBITDA targets (accounting for 1% of the Enercare performance target); and (f) Triacta non-EBITDA targets (accounting for 1% of the Enercare performance target). Enercare in 2017 achieved 114% of the Compensation Adjusted EBITDA target, 135% of the Home Services non-EBITDA targets, 105% of the Service Experts accretion target, 95% of the sub-metering non-EBITDA targets, 91% of the commercial services non-EBITDA targets, 0% of the Triacta non-EBITDA targets and 114.2% in the aggregate for the performance target.

In respect of 2017, the President and Chief Executive Officer was awarded 114.2% of the target bonus for the performance of Enercare and received a bonus of \$685,200, representing 114.2% of the target bonus and 114.2% of his base salary.

Long-term Incentives

The President and Chief Executive Officer was granted an aggregate of 30,151 Performance Share Units under the LTIP pursuant to the PSUP and 111,801 Options pursuant to the 2014 Option Plan. The number of Performance Share Units and Options granted was determined with reference to the Lane Caputo Report, his ability to influence the performance of Enercare as well as the various factors listed above in respect of the rationale for long-term incentive plans. It was determined that in 2017, Mr. Macdonald be granted Performance Share Units under the LTIP equal in value to approximately 102% of his base salary, based upon the weighted average trading price of the Shares on the Toronto Stock Exchange (the "TSX") for the five trading days immediately preceding December 31, 2016 and Options equal in value to approximately 30% of his base salary. The exercise price of the Options is \$19.12, being the closing price of the Shares on the TSX on the day immediately preceding the grant date.

Former Chief Financial Officer

Evelyn Sutherland

Base Salary

The base salary in 2017 for the Former Chief Financial Officer was set at \$385,000 (an increase of \$21,000 from 2016) based on the terms of her employment agreement at hire in August 2011, the Lane Caputo Report and increases approved by the Governance and Compensation Committee in subsequent years to reflect market-based compensation and performance.

Annual Performance Bonus

Ms. Sutherland resigned effective as of January 28, 2018, prior to the payment of an annual performance bonus in respect of 2017.

Long-term Incentives

Ms. Sutherland was granted an aggregate of 11,286 Performance Share Units under the LTIP pursuant to the PSUP and 41,848 Options pursuant to the 2014 Option Plan. The grants made under the LTIP were made on the same basis and pursuant to the same terms as those of Messrs. Macdonald, Boose and Toffoletto and Ms. Krause. The number of Performance Share Units and Options granted was determined with reference to the Lane Caputo Report, her ability to influence the performance of Enercare as well as the various factors listed above in respect of the rationale for long-term incentive plans. It was determined that in 2017, Ms. Sutherland be granted Performance Share Units under the LTIP equal in value to approximately 60% of her base salary, based upon the weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2016 and Options equal in value to 18% of her base salary. The exercise price of the Options is \$19.12, being the closing price of the Shares on the TSX on the day immediately preceding the grant date.

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Pursuant to the terms of the PSUP, as a result of Ms. Sutherland's resignation from Enercare effective January 28, 2018, unvested Performance Share Units, including all Performance Share Units granted in 2017, were forfeited on the date of resignation. Pursuant to the terms of the Option Plans, vested and unvested Options, including all Options granted in 2017, were also forfeited on the date of resignation other than those that had vested but could not be exercised because a blackout period was in place at the time of resignation.

Chief Operating Officer, Home Services

Jenine Krause

Base Salary

The base salary in 2017 for the Chief Operating Officer, Home Services was \$400,000 (an increase of \$30,000 from 2016) based on the terms of her employment agreement at hire in December 2015, the Lane Caputo Report and an increase approved by the Governance and Compensation Committee to reflect market-based compensation and performance.

Annual Performance Bonus

The target annual performance bonus for 2017, pursuant to her employment agreement, was set at 70% of the base salary of the Chief Operating Officer, Home Services. In the Governance and Compensation Committee's view, this is reasonable taking into consideration the Lane Caputo Report and Enercare's and Ms. Krause's past performance, as well as the performance targets and strategic objectives set in connection with such bonus.

The annual performance bonus was weighted 35% for the achievement of performance targets of Enercare, 35% for the achievement of performance targets of the Home Services business and 30% for the achievement of strategic objectives. The Enercare performance targets were the same as those applicable to the President and Chief Executive Officer. Ms. Krause's strategic objectives include the provision of strategic and operational leadership for the Enercare Home Services business, the development and oversight of strategies that sustain sales and margin growth and the creation of a cohesive, high performance and customer-focused organization.

The Home Services performance targets were based on a number of objectives, including (i) Compensation Adjusted Home Services EBITDA, which is defined as Home Services EBITDA excluding Home Services Compensation Adjustments. Home Services Compensation Adjustments is defined as eliminations in respect of unbudgeted transaction costs for acquisitions, HVAC rentals (to record all HVAC originations like a sale), proxy related expenses above budget, long-term compensation expenses and employee share purchases above or below budget, all corporate allocations, any severance above budget, any unbudgeted costs or impacts associated with a labour disruption and the results of the commercial services business which are measured separately. Home Services EBITDA is reported in Enercare's financial statements; (ii) net increase in contracted units; (iii) increase customer satisfaction scores based upon the point increase in net promoter score; (iv) positive protection plan continuity (including rental HVAC units favourable to plan); (v) operational improvement initiatives; (vi) transition to new supply chain provider; and (vii) efficient use of capital. Where actual results for the Home Services performance target fell between the "not met" and "target" values, the incentive payment was prorated between 0% and 100% of the target incentive payment accordingly. Where actual results for the Home Services performance target fell between the "target" and "exceeds" values, the incentive payment was prorated between 100% and 150% of the target incentive payment accordingly. Depending on the Home Services performance target, the difference between "not met" and "target" values may or may not be the same as "target" and "exceeds" values. The maximum amount that could be earned in respect of the strategic objectives component was 150%.

The Governance and Compensation Committee approved the Home Services Compensation Adjustments described above in order to properly incentivize the Chief Operating Officer, Home Services, particularly in respect of the introduction of new product and service offerings and acquisition initiatives. If Compensation Adjustments were not taken into account in the determination of compensation decisions, the compensation plan would have been dis-aligned with the Board's corporate strategy for the Home Services business. The Home Services Compensation Adjustments amounted to approximately (\$0.4) million of adjustments to Home Services EBITDA as reported in Enercare's financial statements.

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The Governance and Compensation Committee approved the Home Services performance targets at the beginning of 2017 through Enercare's annual budget and business plan process. The 2017 targets were intended to be challenging and were set at the following levels: (a) Compensation Adjusted Home Services EBITDA (accounting for approximately 50% of the Home Services performance target) of \$228.1 million; (b) net increase in contracted units (accounting for 10% of the Home Services performance target); (c) customer satisfaction scores (accounting for 10% of the Home Services performance target); (d) positive protection plan continuity (accounting for 10% of the Home Services performance target); (e) operational improvements (accounting for 10% of the Home Services performance target); (f) supply chain provider transition (accounting for 5% of the Home Services performance target); and (g) efficient use of capital (accounting for 5% of the Home Services performance target). Enercare in 2017 achieved 107% of the Compensation Adjusted Home Services EBITDA target, 150% of the net increase in contracted units target, 122% of the customer satisfaction scores target, 129% of the protection plan growth target, 150% of the operational improvements target, 100% of the supply chain transition target, and 150% of the efficient use of capital target.

In respect of 2017, the Chief Operating Officer, Home Services was awarded approximately 114.2% of the target bonus for performance of Enercare, approximately 121.3% of the target bonus for performance of the Home Services business and, as the strategic objectives were exceeded, 135% of that measure; therefore, based on the aggregate objectives for the annual performance bonus, the Chief Operating Officer, Home Services received a bonus of \$346,108, representing 124% of the target bonus and 87% of her base salary.

Long-term Incentives

The Chief Operating Officer, Home Services was granted an aggregate of 13,400 Performance Share Units under the LTIP pursuant to the PSUP and 49,689 Options pursuant to the 2014 Option Plan. The grants made under the LTIP were made on the same basis and pursuant to the same terms as those of Messrs. Macdonald, Boose and Toffoletto and Ms. Sutherland. The number of Performance Share Units and Options granted was determined with reference to the Lane Caputo Report, her ability to influence the performance of Enercare as well as the various factors listed above in respect of the rationale for long-term incentive plans. It was determined that in 2017, Ms. Krause be granted Performance Share Units under the LTIP equal in value to approximately 68% of her base salary based upon the weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2016 and Options equal in value to approximately 20% of her base salary. The exercise price of the Options is \$19.12, being the closing price of the Shares on the TSX on the day immediately preceding the grant date.

President and Chief Executive Officer, Service Experts

Scott Boose

Base Salary

The base salary in 2017 for the President and Chief Executive Officer, Service Experts was US\$400,000 based on the terms of his employment agreement at hire in March 2017.

Annual Performance Bonus

The target annual performance bonus for 2017, pursuant to his employment agreement, was set at 70% of the pro-rated base salary of the President and Chief Executive Officer, Service Experts. In the Governance and Compensation Committee's view, this is reasonable taking into consideration the Lane Caputo Report, as well as the performance targets and strategic objectives set in connection with such bonus.

While the President and Chief Executive Officer, Service Experts will receive annual performance bonuses in future years based on performance targets similar to those of the other Named Executive Officers, pursuant to the terms of his employment agreement, the President and Chief Executive Officer, Service Experts received 100% of his pro-rated target bonus in respect of 2017. Therefore, the President and Chief Executive Officer, Service Experts received a bonus of US\$230,282, representing 100% of the target bonus and 70% of his pro-rated base salary.

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Long-term Incentives

The target total long-term incentive bonus for 2017, pursuant to his employment agreement, was set at 80% of the annual base salary of the President and Chief Executive Officer, Service Experts. Mr. Boose was granted an aggregate of 21,259 Performance Share Units under the LTIP pursuant to the PSUP. The grants made under the LTIP were made on the same basis and pursuant to the same terms as those of Messrs. Macdonald and Toffoletto, and Meses. Sutherland and Krause. The number of Performance Share Units was determined with reference to the Lane Caputo Report, Mr. Boose's ability to influence the performance of Enercare, as well as the various factors listed above in respect of the rationale for long-term incentive plans. It was determined that in 2017, Mr. Boose be granted Performance Share Units under the LTIP equal in value to approximately 100% of his pro-rated base salary, based upon the weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2016.

Senior Vice President, Chief Legal Officer and Corporate Secretary

John Toffoletto

Base Salary

The base salary in 2017 for the Senior Vice President, Chief Legal Officer and Corporate Secretary was \$350,000 (an increase of \$12,000 from 2016) based on the terms of his employment agreement at hire in January 2009, the Lane Caputo Report and increases approved by the Governance and Compensation Committee in subsequent years to reflect market-based compensation levels, increased responsibilities (including assumption of responsibility of the commercial services business, labour relations and government relations) and performance. Mr. Toffoletto was appointed Senior Vice President, Chief Legal Officer and Corporate Secretary on March 2, 2015. Prior to his appointment, Mr. Toffoletto held the position of Senior Vice President, General Counsel and Corporate Secretary.

Annual Performance Bonus

The target annual performance bonus for 2017 was set at 50% of the Senior Vice President, Chief Legal Officer and Corporate Secretary's base salary. In the Governance and Compensation Committee's view, this is reasonable taking into consideration the Lane Caputo Report and Enercare's and Mr. Toffoletto's past performance, as well as the performance targets and strategic objectives set in connection with such bonus.

The annual performance bonus was weighted 65% for the achievement of performance targets of Enercare and 35% for the achievement of strategic objectives. The Enercare performance targets were the same as those applicable to the President and Chief Executive Officer. Mr. Toffoletto's strategic objectives included effective management of all legal and regulatory matters on a cost-effective basis, effective management of labour relations, certain lobbying initiatives, effective execution of acquisitions and the provision of strategic and operational leadership for the commercial services business.

In respect of 2017, the Senior Vice President, Chief Legal Officer and Corporate Secretary was awarded approximately 114.2% of the target bonus for performance of Enercare and, as the strategic objectives were exceeded, 135% of that measure; therefore, based on the aggregate objectives for the annual performance bonus, the Senior Vice President, Chief Legal Officer and Corporate Secretary received a bonus of \$212,590, representing 121% of the target bonus and 61% of his base salary.

Long-term Incentives

The Senior Vice President, Chief Legal Officer and Corporate Secretary was granted an aggregate of 8,794 Performance Share Units under the LTIP pursuant to the PSUP and 32,609 Options pursuant to the 2014 Option Plan. The grants made under the LTIP were made on the same basis and pursuant to the same terms as those of Messrs. Macdonald and Boose, and Meses. Sutherland and Krause. The number of Performance Share Units and Options granted was determined with reference to the Lane Caputo Report, his ability to influence the performance of Enercare as well as the various factors listed above in respect of the rationale for long-term incentive plans. It was determined that in 2017, Mr. Toffoletto be granted Performance Share Units under the LTIP equal in value to approximately 51% of his base salary based upon the weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2016 and Options equal in value to approximately 15%

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of his base salary. The exercise price of the Options is \$19.12, being the closing price of the Shares on the TSX on the day immediately preceding the grant date.

2017 COMPENSATION TABLE

The following table sets forth the annual compensation for 2017, 2016 and 2015 earned by Enercare's named executive officers under applicable securities laws (the "Named Executive Officers").

Name and Principal Position	Year	Salary (\$)	Share-Based Awards ⁽¹⁾ (\$)	Option Awards ⁽²⁾ (\$)	Non-Equity Incentive Compensation Annual Incentive Plan ⁽³⁾ (\$)	All Other Comp. ⁽⁴⁾ (\$)	Total Comp. ⁽⁵⁾ (\$)
John A. Macdonald President and Chief Executive Officer	2017	600,000	613,419	180,000	685,200	56,500	2,135,119
	2016	520,000	831,999	161,543	716,560	54,334	2,284,436
	2015	500,000	452,188	161,096	451,000	49,500	1,613,784
Evelyn Sutherland ⁽⁶⁾ Former Chief Financial Officer	2017	385,000	229,612	67,375	-	43,275	725,263
	2016	364,000	345,808	65,963	307,868	39,880	1,123,519
	2015	350,000	229,034	65,781	197,621	38,900	881,336
Jenine Krause ⁽⁷⁾ Chief Operating Officer, Home Services	2017	400,000	272,622	79,999	346,108	37,000	1,135,729
	2016	339,167	883,984	76,630	312,755	182,404	1,794,940
	2015	-	-	-	-	-	-
Scott Boose ⁽⁸⁾ President and Chief Executive Officer, Service Experts	2017	427,206	428,952	-	299,044	373,361	1,528,563
	2016	-	-	-	-	-	-
	2015	-	-	-	-	-	-
John Toffoletto ⁽⁹⁾ Senior Vice President, Chief Legal Officer and Corporate Secretary	2017	350,000	178,913	52,500	212,590	38,900	832,904
	2016	338,000	270,402	52,502	238,231	38,060	937,195
	2015	325,000	196,425	52,357	155,764	37,150	766,696

- (1) In respect of 2017, based upon: (i) 30,151, 11,286, 13,400 and 8,794 Performance Share Units awarded under the LTIP on March 6, 2017 to Mr. Macdonald, Ms. Sutherland, Ms. Krause and, Mr. Toffoletto, respectively, and 21,259 Performance Share Units awarded under the LTIP on March 20, 2017 to Mr. Boose, the value of which is calculated on the basis of the volume weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2016. In respect of 2016, based upon: (i) 19,476, 7,953, 9,238 and 6,330 Performance Share Units awarded under the LTIP on March 7, 2016 to Mr. Macdonald, Ms. Sutherland, Ms. Krause and, Mr. Toffoletto, respectively, the value of which is calculated on the basis of the volume weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2015; and (ii) 32,459, 13,633, and 10,549 Performance Share Units awarded under the MTIP on August 19, 2016 to Mr. Macdonald, Ms. Sutherland and Mr. Toffoletto, respectively and 45,942 Performance Share Units awarded under individual vesting terms to Ms. Krause, in each case the value of which is calculated on the basis of the volume weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2015. In respect of 2015, based upon: (i) 20,562, 8,396 and 6,683 Performance Share Units awarded under the LTIP on March 16, 2015 to Mr. Macdonald, Ms. Sutherland and Mr. Toffoletto, respectively, the value of which is calculated on the basis of the volume weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2014; and (ii) 10,431, 7,302, and 6,780 Performance Share Units awarded under the MTIP on August 7, 2015 to Mr. Macdonald, Ms. Sutherland and Mr. Toffoletto, respectively, the value of which is calculated on the basis of the volume weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2014.
- (2) The estimated fair value of each Option grant was calculated using the Black-Scholes option pricing model, as this is a widely used methodology that satisfies Canadian generally accepted accounting principles for publicly accountable enterprises (as defined by the Accounting Standards Board of The Canadian Institute of Chartered Accountants, as amended from time to time) and corresponds to the compensation value intended to be provided to each Named Executive Officer, within Enercare's total compensation policy, and the fair value used for accounting purposes. The following assumptions were used: (i) expected life – option term plus assumed 3-year vesting period; (ii) risk-free rate – average yield of a Government of Canada bond with a term corresponding to the expected life; (iii) stock price volatility – based on daily closing prices for the 36 months preceding the date of the grant (volatility being capped at 50%); and (iv) dividend yield – average yield of the 12-month period preceding the date of grant. The Options awarded to Messrs. Macdonald and Toffoletto, and Ms. Sutherland and Krause in 2017 were issued at an exercise price equal to \$19.12, being the closing price of the Shares on the TSX on the day immediately preceding the date of grant on March 9, 2017. See "2014 Option Plan".
- (3) Amounts under the annual incentive plan are payable in the year following the year in respect of which they are earned. For 2017, under the annual incentive plan \$685,200, \$346,108, US\$230,282, and \$212,590 was awarded to Mr. Macdonald, Ms. Krause, Mr. Boose and Mr. Toffoletto, respectively.
- (4) For 2017: The \$56,500 in respect of Mr. Macdonald consists of a \$12,000 car allowance, \$42,000 registered personal savings and tax free savings plan contributions and \$2,500 membership dues; the \$43,275 in respect of Ms. Sutherland consists of a \$14,400 car allowance and \$28,875 registered personal savings and tax free savings plan contributions; the \$37,000 in respect of Ms. Krause consists of a \$15,000 car allowance and \$22,000 registered personal savings and tax free savings plan contributions; the \$373,361 in respect of Mr. Boose consists of a \$324,650 signing bonus, \$5,857 in 401(k) Plan contributions, the payment of a top-up amount of \$23,375 to reflect the difference between 401(k) Plan contributions received and contributions to the registered retirement and personal savings plans of the Canadian Named Executive Officers and \$19,479 in respect of personal tax support and one-time moving expenses; and the \$38,900 in respect of Mr. Toffoletto consists of a \$14,400 car allowance and \$24,500 registered personal savings and tax free savings plan contributions. For 2016: The \$54,334 in respect of Mr. Macdonald consists of a \$12,000 car allowance, \$39,834 registered personal savings and tax free savings plan contributions and \$2,500 membership dues; the \$39,880 in respect of Ms. Sutherland consists of a \$14,400 car allowance and \$25,480 registered personal savings and tax free savings plan contributions; the \$182,404 in respect of Ms. Krause consists of a \$150,000 signing bonus, a \$13,750 car allowance, and \$18,654 registered personal savings and tax free savings plan contributions; and the \$38,060 in respect of Mr. Toffoletto consists of a \$14,400 car allowance and \$23,660 registered personal savings and tax free savings plan contributions. For 2015: The \$49,500 in respect of Mr. Macdonald consists of a \$12,000 car allowance, \$24,930 registered personal savings plan contributions, \$10,070 tax free savings plan contributions and \$2,500 membership dues; the \$38,900 in respect of Ms. Sutherland consists of a \$14,400 car allowance and \$24,500 registered personal savings plan contributions; the \$37,150 in respect of Mr. Toffoletto consists of a \$14,400 car allowance and \$22,750 registered personal savings plan contributions.
- (5) In respect of 2016, total Named Executive Officer compensation was higher than in recent years, primarily due to (i) one-time payments or grants made for retention and recruitment purposes, including in connection with the SE Transaction, and (ii) the expansion of Enercare's executive management team necessary to address the growth of the business as a result of the DE Acquisition and SE Transaction.
- (6) Pursuant to the terms of the PSUP, as a result of Ms. Sutherland's resignation from Enercare effective January 28, 2018, unvested Performance Share Units, including all Performance Share Units granted in 2017, were forfeited on the date of resignation. Pursuant to the terms of the Option Plans, vested and unvested Options, including all Options granted in 2017,

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were also forfeited on the date of resignation other than those that had vested but could not be exercised because a blackout period was in place at the time of resignation. Ms. Sutherland resigned effective as of January 28, 2018, prior to the payment of an annual performance bonus in respect of 2017.

- (7) Ms. Krause was appointed Chief Operating Officer, Home Services and an officer of Enercare and its subsidiaries on February 1, 2016 and the figures reported above for 2016 represent the pro-ration of her actual compensation for 2016.
- (8) Mr. Boose was appointed President and Chief Executive Officer of Service Experts on March 6, 2017 and the figures reported above for 2017 represent the pro-ration of his actual compensation for 2017. The values shown for salary and non-equity incentive compensation for Mr. Boose represent sums that were paid in U.S. dollars and have been converted into Canadian dollars at an exchange rate of US\$1.00 = \$1.2986, representing the Bank of Canada average exchange rate between January 1, 2017 and December 31, 2017.
- (9) Mr. Toffoletto was appointed Senior Vice President, Chief Legal Officer and Corporate Secretary of Enercare and its subsidiaries on March 2, 2015. Prior to his appointment, Mr. Toffoletto held the position of Senior Vice President, General Counsel and Corporate Secretary.

INCENTIVE PLANS

OUTSTANDING SHARE-BASED AND OPTION-BASED AWARDS

The following table sets forth the number of Options and Performance Share Units held by the Named Executive Officers as at December 31, 2017.

Name	Option Awards				Share-Based Awards	
	Number of Shares Underlying Unexercised Options (#)	Option Exercise Price (\$)	Option Expiration Date	Value of Unexercised in-the-money Options ⁽¹⁾ (\$)	Number of Share-Based Awards that have not Vested ⁽²⁾ (#)	Market or Payout Value of Share-Based Awards that have not Vested ⁽³⁾ (\$)
John A. Macdonald ⁽⁴⁾	111,801	19.12	March 9, 2025	155,403	53,961	1,100,265
	160,205	15.58	March 10, 2024	789,811		
	164,384	14.60	March 16, 2023	971,509		
	180,766	10.71	March 10, 2022	1,771,507		
	86,108	8.88	March 4, 2021	1,001,436		
Evelyn Sutherland ⁽⁵⁾	41,848	19.12	March 9, 2025	58,169	20,869	425,519
	65,417	15.58	March 10, 2024	322,506		
	52,132	14.60	March 16, 2023	308,100		
Jenine Krause	49,689	19.12	March 9, 2025	69,068	38,292	780,774
	75,995	15.58	March 10, 2024	374,655		
Scott Boose	Nil	Nil	-	Nil	23,950	488,341
John Toffoletto ⁽⁶⁾	32,609	19.12	March 9, 2025	45,327	16,396	334,314
	52,067	15.58	March 10, 2024	256,690		
	53,425	14.60	March 16, 2023	315,742		

- (1) The value of the Options is calculated as the difference between the closing price of the Shares on the TSX on December 29, 2017 (\$20.51) (assumes all vesting requirements are met) and the exercise price of the Options.
- (2) The number of Performance Share Units includes: (i) Performance Share Units granted on an annual basis in 2016 and 2017 (other than Performance Share Units which vested on or before January 1, 2018); (ii) Performance Share Units credited reflecting dividends on the Shares to December 31, 2017; (iii) additional Performance Share Units credited to reflect (a) for Performance Share Units granted under the LTIP, a Performance Factor of 0.5 for 2016 and a Performance Factor of 1.25 for 2017 in respect of Performance Share Units granted in 2016 and a Performance Factor of 1.25 for 2017 in respect of Performance Share Units granted in 2017, and (b) for Performance Share Units granted under individual vesting terms, the terms described under "Performance Share Unit Plan – Vesting – Performance Vesting Requirements - Individual Vesting Terms, Chief Operating Officer".
- (3) The value of the Performance Share Units is calculated on the basis of the weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2017 and assumes all time vesting requirements are met, and: (i) for Performance Share Units granted under the LTIP, in respect of Performance Share Units granted in 2016, that the Performance Factor for 2018 in respect of Performance Share Units granted in 2016 will be 1.0, and in respect of Performance Share Units granted in 2017, the Performance Factor for each of 2018 and 2019 will be 1.0, and (ii) for Performance Share Units granted under individual vesting terms, the terms described under "Performance Share Unit Plan – Vesting – Performance Vesting Requirements - Individual Vesting Terms, Chief Operating Officer".
- (4) On March 21, 2017, Mr. Macdonald exercised an aggregate of 92,000 Options awarded pursuant to the 2011 Option Plan at an exercise price of \$8.88.
- (5) As at the date hereof, Ms. Sutherland holds no Performance Share Units due to her resignation from Enercare effective January 28, 2018. On June 29, 2017, Ms. Sutherland exercised: (i) 26,476 Options and 81,081 Options awarded pursuant to the 2011 Option Plan at exercise prices of \$7.79 and \$8.88, respectively; and (ii) 70,588 Options and 14,991 Options awarded pursuant to the 2014 Option Plan at exercise prices of \$10.71 and \$14.60, respectively.
- (6) On March 20, 2017, Mr. Toffoletto exercised 63,866 Options awarded pursuant to the 2014 Option Plan at an exercise price of \$10.71.

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INCENTIVE PLAN AWARDS – VALUE VESTED OR EARNED DURING 2017

The following table sets forth the Option Plans and PSUP awards vested and non-equity incentive plan compensation earned in 2017.

Name	Option Awards – Value Vested During the Year ⁽¹⁾ (\$)	Option Awards – Value Realized on Exercised Options During the Year ⁽²⁾ (\$)	PSUP Awards – Value Vested During the Year ⁽³⁾ (\$)	Non-equity Incentive Plan Compensation – Value Earned During the Year ⁽⁴⁾ (\$)
John A. Macdonald	1,102,435	1,030,400	1,342,323	685,200
Evelyn Sutherland ⁽⁵⁾	440,089	1,959,675	556,641	-
Jenine Krause	113,993	-	336,612	346,108
Scott Boose	-	-	-	299,044
John Toffoletto	374,275	598,424	436,261	212,590

- (1) One-third of the Options granted in 2015 and 2016, respectively, vested in 2017 pursuant to the 2014 Option Plan. The value of the Options that vested during the year is calculated as the difference between the exercise price of the Options and the closing price of the Shares on the date of vesting.
- (2) Calculated as the difference between the exercise price of the Options and the closing price of the Shares on the TSX on the date of exercise.
- (3) Includes Performance Share Units that vested on or before January 1, 2018.
- (4) The value shown for non-equity incentive compensation for Mr. Boose represents an amount that was paid in U.S. dollars and has been converted into Canadian dollars at an exchange rate of US \$1.00 = \$1.2986, representing the Bank of Canada average exchange rate between January 1, 2017 and December 31, 2017.
- (5) As at the date hereof, Ms. Sutherland holds no Performance Share Units due to her resignation from Enercare effective January 28, 2018.

SECURITIES AUTHORIZED FOR ISSUANCE UNDER EQUITY COMPENSATION PLANS

The following table sets forth certain information on equity compensation plans of Enercare as at December 31, 2017⁽¹⁾.

Plan Category	Number of Shares to be Issued upon Exercise of Outstanding Options (#)	Weighted-Average Exercise Price of Options (\$)	Number of Shares Remaining Available for Future Issuance under the 2014 Option Plan (excluding Shares issued pursuant to the 2014 Option Plan reflected in the first column) ⁽²⁾ (#)
Equity compensation plans approved by Shareholders	1,273,576	15.06	1,603,212
Equity compensation plans not approved by Shareholders	-	-	-
Total	1,273,576	15.06	1,603,212

- (1) As at December 31, 2017, Enercare's equity compensation plan includes the 2014 Option Plan (see "Option Plans").
- (2) Following the approval of the 2014 Option Plan by Shareholders on May 1, 2014, grants of Options in 2014 and thereafter were made under the 2014 Option Plan. As the 2011 Option Plan is considered an "evergreen" plan, no additional Options may be granted under the 2011 Option Plan because Shareholders were not asked to approve the unallocated Options thereunder within three years from the date the 2011 Option Plan was adopted as required by the rules of the TSX.

PERFORMANCE SHARE UNIT PLAN

General

Effective January 1, 2011, Enercare amended and restated the Fund's 2010 PSUP for the Trustees, officers and senior employees of the Fund and its affiliates to reflect the Conversion. The PSUP was amended and restated on June 1, 2011, and subsequently amended and restated effective March 16, 2015 as described below.

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The purpose of the PSUP is to (i) support the achievement of Enercare's performance objectives; (ii) ensure that interests of key persons are aligned with the success of Enercare; and (iii) provide compensation opportunities to attract, retain and motivate senior employees critical to the long-term success of Enercare and its subsidiaries.

The PSUP is administered by the Governance and Compensation Committee of the Board. Subject to a requirement to report all matters to the Board and a requirement to obtain approval from the Board on certain matters, the Governance and Compensation Committee has discretion to (a) establish, amend and rescind rules and regulations relating to the PSUP; (b) determine which employees of Enercare and its subsidiaries may participate in the PSUP; (c) set, waive or amend performance vesting targets; (d) correct any defect or supply any omission or reconcile any inconsistency; (e) make adjustments deemed necessary on the occurrence of a capital adjustment such as a Share split, merger, consolidation or spin-off; and (f) make any determinations that the Governance and Compensation Committee deems necessary or desirable for the administration of the PSUP. The Governance and Compensation Committee also has the authority to amend, suspend or terminate the PSUP, subject to obtaining any required consent or approval from PSUP participants or regulatory authorities.

Pursuant to the PSUP, Performance Share Units that are subject to time and performance vesting requirements are granted to eligible participants (the "**Performance Share Unitholders**"). The Governance and Compensation Committee does not take previous grants into consideration when making new grants of PSUPs. Grants of Performance Share Units are credited to a notional account for each Performance Share Unitholder. If dividends are paid on the Shares, additional Performance Share Units are credited to the Performance Share Unitholder's account, with the number of additional Performance Share Units determined by dividing the dollar amount of the dividends payable in respect of the Performance Share Units and additional Performance Share Units allocated to the Performance Share Unitholder's account by the then fair market value of the Shares, which the PSUP defines as the weighted average trading price of the Shares on the principal Canadian stock exchange on which the Shares are traded for the five trading days immediately preceding the applicable day.

Each vested Performance Share Unit is redeemed by Enercare and a cash payment, subject to applicable withholdings and deductions, is made to the Performance Share Unitholder. The cash payment is equal to the fair market value of a Share on the date of redemption.

Since Enercare's adoption of the deferred share unit plan (the "**DSUP**") in 2011, no Performance Share Units have been granted to non-executive Directors and Enercare does not currently intend to make grants of Performance Share Units under the PSUP to non-executive Directors.

Termination and Change of Control

On termination of employment of a Performance Share Unitholder for reasons other than for cause, resignation, death or retirement (as defined in the PSUP), the Performance Share Units will vest immediately and the Governance and Compensation Committee will determine the level of performance achievement. The number of Performance Share Units that will vest will be pro-rated for the period of the Performance Share Unitholder's active employment or service.

On termination of employment of a Performance Share Unitholder by reason of retirement, the Performance Share Units will remain outstanding and continue to vest in accordance with the PSUP for two years from the retirement date, at which point all unvested Performance Share Units will be forfeited. The continued vesting of the Performance Share Units is subject to a non-competition covenant and clawback provision prohibiting the Performance Share Unitholder from engaging in a business that competes with or is substantially similar to the business of Enercare for a period of two years following the date of retirement.

On termination of employment of a Performance Share Unitholder by reason of death, the Performance Share Units will vest immediately and the Governance and Compensation Committee will determine the level of performance achievement.

On termination of employment of a Performance Share Unitholder for cause or on the Performance Share Unitholder's resignation, all unvested Performance Share Units shall be forfeited.

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On the occurrence of a change of control (as defined in the PSUP), Performance Share Units will vest immediately prior to the date of closing of the change of control with the Performance Factor determined for a completed calendar year and at a Performance Factor of 1.0 for any calendar year not completed (see “- Vesting – Performance Vesting” below).

Vesting

Time Vesting

While each grant may have unique time vesting requirements, Performance Share Units (including for greater certainty, any additional Performance Share Units credited to a Performance Share Unitholder’s account in connection with any dividends paid on the Shares) granted in respect of performance periods commencing on January 1, 2015 consisted of Performance Share Units that were generally subject to one of the following vesting schedules as specified in the terms of each grant: (i) December 31 of the third year following the date of the grant (referred to as “**LTIP**”); (ii) January 1 of the second year following the date of the grant (referred to as “**MTIP**”); or (iii) under individual vesting terms as described in one or more grant agreements entered into with a Named Executive Officer. No Performance Share Units were granted under the MTIP or under individual vesting terms in 2017. Performance Share Units may vest earlier than scheduled: (a) immediately prior to the date of a closing of a change of control, as defined in the PSUP, or (b) such earlier date as provided by the termination of employment provisions in the PSUP and summarized above or as determined by the Governance and Compensation Committee.

Performance Vesting

In addition to time vesting requirements, Performance Share Units may be subject to performance vesting requirements being met for a specified performance period. The performance factors that determine the number of Performance Share Units that vest are determined by the Governance and Compensation Committee at the time of the grant.

Performance Vesting Requirements - LTIP

For Performance Share Units granted under the LTIP in each of 2015, 2016 and 2017, the Governance and Compensation Committee determined the performance vesting requirements would be as follows: the number of Performance Share Units which vest shall be equal to the number of Performance Share Units granted multiplied by the relevant “Performance Factor” for each of the year of the grant and the following two years, with one-third of the grant allocated to each such year. The “Performance Factor” for each calendar year is determined with reference to the “Total Shareholder Return” on the Shares compared to the shares or units, as applicable, of the entities constituting the S&P/TSX Composite Index on January 1, 2015, January 1, 2016 and January 1, 2017, respectively (in each case, the “**Comparator Group**” for the relevant year). If the Total Shareholder Return for Enercare for a year is in the top, second, third or fourth quartile compared to that of the Comparator Group for the same year, the Performance Factor for that year is as follows: (a) Top Quartile – 2.0; (b) Second Quartile - 1.25; (c) Third Quartile - 0.5; and (d) Fourth Quartile - 0. “**Total Shareholder Return**” is equal to the quotient of dividing A by B, where A is equal to the closing trading price of a share or unit, as applicable, on the last day of each year, plus the total dividends or other distributions paid on a share or unit, as applicable, minus the closing trading price of a share or unit, as applicable, on the last trading day of the immediately preceding year, and B is equal to the closing trading price of a share or unit, as applicable, on the last trading day of the immediately preceding year. For Performance Share Units granted in 2015, the Performance Factor was 2.0 for 2015, 0.5 for 2016 and 1.25 for 2017; for Performance Share Units granted in 2016, the Performance Factor was 0.5 for 2016 and 1.25 for 2017; and for Performance Share Units granted in 2017, the Performance Factor was 1.25 for 2017.

Performance Vesting Requirements - MTIP

For Performance Share Units granted under the MTIP in 2016, the Governance and Compensation Committee determined the performance vesting requirements would be as follows: the number of Performance Share Units which vest shall be equal to the number of Performance Share Units granted multiplied by the relevant

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“Performance Factor” for each of the year of the grant and the following year, respectively, with one-half of the grant allocated to each such year.

For Performance Share Units granted under the MTIP in 2016, the “Performance Factor” for each calendar year is determined with reference to the “Compensation Acquisition Adjusted EBITDA”, with one-half of each year’s grant allocated to each such year. “Compensation Acquisition Adjusted EBITDA” is defined as Acquisition Adjusted EBITDA as defined in Enercare’s Management’s Discussion and Analysis of Financial Condition and Results of Operations for the first quarter ended March 31, 2016 in respect of 2016 and the first quarter ended March 31, 2017 in respect of 2017, adjusted to eliminate the following: (i) any unbudgeted adjustments for Bolt Acquireco Inc. and SE Canada Inc. in respect of IFRS accounting or opening balance sheet adjustments, (ii) impact of HVAC rental quantities above or below budget, (iii) long-term compensation expenses and employee share ownership costs above or below budget, (iv) corporate allocations, transfers and structuring to minimize taxation above or below budget, (v) foreign exchange changes above or below budget, (vi) the impact of addressing the SE Canada Inc. overlap in franchisee territories, (vii) including EBITDA associated with certain companies, and (viii) any expenses in respect of the satisfaction of stock appreciation rights and payments to American Capital, Ltd. reflected as add-backs in EBITDA. EBITDA and Adjusted EBITDA are reported in Enercare’s financial statements. The Performance Factors for 2016 and 2017 have not been determined as of the date hereof.

Performance Vesting Requirements - Individual Vesting Terms, Chief Operating Officer

In connection with her appointment, the Chief Operating Officer, Home Services was granted certain Performance Share Units on February 1, 2016 under individual vesting terms as follows: (i) 17,166 Performance Share Units, which vested on December 31, 2017, with the same Performance Factor as that described above under “Performance Vesting Requirements – LTIP” for the first and second calendar years; and (ii) 12,484 Performance Share Units which vest on December 31, 2018 with a Performance Factor equal to 1.0 in each calendar year. In respect of the Performance Share Units described in (i) above, the Performance Factor was 0.5 for 2016 and 1.25 for 2017.

OPTION PLANS

2011 Option Plan

Effective January 1, 2011, Enercare adopted the 2011 Option Plan which was approved by unitholders of the Fund at the meeting of unitholders held in November 2010 to consider the Conversion. As the 2011 Option Plan is considered an “evergreen” plan, no additional Options may be granted under the 2011 Option Plan because Shareholders were not asked to approve the unallocated Options thereunder within three years from the date the 2011 Option Plan was adopted as required by the rules of the TSX.

The 2011 Option Plan reserved a maximum of 5% of the Shares that were from time to time issued and outstanding. As of December 31, 2017, 398,225 Options have been granted under the 2011 Option Plan. Grants of Options made under the 2011 Option Plan were made on substantially similar terms as the 2014 Option Plan and, except for the number of Shares reserved for issuance, the material terms of the 2011 Option Plan are substantially the same as those of the 2014 Option Plan. All future grants of Options will be made under the 2014 Option Plan.

2014 Option Plan

Effective March 5, 2014, Enercare adopted the 2014 Option Plan which was approved by Shareholders of Enercare at the meeting of Shareholders held on May 1, 2014. A maximum of 3,000,000 Shares are reserved for issuance under the 2014 Option Plan (which represents approximately 2.8% of the Shares issued and outstanding as of December 31, 2017).

Under the 2014 Option Plan, Enercare and its affiliates’ employees and officers (the “**Participants**”) are eligible for grants of Options. All Options require the approval of and are at the discretion of the Board. The Board does not take previous grants into consideration when making new grants of Options. Non-executive Directors are not eligible to receive Options under the 2014 Option Plan.

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The market price of the Shares for determining the exercise price of an Option will be the closing price of the Shares on the TSX on the day immediately before the relevant date or such other higher exercise price determined by the Board.

The Options will typically vest one third on each of the first three anniversaries of the date of grant. The Board may establish a different vesting schedule and may also establish performance target requirements. On a change of control (as defined in the 2014 Option Plan), the acquiring entity shall assume outstanding Options. If it does not, or otherwise in the discretion of the Board, the vesting of Options will accelerate and there will be a limited time period for the exercise of Options to permit the holder of an Option to participate in the change of control transaction. Any Options not so exercised expire.

The following rules will apply if a Participant's employment is terminated before expiry:

- if terminated by death, the Participant's legal representatives may exercise Options which have vested at the date of death, for one year;
- if terminated for disability or retirement, the Participant's Options continue to vest for two years, and all vested Options may be exercised for two years, from the date of disability or retirement;
- if terminated by resignation or for cause, the Participant's vested and unvested Options expire on the termination date; and
- if terminated for any other reason, the Participant's vested Options may be exercised until 90 days after the termination date and unvested Options or Options which are not exercised within the 90-day period will expire.

Each Option will expire eight years after the Option was granted, provided that, any Option which would otherwise expire during or within 10 business days following a trading blackout may be exercised until the tenth business day following the end of the trading blackout.

Except as provided below, the Board may amend, suspend or terminate the 2014 Option Plan at any time, provided, however, that any such amendment, suspension or termination may not materially adversely affect the entitlements of a Participant which have accrued prior to the date of the amendment, suspension or termination. For example, the Board may make the following types of amendments to the 2014 Option Plan without seeking Shareholder approval:

- i. amendments of a "housekeeping" or administrative nature including, without limiting the generality of the foregoing, any amendment for the purpose of curing any ambiguity, error or omission in the 2014 Option Plan or to correct or supplement any provision of the 2014 Option Plan that is inconsistent with any other provision of the 2014 Option Plan;
- ii. amendments necessary to comply with the provisions of applicable law;
- iii. amendments necessary for awards of Options to qualify for favorable treatment under tax laws;
- iv. any amendment to the vesting provisions;
- v. any amendment to the termination or early termination provisions of the 2014 Option Plan or any Option, whether or not such Option is held by an insider, provided such amendment does not entail an extension beyond the expiry date; and
- vi. amendments necessary to suspend or terminate the 2014 Option Plan.

However, Shareholder approval is required for any amendment which:

- i. increases the number of Shares issuable under the 2014 Option Plan or changes that number from a fixed maximum number of Shares to a fixed maximum percentage;
- ii. extends the length of the period after a blackout period during which Options may be exercised;
- iii. reduces the exercise price of an Option (other than adjustments in connection with a transaction or reorganization);

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- iv. expands the categories of eligible persons which would have the potential of broadening or increasing insider participation, including to add non-executive Director participation;
- v. removes, or causes the 2014 Option Plan to exceed, the insider participation limit;
- vi. extends the term of an Option beyond its original expiry date, except an extension of an Option that would otherwise expire during a blackout period, to 10 business days following the end of the blackout period;
- vii. adds any other provision which results in Participants receiving Shares for no cash consideration;
- viii. adds a cashless exercise feature if there is no full deduction of the underlying Shares;
- ix. permits any transfer or assignment of an Option other than for normal estate settlement purposes;
- x. amends the amendment provision; or
- xi. is required to be approved by shareholders under applicable law (including, without limitation, the rules, regulations and policies of the TSX).

The 2014 Option Plan restricts the participation of insiders in the 2014 Option Plan and all other security-based compensation arrangements as follows:

- i. the number of Shares issuable to any one person pursuant to Options granted under the 2014 Option Plan and any other security-based compensation arrangements shall not at any time exceed 5% of the outstanding issue;
- ii. the number of Shares issuable to insiders pursuant to Options granted under the 2014 Option Plan and any other security-based compensation arrangements shall not at any time exceed 10% of the outstanding issue; and
- iii. the number of Shares issued under the 2014 Option Plan and/or any other security-based compensation arrangements to insiders and their associates in a 12-month period shall not exceed 10% of the outstanding issue.

Options granted under the 2014 Option Plan are not transferrable or assignable other than by will or the laws of descent and distribution.

Dilution Impact of Option Plans

At any time, there are a number of Options available to be issued, plus Options outstanding that have not yet been exercised (overhang). The Board also monitors the outstanding Options (dilution) and the number of Options issued each year (burn rate). The following table sets forth these key measures, and shows the management of Option awards to minimize the dilutive effect on Shareholders.

	Measure (shown as a % of issued and outstanding Shares as at December 31)		
	2017	2016	2015
Overhang ⁽¹⁾	2.70%	3.12%	3.86%
Dilution ⁽²⁾	1.10%	1.32%	1.26%
Burn Rate ⁽³⁾	0.30%	0.49%	0.39%

(1) Overhang is the total number of Options available to be issued, plus all Options outstanding that have not yet been exercised, expressed as a percentage of the total number of issued and outstanding Shares as at December 31, 2017, 2016 and 2015, being 106,377,020, 104,154,895 and 87,948,978 Shares, respectively.

(2) Dilution is the number of Options outstanding, expressed as a percentage of the total number of issued and outstanding Shares as at the end of the fiscal year.

(3) Burn rate is the number of Options issued during the year, expressed as a percentage of the weighted average number of issued and outstanding Shares for 2017.

Option Grant Rate

The following table sets forth the number of options granted, outstanding and available for grant under the 2014 Option Plan⁽¹⁾ as at December 31, 2015, 2016 and 2017:

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Measure of Dilution	2017		2016		2015	
	Options (#)	Shares Outstanding (%)	Options (#)	Shares Outstanding (%)	Options (#)	Shares Outstanding (%)
Annual Grant (Burn Rate) ⁽²⁾	316,907	0.30	479,721	0.46	358,483	0.41
Options Exercised or Forfeited ⁽³⁾	(526,106)		(213,309)		(387,575)	
Options Outstanding (Dilution)	1,187,468	1.12	1,089,276	1.05	710,304	0.81
Options Available for Grant ⁽⁴⁾	1,603,212	1.61	1,875,365	1.80	2,289,696	2.60
Overhang ⁽⁵⁾	2,876,788	2.70	3,250,306	3.12	3,398,225	3.86

(1) Following the approval of the 2014 Option Plan by Shareholders on May 1, 2014, grants of Options in 2014 and thereafter were made under the 2014 Option Plan. As the 2011 Option Plan is considered an “evergreen” plan, no additional Options may be granted under the 2011 Option Plan because Shareholders were not asked to approve the unallocated Options thereunder within three years from the date the 2011 Option Plan was adopted as required by the rules of the TSX.

(2) The total number of Options granted under the 2014 Option Plan.

(3) In respect of 2017: 92,000 Options exercised by Mr. Macdonald, 193,136 Options exercised by Ms. Sutherland, 63,866 Options exercised by Mr. Toffoletto, and 24,516 Options exercised by Mr. Lorne Solway, former Chief Marketing Officer. In respect of 2016: 30,000 Options exercised by Mr. Macdonald, 49,550 Options exercised by Mr. Toffoletto, 68,369 Options exercised by Mr. Ross Garland, former Senior Vice President and General Manager, Sub-metering and 65,390 Options forfeited by Mr. Garland upon his resignation. In respect of 2015: 293,494 Options exercised by Mr. Macdonald and 94,081 Options exercised by Mr. Toffoletto.

(4) The number of Options remaining available for issuance under the 2014 Option Plan.

(5) The number of Options outstanding plus the number of Options in reserve approved by Shareholders that are available for grant in the future.

EMPLOYEE SHARE PURCHASE PLAN

The Board adopted an employee share purchase plan (the “**ESPP**”) effective November 1, 2014, as amended and restated effective November 9, 2016 to offer eligible employees, defined as all permanent full-time and part-time employees of Enercare and its subsidiaries who have completed at least three months of continuous service, the opportunity to purchase Shares. Named Executive Officers are entitled to participate in the ESPP on the same terms as other eligible employees. The ESPP is a voluntary plan that provides a convenient, systematic and cost-effective way for eligible employees to purchase Shares through automatic payroll deductions. Enercare’s goal is that the ESPP will further align the interests between employees and Shareholders and promote and recognize employee commitment to Enercare by sharing Enercare’s financial success with as many employees as possible. An eligible employee can contribute 1% to 5% of his or her base salary to the ESPP, subject to an annual maximum of \$10,000. Enercare will facilitate or contribute to the purchase of one Share on the open market for every two Shares purchased by a participant and held for two years under the ESPP (the “**Matching Shares**”). Any Shares sold or transferred (with the exception of certain permitted internal transfers) before the two year holding period will not be matched by Enercare. Except for U.S. participants, whose ESPP Shares must be held in a non-registered account, ESPP Shares may be held in either a non-registered account, group registered retirement saving plan account or group tax-free savings account. The trustee of the ESPP acquires the participant’s Shares on the open market through the TSX. The trustee of the ESPP will automatically reinvest any cash dividends received on the participant’s Shares by acquiring additional Shares on the open market. The price of each Share acquired under the ESPP will be the market price on the TSX at the time of purchase or where Shares have been purchased on more than one day at various prices, the purchase price of all such Shares will be the weighted average price paid for all purchases of Shares in that month. The purchase of treasury Shares is not available under the ESPP and Shares are not purchased at a discount.

In the event of a change of control (as defined in the ESPP) Matching Shares will be awarded with respect to all Shares purchased under the ESPP within 30 days of the change of control regardless of how long the corresponding purchased Shares have been held. An employee’s participation in the ESPP will cease if he or she retires, dies or in the event that his or her employment relationship with Enercare or its subsidiary is terminated for any reason. Upon cessation of participation in the ESPP, the former employee (or his or her beneficiary, successor holder or legal representative of his or her estate, as applicable) will be required to sell or transfer any Shares held in his or her ESPP account(s) within 90 days of retirement, death or termination of employment and, unless the employee is an Eligible Leaver (as defined below), he or she will not be awarded Matching Shares in respect of purchased Shares for which the two year hold period has not been met. If the employee is an Eligible Leaver, Matching Shares will be awarded as soon as practicable following the date the employee ceases employment. For

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the purposes of the ESPP, an “Eligible Leaver” is a participant who ceases their employment relationship by reason of death, involuntary termination by Enercare or its subsidiary without cause or retirement with the advanced written agreement of Enercare or its subsidiary.

The ESPP is administered by the Governance and Compensation Committee of the Board or such other committee as may be designated by the Board. The Governance and Compensation Committee may amend or suspend at any time, and from time to time, all or any of the provisions of the ESPP, except that no such amendment shall operate so as to cause the ESPP to cease qualifying as an employee benefit plan or become a salary deferral arrangement under the *Income Tax Act* (Canada) nor to deprive a participating employee of any Shares credited to his or her account(s) prior to the date thereof. Notwithstanding the foregoing, if any provision of the ESPP contravenes any applicable laws or stock exchange rules, then the Governance and Compensation Committee may amend such provision, retroactively or prospectively, to the extent required to bring such provision into compliance therewith.

TERMINATION AND CHANGE OF CONTROL BENEFITS

The respective employment agreements for each of the Named Executive Officers require Enercare to make certain payments and/or provide certain benefits to each upon their being terminated by Enercare without cause. Enercare believes these payments and benefits are comparable to those of its principal competitors and that their provision is in the best interest of Enercare as it encourages its executives to focus on the operation of Enercare. Differences in amounts are generally driven by the position held by the officer.

In addition, the PSUP provides that on termination of employment of a Performance Share Unitholder for reasons other than for cause, resignation, death or retirement, the Performance Share Units will vest immediately and the Governance and Compensation Committee will determine the level of performance achievement. The number of Performance Share Units that will vest will be pro-rated for the period of the Performance Share Unitholder’s active employment or service. On termination of employment of a Performance Share Unitholder by reason of retirement, the Performance Share Units will remain outstanding, subject to certain terms, and continue to vest in accordance with the PSUP for two years from retirement, at which point all unvested Performance Share Units will be forfeited. On termination of employment of a Performance Share Unitholder by reason of death, the Performance Share Units will vest immediately and the Governance and Compensation Committee will determine the level of performance achievement. On termination of employment of a Performance Share Unitholder for cause or on the Performance Share Unitholder’s resignation, all unvested Performance Share Units shall be forfeited. On the occurrence of a change of control (as defined in the PSUP), Performance Share Units will vest immediately prior to the date of closing of the change of control with the Performance Factor determined for a completed calendar year as described under “Performance Share Unit Plan” above and at a Performance Factor of 1.0 for any calendar year not completed.

Under the Option Plans, upon a termination of a Participant for reasons other than death, disability or retirement, resignation or for cause, the terminated Participant’s vested Options may be exercised until 90 days after the termination date and unvested Options or Options which are not exercised within the 90 day period will expire. On a change of control (as defined in the Option Plans), the acquiring entity shall assume outstanding Options. If it does not, or otherwise in the discretion of the Board, the vesting of Options will accelerate and there will be a limited time period for the exercise of Options to permit the holder of an Option to participate in the change of control transaction. Any Options not so exercised expire.

John A. Macdonald

Under the employment agreement with Mr. Macdonald, in the event Enercare terminates Mr. Macdonald’s employment without cause, Enercare will pay a salary continuance equivalent to 24 months of base salary and Mr. Macdonald will receive, to the extent permitted by the relevant plan or program, a continuation of all benefits and perquisites available prior to termination for a period of 24 months, provided that if a plan or program does not permit the continuance of some or all of such benefits or perquisites for some or all of such period, Enercare shall pay the cost otherwise payable by Enercare for such benefits.

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The agreement provides for, among other things, confidentiality and non-disclosure covenants in favour of Enercare and its affiliates during the term of Mr. Macdonald's employment agreement with Enercare and such covenants survive the termination or expiration of the agreement. The agreement further provides that Mr. Macdonald will not compete with a business from which Enercare derives its income whether carried on by Enercare or any of its affiliates or a third party for a period of 24 months following termination or expiration of the agreement.

Evelyn Sutherland

Ms. Sutherland resigned from Enercare effective January 28, 2018 and received no compensation as a result of her resignation. On the date of resignation, all unvested Performance Share Units were forfeited, as well as all vested and unvested Options other than those that had vested but could not be exercised because a blackout period was in place at the time of resignation.

If Enercare had terminated Ms. Sutherland's employment without cause prior to her resignation, Enercare would have paid a salary continuance equivalent to 12 months of base salary and an annual incentive equal to 60% of Ms. Sutherland's salary and in the event such termination occurred within nine months of a change of control (as defined in Ms. Sutherland's employment agreement), Enercare would have paid a salary continuance equivalent to 18 months of base salary and an annual incentive equal to 60% of Ms. Sutherland's salary for 18 months. Ms. Sutherland would have also received, to the extent permitted by the relevant plan or program, a continuation of all benefits and perquisites available prior to termination for a period of 12 months or 18 months, as applicable, provided that if a plan or program did not permit the continuance of some or all of such benefits or perquisites for some or all of such period, Enercare would have paid the cost otherwise payable by Enercare for such benefits.

The employment agreement with Ms. Sutherland provided for, among other things, confidentiality and non-disclosure covenants in favour of Enercare and its affiliates during the term of Ms. Sutherland's employment agreement with Enercare and such covenants survive the termination or expiration of the agreement. The agreement further provided that Ms. Sutherland will not compete with a business that competes with or is substantially similar to the business of Enercare or of its affiliates within any jurisdiction in which Enercare or any of its affiliates conducts a material portion of its business for a period of 12 months following termination of her employment.

Jenine Krause

Under the employment agreement with Ms. Krause, in the event Enercare terminates Ms. Krause's employment without cause, Enercare will pay a salary continuance equivalent to 18 months of base salary and an annual incentive equal to 70% of Ms. Krause's salary.

The agreement provides for, among other things, confidentiality and non-disclosure covenants in favour of Enercare and its affiliates during the term of Ms. Krause's employment agreement with Enercare and such covenants survive the termination or expiration of the agreement. The agreement further provides that Ms. Krause will not compete with a business that competes with or is substantially similar to the business of Enercare or its affiliates within any jurisdiction in which Enercare or of its affiliates conducts a material portion of its business for a period of 18 months following termination or expiration of the agreement.

Scott Boose

Under the employment agreement with Mr. Boose, in the event Mr. Boose's employment is terminated without cause, he will receive a salary continuance equivalent to 18 months of base salary and an annual incentive equal to 70% of Mr. Boose's salary.

The agreement provides for, among other things, confidentiality and non-disclosure covenants in favour of Service Experts and its affiliates during the term of Mr. Boose's employment and such covenants survive the termination or expiration of the agreement. The agreement further provides that Mr. Boose will not for a period of 18 months following the date of cessation of his employment with Service Experts compete with the business of Service

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Experts in any state in the United States or province or territory in Canada in which Service Experts or any of its affiliates operates.

John Toffoletto

Under the employment agreement with Mr. Toffoletto, in the event Enercare terminates Mr. Toffoletto's employment without cause, Enercare will pay a salary continuance equivalent to 12 months of base salary and an annual incentive equal to 50% of Mr. Toffoletto's salary and Mr. Toffoletto will receive, to the extent permitted by the relevant plan or program, a continuation of all benefits and perquisites available prior to termination for a period of 12 months, provided that if a plan or program does not permit the continuance of some or all of such benefits or perquisites for some or all of such period, Enercare shall pay the cost otherwise payable by Enercare for such benefits.

The agreement provides for, among other things, confidentiality and non-disclosure covenants in favour of Enercare and its affiliates during the term of Mr. Toffoletto's employment agreement with Enercare and such covenants survive the termination or expiration of the agreement. The agreement further provides that Mr. Toffoletto will not compete with a business that competes with or is substantially similar to the business of Enercare within Ontario for a period of 12 months following termination or expiration of the agreement.

QUANTITATIVE ESTIMATES OF PAYMENTS AND BENEFITS UPON TERMINATION OR CHANGE OF CONTROL

The following table sets forth the estimated amount of payments and other benefits each Named Executive Officer would be entitled to receive upon their being terminated without cause or upon a change of control, assuming the event occurred on December 31, 2017.

The material assumptions made with respect to the figures set forth below are as follows:

- the salary and incentive payments are calculated on the amounts of salary and incentive payments which were payable as of December 31, 2017;
- payment under the PSUP is calculated assuming all time vesting requirements are met, excludes all Performance Share Units that vested on or before January 1, 2018, and: (i) for Performance Share Units granted under the LTIP, in respect of Performance Share Units granted in 2016, that the Performance Factor is 0.5 for 2016, 1.25 for 2017 and will be 1.0 for 2018, and in respect of Performance Share Units granted in 2017, the Performance Factor is 1.25 for 2017 and will be 1.0 for each of 2018 and 2019, and (ii) for Performance Share Units granted under individual vesting terms, the terms described under "Performance Share Unit Plan – Vesting – Performance Vesting Requirements - Individual Vesting Terms, Chief Operating Officer" (see "Performance Share Unit Plan");
- the values of the vesting Performance Share Units are based upon the closing market price of the Shares on December 29, 2017, being \$20.51 per Share;
- the values of the vesting Options are shown as the in-the-money amount of Options based upon the closing market price of the Shares on December 29, 2017, being \$20.51 per Share; and
- the values of the continuation of benefits are based upon the current cost (or, in the case of Ms. Sutherland, what the current cost would have been) to Enercare for providing to Mr. Macdonald, Ms. Sutherland, Ms. Krause, Mr. Boose and Mr. Toffoletto, Enercare's employees benefits programs for medical, dental, life, and short and long-term disability insurance.

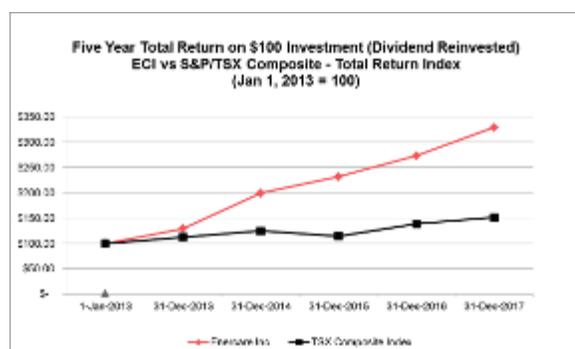
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Name	Salary (\$)	Incentive Payment (\$)	Vesting of Performance Share Units ⁽¹⁾ (\$)	Vesting of Stock Options ⁽²⁾ (\$)	Benefits (\$)	Other Compensation ⁽³⁾ (\$)	Total (\$)
John A. Macdonald							
Termination without Cause	1,200,000	-	1,106,740	-	6,342	56,500	3,323,560
Disability or Retirement	-	-	-	953,978	-	-	953,978
Change of Control	-	-	1,106,740	-	-	-	1,106,740
Evelyn Sutherland							
Termination without Cause	385,000	231,000	428,023	-	6,211	41,350	1,477,599
Disability or Retirement	-	-	-	386,015	-	-	386,015
Change of Control ⁽⁴⁾	577,500	346,500	428,023	-	9,317	62,025	1,809,380
Jenine Krause							
Termination without Cause	400,000	280,000	785,369	-	6,221	37,000	1,804,405
Disability or Retirement	-	-	-	295,815	-	-	295,815
Change of Control	-	-	785,369	-	-	-	785,369
Scott Boose							
Termination without Cause	779,160	545,412	491,215	-	-	-	1,815,787
Disability or Retirement	-	-	-	-	-	-	-
Change of Control	-	-	491,215	-	-	-	491,215
John Toffoletto							
Termination without Cause	350,000	175,000	336,282	-	6,190	38,900	1,212,964
Disability or Retirement	-	-	-	306,592	-	-	306,592
Change of Control	-	-	336,282	-	-	-	336,282

- (1) The figures are in respect of Performance Share Units which vest after January 1, 2018 and include: (i) Performance Share Units granted on an annual basis in 2016 and 2017; (ii) Performance Share Units credited reflecting dividends on the Shares to December 31, 2017, and; (iii) additional Performance Share Units credited to reflect (a) for Performance Share Units granted under the LTIP, a Performance Factor of 0.5 for 2016 and a Performance Factor of 1.25 for 2017 in respect of Performance Share Units granted in 2016 and a Performance Factor of 1.25 for 2017 in respect of Performance Share Units granted in 2017, and (b) for Performance Share Units granted under individual vesting terms, the terms described under "Performance Share Unit Plan – Vesting – Performance Vesting Requirements - Individual Vesting Terms" (see "Performance Share Unit Plan").
- (2) The figures are comprised of all of the Options which were unvested as of December 31, 2017 and which would continue to vest until December 31, 2019. On a change of control (as defined in the Option Plans), the acquiring entity shall assume outstanding Options and if it does not, or otherwise in the discretion of the Board, the vesting of Options will accelerate and there will be a limited time period for the exercise of Options to permit the holder of an Option to participate in the change of control transaction. See "Option Plans – 2014 Option Plan" above.
- (3) The \$56,500 in respect of Mr. Macdonald consists of the following: \$12,000 car allowance, \$42,000 registered personal savings and tax free savings plan contributions and \$2,500 membership dues. The \$41,350 in respect of Ms. Sutherland consists of the following on a per annum basis: a \$14,400 car allowance and \$26,950 registered personal savings and tax free savings plan contributions. The \$37,000 in respect of Ms. Krause consists of the following on a per annum basis: a \$15,000 car allowance and \$22,000 registered personal savings and tax free savings plan contributions. The \$38,900 in respect of Mr. Toffoletto consists of the following on a per annum basis: a \$14,400 car allowance and \$24,500 registered personal savings and tax free savings plan contributions.
- (4) Ms. Sutherland resigned from Enercare effective January 28, 2018 and received no compensation as a result of her resignation. On the date of resignation, all unvested Performance Share Units were forfeited, as well as all vested and unvested Options other than those that had vested but could not be exercised because a blackout period was in place at the time of resignation. If Ms. Sutherland's employment had been terminated prior to her resignation without cause within nine months after a change of control, Ms. Sutherland would have been entitled to amounts shown for "Change of Control" and not the amounts shown for "Termination without Cause".

PERFORMANCE GRAPH

The following graph compares the percentage change in the cumulative Shareholder return for \$100 invested in the Shares with the total cumulative return of the S&P/TSX Composite Index for the five year period from January 1, 2013 to December 31, 2017, assuming reinvestment of distributions and dividends, as applicable, on a non-taxable basis.



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Impact of 2013 to 2017 Financial Performance of Enercare on Senior Management Compensation

From 2013 to 2015, increases in Named Executive Officer compensation were significantly less than the increases in shareholder return for such periods. As demonstrated by the graph below, shareholder return was substantially greater than increases in Named Executive Officer compensation during this period, even though Enercare's executive management team expanded in-line with, among other things, the expansion of its sub-metering business and the DE Acquisition in October 2014.

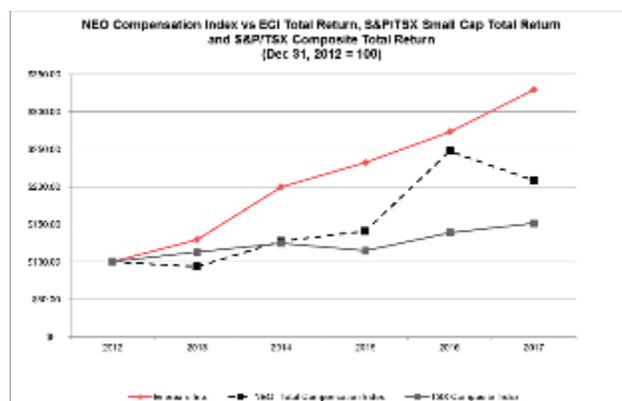
In respect of 2016, total Named Executive Officer compensation was higher than in recent years, primarily due to (i) one-time payments or grants made for retention and recruitment purposes, including in connection with the SE Transaction and (ii) the expansion of Enercare's executive management team necessary to address the growth of the business as a result of the DE Acquisition and SE Transaction.

In respect of 2017, the increase in total Named Executive Officer compensation is significantly less than the increase in shareholder return during the period. As there were no one-time payments or grants in 2017, overall compensation returned to a level that would have been consistent with prior years' compensation, but also reflects a marginal increase due to the greater managerial expertise demanded by the increasing complexity and scope of Enercare's business.

The graph below compares shareholder return over the five years ended December 31, 2017 to the performance of the S&P/TSX Composite Index. The graph assumes \$100 was invested in the Shares and all dividends paid were reinvested on the ex-dividend date. The NEO Total Compensation Index shows the change in Named Executive Officer compensation indexed at 100 to provide a clearer picture of the trend over the same period.

For purposes of comparing compensation to performance, total compensation is defined as:

- Salaries;
- Annual incentives for the year they were earned;
- The value of outstanding Performance Share Units at year-end;
- The value of outstanding Options at year-end; and
- All other compensation paid to the Named Executive Officers in each year.



	2012	2013	2014	2015	2016	2017
Enercare Inc.	\$ 100.00	\$ 129.44	\$ 199.40	\$ 232.02	\$ 273.10	\$ 329.17
NEO Total Compensation Index	\$ 100.00	\$ 93.19	\$ 127.49	\$ 140.87	\$ 247.55	\$ 208.19
TSX Composite Index	\$ 100.00	\$ 112.99	\$ 124.92	\$ 114.53	\$ 138.67	\$ 151.28

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INDEBTEDNESS OF OFFICERS AND DIRECTORS

No Director or officer of Enercare, or former Director or officer of Enercare, or any of their associates is, or has at any time since the establishment of the Fund, been indebted to the Fund or Enercare, as applicable, or their respective subsidiaries or had indebtedness the subject of a guarantee, support agreement, letter of credit or similar arrangement or understanding provided by the Fund or Enercare, as applicable, or their respective subsidiaries.

GOVERNANCE PRACTICES

GENERAL

The following description of governance practices of Enercare is made with reference to National Instrument 58-101 – *Disclosure of Corporate Governance Practices* (“**NI 58-101**”) and National Policy 58-201 – Corporate Governance Guidelines. Under NI 58-101, Enercare is required to disclose certain information relating to its governance practices. That information is set out below.

There are currently nine Directors, eight of whom are “independent” within the meaning of NI 58-101: Jim Pantelidis, John W. Chandler, Lisa de Wilde, Grace M. Palombo, Jerry Patava, Roy J. Pearce, Michael Rousseau and William M. Wells. John A. Macdonald is the President and Chief Executive Officer of Enercare and is not considered independent within the meaning of NI 58-101. Following the retirements of Messrs. Pearce and Wells effective as of the Meeting, and assuming election of all Enercare Nominees, six of seven directors will be independent within the meaning of NI58-101. John W. Chandler was appointed Director on January 30, 2018, and accordingly did not serve in this capacity during the financial year ended December 31, 2017.

Jim Pantelidis is the Chair of the Board and is an independent Director. In his role as Chair, Mr. Pantelidis’ responsibilities include ensuring that the Directors’ agenda at meetings will enable the Directors to successfully discharge their responsibilities in respect of Enercare, managing the affairs of the Directors, chairing meetings of the Board and participation in each of the Board committees.

Jerry Patava (Chair), Roy J. Pearce, Lisa de Wilde and Grace M. Palombo served as the members of the Governance and Compensation Committee and were independent Directors during the financial year ended December 31, 2017.

See “Business of the Meeting – Directors” for other reporting issuers in respect of which the Directors are directors.

In-camera meetings of the independent Directors at which no non-independent Directors and management are present and in-camera meetings of independent Directors with management at which no non-independent Directors are present are held in conjunction with every regular meeting of the Board. The independent Directors also hold in-camera meetings on an as-required basis.

The Board has a retirement policy requiring Directors to offer their resignation on reaching the age of 75 and every year thereafter, upon receipt of which the Board may choose to accept or decline such offers of resignation.

ROLES AND RESPONSIBILITIES OF DIRECTORS

The Board Mandate delineates the roles and responsibilities of the Directors and the Chair of the Board. The Board Mandate is attached as Schedule A to this Circular.

To facilitate the supervision and management of Enercare’s operating entities, the Directors are also the directors of each of Enercare’s subsidiaries other than those entities which hold or operate the Service Experts business.

The Board is assisted in certain areas by its four standing committees, the Audit Committee, the Investment Committee, the Governance and Compensation Committee and the Corporate Responsibility and Risk Management Committee.

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The Directors, through the Governance and Compensation Committee, have developed a written position description for the President and Chief Executive Officer of Enercare. The written mandates of the Audit Committee, the Investment Committee, the Governance and Compensation Committee and the Corporate Responsibility and Risk Management Committee as well as the Board Mandate, which delineate the responsibilities of each committee, guide each committee's actions and those of the Chair of each committee. The mandates of each of the committees, except that of the Corporate Responsibility and Risk Management Committee, were adopted as of January 1, 2011 and the Corporate Responsibility and Risk Management Committee Mandate was adopted on February 27, 2013. Mandates were most recently reviewed by the Board on March 5, 2018.

In addition to the Board Mandate attached hereto as Schedule A, the following mandates, policies and other documents are available on Enercare's website at corporate.enercare.ca.

Audit Committee Mandate	Majority Voting Policy
Investment Committee Mandate	Insider Trading Policy
Governance and Compensation Committee Mandate	Whistleblower Policy
Corporate Responsibility and Risk Management Committee Mandate	Disclosure Policy
Chief Executive Officer Mandate	Privacy Policy
Code of Business Conduct	Permitted Investment Policy
Share Ownership Policy	Anti-Hedging Policy
Retirement Policy	Diversity Policy
Corporate Compliance Policy	

SKILLS AND EXPERIENCE

The Governance and Compensation Committee ensures at all times that the Board includes members with a broad range of business and strategic experience and expertise so that the Board is able to effectively carry out its mandate. The principal areas of experience and expertise that the Enercare Nominees bring to the Board are listed in the table below and described in the text that follows.

Experience and Expertise	Jim Pantelidis	John W. Chandler	Lisa de Wilde	John A. Macdonald	Grace M. Palombo	Jerry Patava	Michael Rousseau
Government Relations/Policy			✓	✓			
Risk Management	✓		✓	✓	✓		✓
Human Resources		✓		✓	✓		✓
Accounting	✓					✓	✓
Customer Needs, Behavior and Brands	✓	✓	✓	✓			✓
Sales and Distribution	✓	✓		✓			✓
Corporate Governance	✓	✓	✓	✓	✓	✓	✓
Corporate Development		✓		✓		✓	

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- **Government Relations/Policy** – experience in government relations or public policy.
- **Risk Management** – knowledge of and experience with the identification of material risks, risk assessment, internal risk mitigation and controls, and risk reporting.
- **Human Resources** – knowledge of and experience with compensation plan design and administration, leadership development and talent management, succession planning, organizational design, and human resource principles and practices generally.
- **Accounting** – knowledge of and experience with financial accounting and International Financial Reporting Standards, corporate finance and capital, and familiarity with internal financial and accounting controls.
- **Customer Needs, Behavior and Brands** – experience in creating products and providing services for commercial and consumer distribution, customer research or brand development and positioning.
- **Sales and Distribution** – experience in overseeing proprietary sales forces and direct and third-party distribution channels.
- **Corporate Governance** – experience in corporate governance principles and practices.
- **Corporate Development** – experience in identifying and evaluating corporate development opportunities, including acquisitions, partnerships and joint ventures.

STANDING COMMITTEES OF THE BOARD

The Board has four standing committees: an Audit Committee, an Investment Committee, a Governance and Compensation Committee and a Corporate Responsibility and Risk Management Committee.

AUDIT COMMITTEE

The Board has appointed an audit committee (the “**Audit Committee**”) consisting of four Directors, all of whom are, and are required by the Audit Committee Mandate to be, independent Directors. The members of the Audit Committee are: Michael Rousseau (Chair), Lisa de Wilde, Jerry Patava and William M. Wells.

The disclosure required by National Instrument 52-110 – *Audit Committees*, including information regarding the Audit Committee and fees paid to the auditors, can be found in the section entitled “Directors and Officers – Committees of the Board of Directors – Audit Committee” in Enercare’s current Annual Information Form (the “AIF”). A copy of the AIF can be obtained on SEDAR at www.sedar.com, on Enercare’s investor relations website at corporate.enercare.ca or by contacting Brian Schmitt, Chief Financial Officer of Enercare, at brian.schmitt@enercare.ca or by telephone at 416.649.1856.

INVESTMENT COMMITTEE

The Board has appointed an investment committee (the “**Investment Committee**”) consisting of three Directors, all of whom are, and are required by the Investment Committee Mandate to be, independent Directors. The members of the Investment Committee are: Roy J. Pearce (Chair), Michael Rousseau and William M. Wells.

The Investment Committee is responsible for:

- (a) reviewing all proposals regarding investments, dispositions and borrowings of Enercare and making recommendations in connection therewith to the Directors;
- (b) approving any material changes to Enercare’s investment policy, if any;
- (c) financing and interest rate hedging strategies; and
- (d) target leverage ratios, target ratings on the Shares (and shares of Enercare Solutions Inc.), distributions and debt securities of Enercare and target Share (and shares of Enercare Solutions Inc.) distributions.

GOVERNANCE AND COMPENSATION COMMITTEE

Composition of the Governance and Compensation Committee

The Board has appointed a governance and compensation committee (the “**Governance and Compensation Committee**”) consisting of four Directors, all of whom are, and are required by the Governance and Compensation

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Committee Mandate to be, independent Directors. The members of the Governance and Compensation Committee are: Jerry Patava (Chair), Grace Palombo, Roy J. Pearce and Lisa de Wilde.

Responsibilities, Powers and Operation of the Governance and Compensation Committee

The Governance and Compensation Committee is responsible for:

- (i) annually reviewing the compliance by Enercare and its subsidiaries of their respective undertakings in respect of Enercare's continuous disclosure obligations;
- (ii) developing Enercare's approach to corporate governance;
- (iii) advising the Directors in filling Director vacancies;
- (iv) periodically reviewing the compensation and effectiveness of the Directors and the contribution of individual Directors;
- (v) assisting in orientating and providing for continuing education for the Directors;
- (vi) advising the Directors in the selection and retention of senior management;
- (vii) periodically reviewing the compensation and performance of senior management;
- (viii) assisting in the professional development of senior management;
- (ix) assisting in developing and managing benefit plans for employees;
- (x) administering and managing the pension plans of Enercare in compliance with the terms of the pension plans of Enercare and its subsidiaries and affiliates, as applicable and all applicable laws; and
- (xi) performing the additional duties set out in its mandate or otherwise delegated to the Governance and Compensation Committee from time to time by the Board or otherwise required by law.

In addition to the responsibilities noted above, the Governance and Compensation Committee has the authority and responsibility for recommendations to the Directors in respect of, among other things: (a) conflicts of interest; (b) Enercare's approach to governance; (c) senior management development; (d) incentive compensation plans and equity-based plans; (e) human resources strategies; (f) benefit plans and perquisites; (g) employment agreements and severance agreements; (h) evaluation and compensation of the Chief Executive Officer; (i) compensation of senior management; (j) appointments to committees of the Board; (k) performance assessments; (l) direct equity ownership; and (m) filling Director vacancies. The Governance and Compensation Committee must report to the Board on all significant matters dealt with by the Governance and Compensation Committee.

Relevant Experience and Skills in Compensation Matters

Mr. Patava is the Chair of the Governance and Compensation Committee and has served as a member of the Governance and Compensation Committee since the inception of the Fund in 2002, providing him with the necessary familiarity with Enercare and its management to guide Enercare's Governance and Compensation Committee in making executive compensation decisions and developing executive compensation policies and practices. Mr. Patava has also developed relevant experience and skills as the Chief Executive Officer of the Great Gulf Group of Companies and as a member of the board of Terra Firma Capital Corporation, and previously as Lead Director and a member of the Governance and Compensation Committee of Trimac Transportation Ltd. and as a Director and Chair of the Governance and Compensation Committee of Capstone Infrastructure Corporation. He has also served previously on a number of other governance and compensation committees for both public and private companies.

Ms. Palombo is the Executive Vice President, Chief Human Resources Officer of Great-West Lifeco Inc. Ms. Palombo has also developed relevant experience and skills as the Executive Vice President, Human Resources for TD Bank, America's Most Convenient Bank, Senior Vice President, Corporate Human Resources of CanWest and as a member of its Management Committee and as a member of the Compensation, Nominating and Corporate Governance Committee of Student Transportation Inc. She held various executive positions in the areas of Human Resources, Legal and Corporate Services with Husky Injection Molding Systems Ltd., The

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Canada Life Assurance Company, Westcoast Energy Inc./Union Gas Limited, and Bombardier Inc. Ms. Palombo is also a member of the Institute of Corporate Directors and is a lawyer. Ms. Palombo has been a member of the Governance and Compensation Committee since March 28, 2012.

Mr. Pearce was a member of the Compensation Committee of ACS Media Income Fund and also developed relevant experience and skills in determining executive compensation as Chief Financial Officer of KCP Income Fund. Mr. Pearce has served as a member of the Governance and Compensation Committee since 2004.

Ms. de Wilde is the Chief Executive Officer of the Ontario Educational Communications Authority (TVO) and was previously the President and Chief Executive Officer of Astral Television Networks Inc. In addition to these positions, Ms. de Wilde has had a number of other board and advisory appointments which have provided her with experience in determining executive compensation. Ms. de Wilde has been a member of the Governance and Compensation Committee since 2006.

Given their experiences as executives and members of compensation committees of other companies, the individual and collective qualifications provide the skills and experience necessary for the Governance and Compensation Committee to assess and determine Enercare's compensation policies with due regard to its risk profile.

CORPORATE RESPONSIBILITY AND RISK MANAGEMENT COMMITTEE

Composition of the Corporate Responsibility and Risk Management Committee

The Board has appointed a corporate responsibility and risk management committee (the "**Corporate Responsibility and Risk Management Committee**") consisting of three Directors, all of whom are, and are required by the Corporate Responsibility and Risk Management Committee Mandate to be, independent Directors. The members of the Corporate Responsibility and Risk Management Committee are: William M. Wells (Chair), Grace Palombo and Lisa de Wilde.

Responsibilities, Powers and Operation of the Corporate Responsibility and Risk Management Committee

The Corporate Responsibility and Risk Management Committee is responsible for:

- (a) assisting the Board in overseeing the development of strategy and policy on effective management of social, environmental, ethical, legal, regulatory and operational issues and risk (collectively, the "**Risks**") and promoting a culture of integrity at Enercare;
- (b) overseeing key stakeholder engagement on social, environmental and ethical issues;
- (c) approving Enercare's Code of Business Conduct (the "**Code of Business Conduct**"), monitoring compliance with the Code of Business Conduct and approving any waivers related to the Code of Business Conduct with respect to any Director or member of senior management;
- (d) identifying and monitoring Enercare's key Risks and evaluating their management;
- (e) reviewing and approving Risk management policies, systems and metrics to manage Risk; and reviewing such policies, systems and metrics at least once a year to satisfy itself that they remain appropriate and prudent; and
- (f) providing a forum for "big picture" analysis of future Risks, including the consideration of Risk trends.

Enterprise Risk Management

In 2016, Enercare, led by a team of senior management members (the "**ERM Team**"), completed an updated enterprise risk assessment to ensure Enercare was capturing the full range of risks associated with the changes in its business environment. The assessment resulted in the identification of 13 principal risks based on their impact and likelihood, as well as a determination of the effectiveness of Enercare's existing risk management responses. This assessment was reviewed and updated periodically throughout 2017 to include certain additional principal risks to be managed, as well as the removal of certain risks. Enercare carried out priority risk action plans to

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address certain principal risks in 2017, and the other principal risks will continue to be vigilantly managed using existing risk response strategies. The priority risks identified in 2016 and 2017 included the risks related to Enercare’s information technology systems, data privacy, cyber security, supply chain and regulatory change, as well as the risks related to Enercare not achieving its growth plans, including in respect of the integration of the Service Experts business and the introduction of the rental model in the United States through the Service Experts business. A thorough discussion in respect of the material risks relating to the business and structure of Enercare can be found in its most recent Annual Information Form, which is available on SEDAR at www.sedar.com.

The ERM Team will continue to review the progress of the priority risk action plans as well as overall enterprise risk exposure on a regular basis, with quarterly reports provided to the Corporate Responsibility and Risk Management Committee, Audit Committee and Board of Directors. The ERM Team has also worked to define an enterprise risk management development roadmap with a medium to long term time horizon to both integrate enterprise risk management thinking more deeply into Enercare’s business practices and more broadly introduce enterprise risk management throughout Enercare by cultivating a deliberate, considered and balanced approach for risk-taking and risk management in day to day decision making.

Enercare also conducts a comparison between management’s and the Board’s risk appetite on an as-needed basis, including in connection with significant changes in its business due to acquisitions, new product offerings or other factors, to ensure alignment in Enercare’s overall approach to risk management. Enercare expects to perform its next risk appetite assessment in 2018.

SUCCESSION PLANNING

Board Succession Planning

The following table shows the Directors who are currently expected to retire following the Meeting on April 26, 2018, along with their 2017 Board and committee memberships and their meeting attendance record:

Director	Retirement Expected	Board and Committee Memberships	2017 Meeting Attendance
Roy J. Pearce	April 26, 2018	Board Investment Governance and Compensation	10 of 10 6 of 6 4 of 4
William M. Wells	April 26, 2018	Board Audit Investment Corporate Responsibility and Risk Management	10 of 10 4 of 4 6 of 6 1 of 1

The Chair of the Board is responsible for working closely with the Governance and Compensation Committee to develop strategic criteria for recruitment of Directors and succession planning. The Chair reviews Board succession plans on an annual basis, and provides oversight and feedback so as to ensure that optimal Board composition with respect to Director qualifications is maintained and that any Board member transition process operates smoothly. As occurred during the process leading to the selection of John W. Chandler in early 2018, each new prospective Board member is reviewed against skills and experience requirements while considering the Diversity Policy (as defined below). New Board members will ultimately be selected based on overall merit. Skills and experience with respect to potential committee memberships are also considered when evaluating prospective Board members to ensure appropriate committee succession. For more information with respect to the process undertaken by the Governance and Compensation Committee for the selection of new Directors, see “Nomination of Directors”.

Executive Succession Planning

Enercare engages in an ongoing review of, and succession plans for, members of its senior leadership team, including the President and Chief Executive Officer. The results culminate in an executive management succession plan and talent management plan which is reported to and discussed at least annually with the

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Governance and Compensation Committee, most recently in November 2017. The Board monitors the development and performance of the President and Chief Executive Officer and other senior management against such plans and determines hiring, internal moves and development in support of the plans.

Upon Ms. Sutherland's resignation from her role as Chief Financial Officer effective January 28, 2018, Brian Schmitt assumed the position of Chief Financial Officer while the Board commenced a search for a replacement. Mr. Schmitt had previously held the position of Vice President, Finance and has been with Enercare since 2008. Mr. Schmitt has been instrumental in supporting Enercare's growth and expansion and, accordingly, has extensive knowledge of Enercare's business, coupled with a strong finance leadership background.

Enercare recognizes that successful succession planning requires adequate talent management, including strategies for both identifying and attracting future candidates who possess the necessary skills and experience, as well as developing its internal talent to ensure that, where possible, there will be highly qualified candidates within Enercare to fill vacancies.

Enercare also regularly conducts employee surveys to assess employee engagement levels and consider employee feedback, as well as benchmark Enercare's performance. The results of such annual surveys are reviewed by Enercare's senior leadership team, including the President and Chief Executive Officer, and are considered when setting the objectives or key areas of focus for Enercare in the next year.

DIVERSITY

Enercare believes that a Board and senior management team comprised of highly qualified individuals that reflect the diverse populations of the communities in which Enercare operates will result in effective decision making and support Enercare's commitment to strong corporate governance. In March 2015, the Board adopted a written diversity policy (the "**Diversity Policy**") by which Enercare will endeavor to increase diversity on the Board and senior management team. In support of the Diversity Policy, the Governance and Compensation Committee, in recommending future nominees for election to the Board and the President and Chief Executive Officer, in recruiting and hiring senior management, will consider diversity criteria such as gender, race, religion, ethnicity, sexual orientation, physical ability, geographic representation, age and other characteristics of the communities in which Enercare operates.

Board Diversity

The Board strongly believes in the benefits of a diverse Board, which include accessing a broader pool of qualified candidates and different perspectives, experiences and ideas which will enhance decision making and provide the opportunity for innovation. Accordingly, consideration of the number of women who are directors, along with consideration of other diversity criteria, are important components of the selection process for future nominees. In support of the Diversity Policy, when recommending nominees to the Board, the Governance and Compensation Committee will develop and recommend strategies for identifying and attracting women candidates. Of the current nominees proposed for election to the Board, two out of seven (29%) are women. The Board is committed to gender diversity; however, has not established a target for women directors as the Board believes that its criteria for recommending future nominees take into account Enercare's overall objectives of increasing diversity while also ensuring that the Board possesses the necessary skills and experience to fulfill its responsibilities.

Adherence to the Diversity Policy will be assessed by the Board and the Governance and Compensation Committee on an annual basis. As part of the Governance and Compensation Committee's assessment, it will consider the level of representation on the Board of the various diversity criteria outlined in the Diversity Policy, including the representation of women. The Board will also have the opportunity to evaluate the Board's effectiveness, including effectiveness of the Diversity Policy, through the Board's self-assessment process (see "Governance Practices – Assessments of Directors"). The Governance and Compensation Committee will review the Diversity Policy at least annually and may recommend changes in order to achieve the goals outlined in the policy.

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Executive Diversity

Enercare employs a mix of formal and informal policies and practices, including the Diversity Policy and Code of Business Conduct, aimed at promoting a diverse workforce. Enercare also focuses on the development and advancement of women as an integral part of the senior management team, which includes both executive officers and senior positions reporting directly to executive officers. During 2017, four out of eight executive officers (50%), Enercare's Former Chief Financial Officer, Chief Information Officer, Chief Operating Officer, Home Services and Chief Human Resources Officer, were women. With the resignation of Evelyn Sutherland in January 2018, women currently hold three out of eight executive offices (38%). Enercare considers many factors, including necessary skills and experience required when recruiting and hiring senior management. Diversity criteria, including the level of representation of women in senior management, is also considered as a factor during recruitment and hiring. While there are currently no targets with respect to women in executive officer positions, Enercare recognizes that in order to achieve a more representative balance of women in senior management it must develop strategies for identifying and attracting women candidates for recruitment. Such strategies include engaging the services of external advisors where necessary to help identify future candidates who possess the necessary skills and experience as well as developing its internal talent to ensure that where possible, there will be highly qualified women within Enercare available to fill vacancies. To that end, Enercare has made it an organizational goal to identify and address obstacles that may hinder the progression of women into senior management and is committed to building a strategy and execution plan with the objective of increasing diversity and the representation of women in senior management.

As part of the Governance and Compensation Committee's assessment of the Diversity Policy, it will consider the level of diversity, including gender diversity, in the senior management team. The Governance and Compensation Committee will also review the Diversity Policy at least annually and may recommend changes to achieve Enercare's diversity goals for senior management.

BOARD RENEWAL

The Board has not established term limits for its Directors as it believes that its mandatory retirement policy and the board evaluation and peer review process described below are effective in achieving the appropriate level of renewal of the Board's membership.

The Board has a retirement policy requiring Directors to offer their resignation upon reaching the age of 75 and every year thereafter, upon receipt of which the Board may choose to accept or decline such offers of resignation. The Governance and Compensation Committee shall, within 30 days of receipt of such resignation offer, consider the resignation offer and shall recommend to the Board whether or not to accept it. The Board shall act on the Governance and Compensation Committee's recommendation within 60 days following the Governance and Compensation Committee's recommendation. If a resignation is accepted, it shall be effective at the next annual meeting of the Corporation's shareholders following such offer of resignation. In the event that any director who attained the age of 75 does not offer his or her resignation in accordance with this policy, he or she will not be re-nominated by either the Governance and Compensation Committee or the Board. The Board believes that the retirement policy reflects the importance and value of renewal of the Board's membership. In early 2018, Roy J. Pearce offered his resignation in accordance with the terms of the retirement policy which was accepted by the Board following the Governance and Compensation Committee's recommendation.

To further facilitate board renewal and effectiveness, the Governance and Compensation Committee regularly assesses the Directors to ensure, among other things, that a balance is struck between ensuring that there are fresh ideas and viewpoints while not losing the insight and experience of longer serving Directors. In addition, as part of its assessment process, the Governance and Compensation Committee and Board assess the independence of Directors, including any impacts on a Director's independence as a result of his or her tenure on the Board. See "Assessments of Directors" below.

NOMINATION OF DIRECTORS

The Governance and Compensation Committee, all of whose members are independent Directors, is responsible for advising the Board in filling Director vacancies. Under the Governance and Compensation Committee Mandate,

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the Governance and Compensation Committee must establish the qualification standards for Directors, develop a list of candidates for membership of the Board with a view to enhancing the independence and quality of nominees and determine if each potential candidate would be an independent Director. The Governance and Compensation Committee also focuses on diversity, including gender diversity, when considering candidates for nomination to the Board (see “Governance Practices - Diversity” for more information on how Enercare considers diversity in this process). The Chair of the Governance and Compensation Committee must, with the assistance of the Chair, approach potential candidates and ensure that interested candidates fully understand the role of a Director and the contribution they are expected to make, including the commitment of time and energy that Enercare expects of its Directors. The Board determines Director nominees, and the Shareholders elect Directors.

The Governance and Compensation Committee can be assisted in its role of identifying prospective Director candidates by external advisors, and has done so in the past.

In 2018, John W. Chandler was identified through this process and was appointed to the Board effective January 30, 2018. Mr. Chandler has extensive leadership expertise in digital transformation and marketing strategy in the United States and will be a valuable asset during the continued expansion of the Service Experts business. He is standing for election by the Shareholders for the first time at the Meeting.

ORIENTATION AND CONTINUING EDUCATION

The Governance and Compensation Committee Mandate provides that the Governance and Compensation Committee must ensure that new Directors are given a proper orientation to both Enercare and their responsibilities and duties as Directors. Working with management, the Governance and Compensation Committee has developed an orientation program that includes a process for new Directors which is designed to educate newly elected Directors about Enercare and its business and the constating documents of Enercare and its subsidiaries, Enercare’s policies and mandates, material contracts, continuous disclosure filings and other relevant legal and business information. New Directors also receive orientation sessions with the Chair of the Governance and Compensation Committee, management and Enercare’s legal advisors. Enercare also encourages new Directors to consult with Enercare’s legal advisors on an on-going basis with respect to duties and responsibilities of Directors.

The Governance and Compensation Committee Mandate provides that the Governance and Compensation Committee must ensure that Enercare provides the Directors with an appropriate continuing education program. Over the course of the year, Directors receive briefings from management on various aspects of Enercare’s business and from Enercare’s legal advisors in respect of relevant legal developments. Education opportunities such as seminars and courses designed at enabling individual Directors to maintain or enhance their skills and abilities as directors are available to and encouraged for all Directors.

Additionally, certain of the Directors serve on multiple boards, as directors, which facilitate external benchmarking of Enercare’s Board structure, process and performance.

ASSESSMENTS OF DIRECTORS

The Governance and Compensation Committee is responsible for reviewing the effectiveness of the Directors and evaluating the contribution of individual Directors on an annual basis. The Audit Committee members conduct self-assessments of the performance of the Audit Committee in comparison to its responsibilities as outlined in its mandate and reports on the outcome of this assessment to the Board.

Enercare has a formal process for the assessment of Directors and the members of the Investment Committee, the Governance and Compensation Committee and the Corporate Responsibility and Risk Management Committee. As part of the assessment process, Directors complete a confidential board assessment questionnaire at least once every two years. The Directors also complete an annual peer review evaluation questionnaire. The results of the board assessment are summarized and reviewed by the Governance and Compensation Committee. The Chair of the Governance and Compensation Committee reports to the Board at the second quarter’s meeting, at which time the results of the board assessment are discussed. The results of the peer review assessment are summarized by the Chair of the Board and reviewed by the Governance and Compensation Committee. The Chair

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of the Board reports to the Board at the second quarter's meeting, at which time the Directors engage in a full and comprehensive discussion of Board effectiveness. The goal of the peer assessment is to provide candid feedback to individual Directors and to stimulate insight and motivate developmental action and enable Directors to enhance their individual contributions to Board and committee work.

CODE OF BUSINESS CONDUCT

Enercare has adopted the Code of Business Conduct for its employees, officers and Directors, which is reviewed annually. A copy of the Code of Business Conduct can be obtained online by visiting SEDAR at www.sedar.com or on Enercare's website at corporate.enercare.ca.

Enercare has a Whistleblower Policy in order to encourage the reporting of behaviour(s) that violate the Code of Business Conduct and has set in place various avenues for such reporting, including the establishment of a Whistleblower Line. Procedures have been put in place to ensure all individuals subject to the Code of Business Conduct are aware of, and have access to, the Whistleblower Line. Under the Corporate Responsibility and Risk Management Committee Mandate, the Corporate Responsibility and Risk Management Committee must approve any waivers of the Code of Business Conduct that are sought by members of senior management or Directors. The Corporate Responsibility and Risk Management Committee also ensures that significant waivers of the Code of Business Conduct are promptly disclosed to the Board so that it can determine the appropriate public disclosure, if any. The President and Chief Executive Officer is responsible for reporting any complaints, waivers, confirmations or near misses with respect to compliance with the Code of Business Conduct and/or Whistleblower Policy to the Corporate Responsibility and Risk Management Committee on an annual basis, or more frequently if necessary.

DEFERRED SHARE UNIT PLAN

Enercare adopted the DSUP effective January 1, 2011, as amended and restated effective March 11, 2011, June 1, 2011, December 31, 2015, March 6, 2017 and subsequently on March 5, 2018, for non-executive Directors to assist Enercare to: promote a greater alignment of interests between the Directors and the Shareholders; provide a compensation system for Directors that is reflective of the responsibility, commitment and risk accompanying Board membership; assist Enercare to attract and retain individuals with experience and ability to serve as members of the Board; and allow the Directors to participate in the long-term success of Enercare. Pursuant to the DSUP, non-executive Directors will receive 50% of their fees in the form of deferred share units (the "DSUs") until the Director has met the Director's share ownership requirements. Directors may also elect on an annual basis to receive all or any portion of their fees (or the balance remaining after the provision of DSUs referred to above) in the form of DSUs for the immediately succeeding year. Such election may be revoked or modified if written notice is provided on or before the 15th of the calendar month preceding each fiscal quarter. In addition, the Board has the discretion to grant additional DSUs to the Directors.

A Director's DSUs may be redeemed only when the Director ceases to hold all positions with Enercare and must be redeemed no later than December 15 of the calendar year following the year the Director ceases to hold all positions with Enercare or a corporation related to Enercare within the meaning of the *Income Tax Act* (Canada). The Director is entitled to receive an amount equal to the number of DSUs credited to the Director's account multiplied by the market value of a Share, less applicable withholdings and deductions. The redemption amount is paid by Enercare (i) where there is one redemption date, as a lump sum, or (ii) where there are two redemption dates, in two installments but in no event later than December 31 of the calendar year following the year the Director ceases to hold all positions with Enercare or a related corporation. DSUs accrue dividends in the form of additional DSUs at the same rates as dividends on the Shares. The market value of the Shares for calculating DSUs granted and credited as dividends, and the redemption price, will be the volume weighted average trading price of a Share for the five trading days before the relevant date.

The Board may amend, suspend or terminate the DSUP or any portion thereof at any time in accordance with applicable legislation, and subject to any required regulatory or Shareholder approval.

DIRECTOR COMPENSATION

Compensation Philosophy and Approach

The compensation of non-executive Directors is guided by the following goals: compensation should fairly pay

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Directors for work required in an issuer of Enercare's size and scope; it should not exceed what is customary given the size and scope of Enercare's business and operations; compensation should align Directors' interests with the long-term interests of Shareholders, and the structure of the compensation should be simple, transparent and easy for Shareholders to understand. The Governance and Compensation Committee reviews Director compensation at least annually, and makes compensation recommendations to the Board for its review and approval.

Compensation Peer Group

In 2017, Lane Caputo provided the Governance and Compensation Committee with an updated independent, third-party analysis of the compensation levels and practices for Director compensation, as well as for Enercare's senior executive team (for additional information, see "Compensation of Executive Officers"). Based on the findings and recommendations of Lane Caputo, the Board approved the use of the same peer group of companies, the Compensation Peer Group, from which to base the assessments of both Director and executive compensation levels and practices. While the Governance and Compensation Committee may rely on external information and advice, all of the decisions with respect to Director compensation are made by the Governance and Compensation Committee and the Board alone and may reflect factors and considerations other than, or that may differ from, the information and recommendations provided by external consultants or advisors.

Board of Director Compensation - 2017 Details

For 2017, each member of the Board received an annual retainer of \$50,000, the Chairs of the Board, Audit, Governance and Compensation, Investment and Corporate Responsibility and Risk Management Committees received additional annual retainers of \$75,000, \$15,000, \$8,000, \$8,000 and \$8,000, respectively, and, in addition to the annual retainers, each Director received an annual member retainer for the Audit, Governance and Compensation, Investment and Corporate Responsibility and Risk Management Committees of \$5,000, \$3,000, \$3,000 and \$3,000, respectively, provided a Director is not a Chair of the applicable committee, and each Director received \$1,500 for each board, committee, shareholder or strategy meeting attended. Where a board or committee meeting of Enercare was held together or consecutively with meetings of directors of subsidiary entities of Enercare, such meetings were counted as a single meeting for purposes of Director remuneration. All Directors were entitled to reimbursement for out-of-pocket expenses incurred in acting as a Director.

Enercare does not have a pension plan or any other post-employment benefit program for Directors.

Director Compensation Table

The following table provides DSU information on the total compensation paid to the non-executive Directors⁽¹⁾ for the year ended December 31, 2017:

Name	Fees Earned ⁽²⁾ (\$)	DSU Awards ⁽³⁾ (\$)	Total (\$)
Jim Pantelidis ⁽⁴⁾	-	277,616	277,616
Lisa de Wilde	105,917	68,058	173,975
Grace M. Palombo	94,083	68,058	162,141
Jerry Patava ⁽⁵⁾	103,750	68,058	171,808
Roy J. Pearce ⁽⁶⁾	34,500	129,058	163,558
Michael Rousseau ⁽⁷⁾	112,583	68,058	180,641
William M. Wells ⁽⁸⁾	117,750	68,058	185,808

- (1) Mr. Macdonald, Enercare's President and Chief Executive Officer, did not receive compensation for serving as a member of the Board. Please refer to the section titled, "Compensation of Executive Officers" for compensation provided to Mr. Macdonald.
- (2) Pursuant to Mr. Pantelidis' election to receive in the form of DSUs, 100% of his retainer and meeting fees for 2017, Mr. Pantelidis received 7,037 DSUs in lieu of \$141,500. Pursuant to Mr. Pearce's election to receive 100% of his retainer fees for 2017 in the form of DSUs, Mr. Pearce received 3,033 DSUs in lieu of \$61,000. Of total fees earned by Directors in 2017, 26% was paid in DSUs.
- (3) Based upon the following discretionary DSUs awarded on March 6, 2017 in respect of the performance period commencing January 1, 2017: Jim Pantelidis, 7,600 DSUs; Lisa de Wilde, 3,800 DSUs; Grace M. Palombo, 3,800 DSUs; Jerry Patava, 3,800 DSUs; Roy J. Pearce, 3,800 DSUs; Michael Rousseau, 3,800 DSUs; and William M. Wells, 3,800 DSUs. The value of the DSUs is calculated on the basis of the volume weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2017 (\$20.39).
- (4) Chair of the Board.
- (5) Chair of the Governance and Compensation Committee.
- (6) Chair of the Investment Committee.
- (7) Chair of the Audit Committee.
- (8) Chair of the Corporate Responsibility and Risk Management Committee.

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The Board is of the opinion that Enercare's non-executive Directors are fairly compensated based on Enercare's guiding philosophy.

OUTSTANDING SHARE-BASED AWARDS

The following table sets forth the number of DSUs held by Directors other than Named Executive Officers⁽¹⁾ as at December 31, 2017:

Name	DSU Awards	
	Number of DSUs ⁽²⁾ (#)	Market or Payout Value of DSUs Awards ⁽³⁾ (\$)
Jim Pantelidis	188,812	3,381,623
Lisa de Wilde	38,703	693,171
Grace M. Palombo	19,158	343,120
Jerry Patava	35,570	637,059
Roy J. Pearce	77,003	1,379,124
Michael Rousseau	35,570	637,059
William M. Wells	20,594	368,839

(1) Mr. Macdonald, Enercare's President and Chief Executive Officer, receives no compensation for acting as a Director. For a discussion of his compensation, see "Compensation of Executive Officers".

(2) The number of DSUs includes DSUs granted on an annual basis since the introduction of the DSUP in 2011 issued in connection with Enercare's share ownership requirements, DSUs issued pursuant to elections by the Directors to receive all or any portion of their fees in the form of DSUs, and DSUs credited reflecting dividends on the Shares to December 31, 2017 (see "Deferred Share Unit Plan" above).

(3) The value of the DSUs is calculated on the basis of the volume weighted average trading price of the Shares on the TSX for the five trading days immediately preceding December 31, 2017 and assumes all redemption requirements are met (see "Deferred Share Unit Plan" above).

SHARE OWNERSHIP POLICY

The Board believes that Share ownership by certain members of senior management and the Board is a key element of strong corporate governance. The Board also believes that long-term equity ownership further aligns the interest of Directors and senior management with those of Shareholders and enables them to share in the long-term growth and success of Enercare. In January 2011, the Board approved a share ownership policy (the "**Share Ownership Policy**") which was subsequently revised on February 27, 2013 and March 16, 2017 to require Directors to attain and maintain a level of Share ownership with a market value of at least \$375,000, in the case of the Chair of the Board, and \$250,000, in the case of the other Directors (in each case, equal to five times the 2017 annual retainer for such Director) within five years of appointment. In addition, the 2017 Share Ownership Policy requires the Chief Executive Officer to attain and maintain a level of Share ownership with a market value of at least \$1,800,000 (equal to three times his 2017 base annual salary), and the Chief Financial Officer, the Chief Operating Officer, Home Services, the President and Chief Executive Officer, Service Experts, and the Senior Vice President, Chief Legal Officer and Corporate Secretary must attain and maintain a level of Share ownership with market values of at least \$385,000, \$400,000, US\$315,000 and \$350,000, respectively, which, in each case, is equal to his or her 2017 base annual salary. In the event of an increase to the base annual retainer of the Directors or the base annual salary of the foregoing officers, the Directors or officers, as applicable, will be required to meet, within two years, increased Share ownership requirements to reflect the new base annual retainer or base annual salary, as applicable. The Board periodically reviews the ownership targets with a view to changes in compensation and Share price.

For the purposes of the Share Ownership Policy, "Share ownership" includes Shares owned or controlled and Performance Share Units accumulated under the PSUP and DSUs accumulated under the DSUP. Options are not included for the purposes of the Share Ownership Policy. The determination of whether an individual has satisfied the target Share ownership requirement is made annually and is calculated as follows. The market value of Shares is determined annually as of November 30 and calculated based on the greater of the market value and the weighted average purchase price of the Shares. The market value of Performance Share Units under the PSUP and DSUs under the DSUP is determined annually as of November 30 and calculated based on the market value of the Shares. For these purposes, "market value of the Shares" is calculated as the volume weighted-average trading price of the Shares on the TSX for the five trading days immediately preceding the relevant date.

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SHARE OWNERSHIP – DIRECTORS AND EXECUTIVE OFFICERS

As of November 30, 2017, the value of securities held, value of the target number of securities and percentage of target achieved by the President and Chief Executive Officer was as follows:

President and Chief Executive Officer	Value of Shares Held ⁽¹⁾ (\$)	Value of Performance Share Units Held ⁽²⁾ (\$)	Total Value of Securities Held (\$)	Target Value of Securities (\$)	% of Target
John A. Macdonald	9,933,244	2,239,277	12,172,521	1,800,000	676

(1) Includes Shares owned or controlled.

(2) Includes additional Performance Share Units awarded, the value of which is calculated on the basis of the volume weighted average trading price of the Shares on the TSX for the five trading days immediately preceding November 30, 2017 and includes, Performance Share Units credited reflecting dividends on the Shares to November 30, 2017, as well as additional Performance Share Units credited to reflect, in respect of the Performance Share Units granted under the LTIP to which a Performance Factor applies, a Performance Factor of 1.5 for 2015, 0.5 for 2016 and 1.25 for 2017 in respect of Performance Share Units granted in 2015, a Performance Factor of 0.5 for 2016, 1.25 for 2017 and 1.0 for 2018 in respect of Performance Share Units granted in 2016, and a Performance Factor of 1.25 for 2017 and 1.0 for 2018 and 2019 in respect of the Performance Share Units granted in 2017.

As of November 30, 2017, the value of securities held, value of the target number of securities and percentage of target achieved by each of the non-executive Directors were as follows:

Director	Value of Securities Held ⁽¹⁾ (\$)	Target Value of Securities (\$)	% of Target
Jim Pantelidis	6,247,679	375,000	1,666
Lisa de Wilde	868,574	250,000	347
Grace M. Palombo	418,056	250,000	167
Jerry Patava	1,149,228	250,000	460
Roy J. Pearce	1,962,297	250,000	785
Michael Rousseau	1,337,137	250,000	535
William M. Wells	799,387	250,000	320

(1) Includes Shares owned or controlled and DSUs awarded, the value of which is calculated on the basis of the volume weighted average trading price of the Shares on the TSX for the five trading days immediately preceding November 30, 2017 and includes DSUs credited reflecting dividends on the Shares to November 30, 2017.

DIRECTORS' AND OFFICERS' LIABILITY INSURANCE

Enercare obtains directors' and officers' liability insurance to protect its Directors and officers against liability incurred by them in those capacities. The current policy is in place through March 28, 2018, and provides coverage on losses to a maximum of \$100 million (subject to a deductible of \$100,000). The premium for 2017/2018 was \$219,293.

INTEREST OF INFORMED PERSONS IN MATERIAL TRANSACTIONS

The Directors are not aware of any material interest of any Director, Enercare Nominee, executive officer of Enercare or holder who beneficially owns more than 10% of the Shares, or any known associate or affiliate of these persons, in any transaction since the commencement of Enercare's most recently completed financial year or in any proposed transaction that has materially affected or would materially affect Enercare or any of its subsidiaries.

OTHER BUSINESS

The Directors and management are not aware of any matter intended to come before the Meeting other than those items of business set forth in the Notice of Meeting. If any other matters properly come before the Meeting, it is the intention of the persons appointed under the accompanying form of proxy to vote in respect of those matters in accordance with their judgment.

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SHAREHOLDER PROPOSALS FOR NEXT YEAR'S ANNUAL MEETING

Shareholders who comply with the applicable provisions of the *Canada Business Corporations Act* (“**CBCA**”) are, subject to certain conditions in the CBCA, entitled to have Enercare include in an information circular for its 2019 annual meeting any matter that the person proposes to raise at that annual meeting. Any Shareholder who intends to make such a proposal to be considered by Enercare for the 2019 annual meeting must arrange for Enercare to receive the proposal at its registered office no later than January 31, 2019. Shareholders should consult their legal advisors for more information. Only Shareholder proposals that comply with the requirements of the CBCA received by that date, and Enercare’s responses, will be printed in the information circular Enercare sends to Shareholders in 2019.

In addition, Enercare’s By-Law No. 2 fixes a deadline by which Shareholders must submit director nominations prior to any meeting of Shareholders. In the case of annual meetings, advance notice must be delivered to Enercare not less than 30 nor more than 65 days prior to the date of the meeting. By-Law No. 2 also requires any Shareholder making a director nomination to provide certain important information about its nominees with its advance notice. Only Shareholders who comply with the requirements of By-Law No. 2 will be permitted to nominate Directors to the Board unless the “advance notice” requirements of By-Law No. 2 are waived by the Board in its sole discretion. Enercare’s By-Law No. 2 is available online on SEDAR at www.sedar.com.

ADDITIONAL INFORMATION

The Shares are listed on the TSX under the trading symbol ECI. Prior to January 1, 2011, which was the date the Conversion was completed, the Fund’s units were listed on the TSX under the trading symbol CWI.UN.

Financial information in respect of Enercare is provided in the consolidated financial statements of Enercare for the year ended December 31, 2017 and related management’s discussion and analysis (the “**MD&A**”), which are included in the 2017 Annual Report of Enercare. Copies of Enercare’s current AIF, together with one copy of any document, or the pertinent pages of any document, incorporated by reference in the current AIF, Enercare’s most recently filed consolidated financial statements, together with the accompanying report of the auditor, and any interim financial statements of Enercare that have been filed for any period after the end of Enercare’s most recently completed financial year are each available online on SEDAR at www.sedar.com, or on Enercare’s investor relations website at corporate.enercare.ca.

These documents can also be obtained upon request by contacting Brian Schmitt, Chief Financial Officer of Enercare by telephone at 416.649.1856 or at brian.schmitt@enercare.ca with no charge to Shareholders.

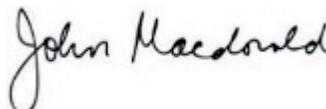
Shareholders who wish to be added to Enercare’s mailing list for the annual and/or interim financial statements and MD&A should contact Brian Schmitt, as outlined in the previous paragraph, or their financial intermediaries if their Shares are held for them by their brokers or banks.

Additional information relating to Enercare is also available online on SEDAR at www.sedar.com or on Enercare’s website at corporate.enercare.ca.

APPROVAL OF DIRECTORS

The undersigned hereby certifies that the Directors of Enercare have approved the contents and the sending of this Circular.

By Order of
ENERCARE INC.



John Macdonald
President and Chief Executive Officer

Toronto, Ontario
March 20, 2018

SCHEDULE A – BOARD MANDATE

Mandates for the Board, Audit Committee, Governance and Compensation Committee and Investment Committee were adopted on January 1, 2011 and the Corporate Responsibility and Risk Management Committee Mandate was adopted on February 27, 2013. Mandates were reviewed by the Governance and Compensation Committee and by the Board of Directors on March 5, 2018, and are available on Enercare’s website at www.enercare.ca. The Board Mandate follows.

BOARD MANDATE

1. **GENERAL**

The Board of Directors (the “**Board**”) believes that sound corporate governance practices are essential to the well-being of the Corporation and the promotion and protection of its shareholders’ interests. The Board oversees the functioning of the Corporation’s governance system, in part through the work of the Governance and Compensation Committee.

The Board has adopted this Mandate, which reflects the Corporation’s commitment to high standards of corporate governance, to assist the Board in supervising the management of the business and affairs of the Corporation as required under applicable law and stock exchange rules and requirements.

The fundamental responsibility of the Board is to supervise the activities and manage the investments and affairs of the Corporation. Our primary commitment is to (i) maintain strong underlying business fundamentals; (ii) generating stable and growing distributable cash; (iii) external growth with a proven growth strategy through acquisitions; (iv) organic growth by focusing on growing installed residential and commercial customer asset base; and (v) quality service by executing a predictable and reliable customer-service model.

The Board promotes fair reporting, including financial reporting, to shareholders of the Corporation and other interested persons as well as ethical and legal corporate conduct through an appropriate system of corporate governance, internal controls and disclosure controls.

The Board believes that the Corporation is best served by a board of directors that functions independently of management and is informed and engaged.

The Governance and Compensation Committee will review this Mandate annually, or otherwise as it deems appropriate, and recommend to the Board such changes as it deems necessary and appropriate in light of the Corporation’s needs and legal and regulatory developments.

2. **BOARD COMPOSITION**

(a) **Board Membership Criteria**

The Governance and Compensation Committee is responsible for establishing the competencies, skills and personal qualities that the Board considers to be necessary for the Board, as a whole, to possess; the competencies, skills and personal qualities that the Board considers each existing Director to possess; and the competencies, skills and personal qualities each new candidate to be elected or appointed by shareholders will bring to the Board.

The Governance and Compensation Committee recommends candidates for initial Board membership and Board members for nomination. In making its recommendations, the Governance and Compensation Committee focuses on the competencies, skills, and personal qualities of the candidates as well as the other business experience that the candidates possess to enhance the Board’s decision-

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making process and overall management of the business and affairs of the Corporation.

Directors must have sufficient time to carry out their duties and not assume responsibilities which would materially interfere with or be incompatible with Board membership. Directors who change their principal occupation are expected to advise the Governance and Compensation Committee and, if determined appropriate by the Governance and Compensation Committee, resign from the Board.

(b) **Director Independence**

The Board's composition and procedures are designed to permit it to function independently from management and to promote and protect the interests of all shareholders. A majority of Directors holding office at any time must be independent.

The Board will determine whether a Director is independent. Independent shall have the meaning, as the context requires, given to it in National Instrument 58-101 - Disclosure of Corporate Governance Practices, as replaced or amended from time to time (including any successor rule or policy thereto).

The Board will review the independence of all Directors on an annual basis and will publish its determinations in the management information circular relating to the Corporation's annual meeting. To facilitate this review, Directors will be asked to provide the Board with full information regarding their business and other relationships with the Corporation and its affiliates, with senior management and their affiliates. Directors have an on-going obligation to inform the Board of any material changes in their circumstances or relationships which may affect the Board's determination as to their independence.

(c) **Board Size**

The Board shall consist of a minimum of 3 and a maximum of 10 Directors. The current Board is comprised of 9 Directors and the Board considers this to be an appropriate size for effective decision-making and committee work given the nature of the operations of the Corporation and its current ownership.

(d) **Quorum**

A quorum shall consist of: (i) a majority of Directors then holding office; and (ii) two independent Directors and, notwithstanding any vacancy among the number of Directors, a quorum may exercise all of the powers of the Directors.

(e) **Term**

Directors are generally elected at the annual meeting of shareholders of the Corporation for a term expiring at the close of the next annual meeting of shareholders. The Board does not believe it should establish term limits for its members as such limits may deprive the Corporation and its shareholders of the contributions of members who have been able to develop, over time, valuable insights into the Corporation, its strategy and business operations.

(f) **Board Succession**

The Governance and Compensation Committee is responsible for Board succession planning so that it can be responsive to the Corporation's needs and the interests of its shareholders.

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(g) **Service on Other Boards and Committees**

The Board does not believe that its members should be prohibited from serving as a trustee, director or in a similar position for a government agency or an outside entity, so long as these commitments do not create a conflict of interest or interfere with their ability to fulfill their duties as a member of the Board. Directors must be mindful of the number of other public company boards and committees of those boards on which they serve, taking into account potential board and committee attendance, participation and effectiveness on those boards and committees.

On or before accepting an appointment to the board or a committee of any entity, a Director should advise the Chair of the Board.

(h) **Retirement Policy**

The Board believes that a retirement policy reflecting the importance and the value of renewal of the Board of Directors membership is appropriate.

3. **DIRECTORS' RESPONSIBILITIES**

Directors must act honestly and in good faith with a view to the best interests of the Corporation and its shareholders and in connection therewith shall exercise the degree of care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances. In order to fulfill this responsibility, each Director is expected to:

- (i) participate, with management, in developing a multi-year strategic plan and annual business plans and approve such plans;
- (ii) develop and maintain a thorough understanding of the Corporation's operational and financial objectives, financial position and performance and the performance of the Corporation relative to its principal competitors;
- (iii) ensure that the Corporation's activities are at all times conducted in accordance with its strategic plan;
- (iv) diligently prepare for each meeting, including reviewing all meeting materials distributed in advance;
- (v) actively and constructively participate in each meeting, including seeking clarification from management and outside advisors where necessary to fully understand the issues under consideration;
- (vi) engage in continuing education programs for Directors, as appropriate; and
- (vii) diligently attend meetings of the Board and any committee of which he or she is a member.

4. **BOARD DUTIES AND RESPONSIBILITIES**

In fulfilling its responsibilities, the Board is, among other matters, responsible for the following matters.

(a) **Appointment and Supervision of Chief Executive Officer and Senior Management**

The Board appoints and supervises the Chief Executive Officer (the "CEO") and other members of senior management, approves their compensation and, as permitted by applicable law, delegates to senior management responsibility for the day-to-day operations of the Corporation.

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The Board will, to the extent feasible and through the Corporate Responsibility and Risk Management Committee, satisfy itself as to the integrity of the CEO and the other members of senior management and that the CEO and the other members of senior management create a culture of integrity throughout the Corporation.

The Board will establish and maintain a position description for the CEO.

The Board will, on an annual basis and through the Governance and Compensation Committee, review the executive management succession plan and talent management plan and monitor the development and performance of the CEO and other senior management against such plans.

(b) **Strategic Planning and Risk Management**

The Board will develop with management an annual investment plan and annual budget with measurable performance indicators and will approve such plans. In this regard, the Board will:

- (i) participate in strategic planning by reviewing, questioning and ultimately approving the investment plans proposed and developed by senior management including, on an annual basis a budget that includes rigorous but realistic goals within which management will operate in relation to capital expenditures, acquisitions and dispositions, finance and investment, risk management, internal controls over financial reporting, disclosure controls and management information systems;
- (ii) approve key success indicators;
- (iii) through the Governance and Compensation Committee, approve annual corporate and management performance targets consistent with the Corporation's strategic plan;
- (iv) through the Corporate Responsibility and Risk Management Committee confirm that a system is in place to identify the principal risks facing the Corporation and its subsidiaries and their businesses and that appropriate procedures are in place to monitor and mitigate such risks; and
- (v) through the Corporate Responsibility and Risk Management Committee confirm that processes are in place to address and comply with applicable legal, regulatory, corporate, securities and other compliance matters.

(c) **Financial Reporting and Management**

The Board will:

- (i) approve the Corporation's annual and interim financial statements and related management's discussion and analysis and review and oversee the integrity of the Corporation with respect to its compliance with applicable audit, accounting and financial reporting requirements;
- (ii) approve annual operating and capital budgets;
- (iii) confirm the integrity of the Corporation's internal controls over financial reporting and management information systems;
- (iv) review operating and financial performance results relative to established strategies, plans, budgets and objectives; and
- (v) establish and review policies and audit procedures with respect to expense accounts and management perquisites and benefits of the Directors and

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senior management of the Corporation and review the results of such procedures with the internal auditor.

(d) **Disclosure**

The Board will satisfy itself that appropriate policies and procedures are in place regarding public disclosure, communications and restricted trading by insiders. In this regard, the Board will maintain a written Disclosure Policy and Insider Trading Policy in order to:

- (i) disclose all material information in compliance with the Corporation's timely disclosure obligations and to prevent selective disclosure of material information to analysts, institutional investors, market professionals and others;
- (ii) verify that news releases and corporate documents issued by the Corporation and public oral statements made by or on behalf of the Corporation are accurate and do not contain a misrepresentation;
- (iii) inform all Directors, officers and other applicable employees of the Corporation and any applicable service providers about their obligation to preserve the confidentiality of undisclosed material information about the Corporation; and
- (iv) inform all Directors, officers and other applicable respective employees of the Corporation and any applicable service providers about prohibitions on illegal insider trading and tipping under applicable law and the stock exchange rules.

(e) **Corporate Governance**

The Board will:

- (i) establish an appropriate system of corporate governance including practices to facilitate the Board's independence;
- (ii) establish committees and approve their respective mandates and the limits of authority delegated to each committee;
- (iii) establish appropriate processes for the regular evaluation of the effectiveness of the Board and its committees and the contributions of individual Directors;
- (iv) approve the nomination of Directors; and
- (v) review the adequacy and form of Directors' compensation to confirm that it realistically reflects the responsibilities and risks involved in being a Director.

(f) **Related Party Transactions and Insurance**

The Board will:

- (i) review all proposed related party transactions involving a perceived or actual conflict of interest of a Director or member of the senior management of the Corporation that are not required to be dealt with by an independent committee and make recommendations as to whether any such transaction should be approved or continued; and
- (ii) on an annual basis, review the general liability insurance coverage maintained by the Corporation and consider the adequacy of such coverage.

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(g) **Approval of Certain Other Matters**

Notwithstanding the delegation to management of the authority to manage the business of the Corporation, the Board must approve the following:

- (i) those matters which may not be delegated by the Board by law; and
- (ii) such other matters as the Board may, from time to time, determine require its approval.

5. **CHAIR**

(a) **Appointment**

The Directors will appoint one independent Director to be Chair of the Board. If, in any year, the Board does not appoint its Chair, the incumbent Chair will continue in office until a successor is appointed. In the absence of the Chair at a meeting of the Board, the Directors in attendance shall select one of them to act as chair of that meeting.

(b) **General**

The Chair of the Board is responsible for the management, development and effective performance of the Directors, and for providing leadership to the Directors in carrying out their collective responsibility for supervising the management of the business and affairs of the Corporation.

(c) **Specific Role and Responsibilities**

The Chair will:

- (i) ensure that appropriate procedures are in place to allow the Board to work effectively and efficiently and to function independently of management;
- (ii) ensure that the responsibilities of the Board are understood by both the Directors and management and that the boundaries between the Board's and management's responsibilities are understood and respected;
- (iii) ensure the responsibilities of the Directors are effectively carried out in compliance with this mandate and that the functions of the Board delegated to committees are carried out by the committees and reported to the Board;
- (iv) maintain an effective relationship between the Board and management;
- (v) provide direction and advice to senior management, including defining major issues, maintaining accountability to stakeholders and building relationships;
- (vi) ensure that the Board and the committees have the necessary resources to support their work (in particular, timely and relevant information);
- (vii) ensure compliance with the Corporation's governance policies, including those regarding regularity and conduct of Board meetings, managing and reporting information and other policies relating to the Board's business;
- (viii) provide leadership to ensure that the Board works as a cohesive team;
- (ix) require the Board to meet as many times as necessary for the Directors to carry out their duties and responsibilities effectively;
- (x) on an on-going basis, work with the CEO to develop schedules of meetings of the Board and committees and, in consultation with other Directors and senior management, establish the agenda of the Board;

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- (xi) chair meetings of the Board, including requiring appropriate briefing materials to be delivered in a timely fashion, stimulating debate, providing adequate time for discussion of issues, facilitating consensus, encouraging full participation and discussion by individual Directors and ensuring that clarity regarding decisions is reached and duly recorded;
- (xii) chair meetings of the shareholders of the Corporation;
- (xiii) work closely with senior management to ensure that the Corporation is maintaining a healthy corporate governance culture;
- (xiv) work closely with the Governance and Compensation Committee to develop strategic criteria for recruitment of Directors and succession planning;
- (xv) work closely with senior management to ensure effective relations with the Board and external stakeholders, such as shareholders, the investment community, the media, governments and the public generally;
- (xvi) ensure that functions are delegated to appropriate committees and that the functions are carried out and the results reported to the Board;
- (xvii) actively participate in and oversee the administration of an annual evaluation of the performance and effectiveness of the Board, committees, and all individual Directors and committee chairs; and
- (xviii) carry out other duties as requested by the Directors, as needs and circumstances arise.

6. **SECRETARY**

(a) **Appointment**

The Board will have a Secretary who is not the CEO.

(b) **General**

The Secretary will be responsible for assisting the Chair in managing the operations and affairs of the Board and for performing additional duties requested by the Chair or the Board or any of its committees.

(c) **Specific Role and Responsibilities**

The Secretary will:

- (i) confirm that all notices and materials are delivered to shareholders and Directors in a timely manner;
- (ii) confirm that all minutes of meetings of shareholders, the Board and committees are accurately recorded;
- (iii) confirm that copies of the minutes are circulated to each Board or committee member, as the case may be, on a timely basis (with Directors receiving minutes of all committee meetings once approved by the applicable committee);
- (iv) facilitate communication among the Directors and among the Board, its committees and management;
- (v) administer the operations of the Board and its committees; and
- (vi) perform additional duties requested by the Chair or the Board or any of its committees.

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7. BOARD COMMITTEES

(a) General

The Board carries out its responsibilities directly and through the Audit Committee, the Governance and Compensation Committee, and the Corporate Responsibility and Risk Management Committee, the Investment Committee, and such other committees as it may establish from time to time.

(b) Committee Chairs

The Board shall appoint one member to be the Chair of a committee and such Chair shall be an independent Director. If in any year the Board does not appoint a committee Chair, the incumbent Chair will continue in office until a successor is appointed. In the absence of a committee Chair at a meeting of the committee, the members in attendance shall select one member to act as Chair of that meeting.

The Chair will:

- (i) in consultation with the Chair of the Board, senior management and the committee members, as appropriate, determine the time and location of meetings of the committee;
- (ii) ensure the committee's activities are consistent with, and fulfill, the committee's mandate;
- (iii) take all reasonable steps to ensure that the responsibilities and duties of the committee, as outlined herein and in its mandate, are well understood by the committee members and executed as effectively as possible;
- (iv) require the committee to meet as many times as necessary to carry out its responsibilities effectively;
- (v) in consultation with the Chair of the Board, committee members and senior management, as appropriate, review the meeting agendas to ensure all required business is brought before the committee to enable the committee to carry out its responsibilities;
- (vi) with the assistance of the CEO, senior management or other management, as required, ensure that agenda items for all committee meetings are ready for presentation and that adequate information is distributed to committee members in advance of such meetings in order that committee members may properly inform themselves on matters to be acted upon;
- (vii) ensure that minutes are kept of all meetings and sign minutes approved by the committee;
- (viii) report to the Board at its next meeting following any decision or recommendation arising from any meeting of the committee or the signing of a written resolution evidencing a decision or recommendation of the committee, including reporting on the considerations that led to such decision or recommendation;
- (ix) provide leadership to enable the committee to act as an effective team in carrying out its responsibilities; and

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- (x) act as liaison between the Board and the committee and between management and the committee and also act as liaison with outside advisors to the committee.

(c) **Mandates**

Each committee shall adopt a mandate which sets out its responsibilities and duties. On at least an annual basis, each committee's mandate shall be reviewed by both the committee itself and the Governance and Compensation Committee and shall also be reviewed and approved by the Board. Copies of each mandate of the Corporation are posted on the Corporation's website. Below is a brief description of the responsibilities of each Committee:

(i) **Audit Committee**

The role of the Audit Committee, subject to the determination of the Board from time to time, is to review: (i) the engagement of auditors; (ii) the financial policies and procedures of the Corporation; (iii) the financial statements of the Corporation; and (iv) budgets.

(ii) **Governance and Compensation Committee**

The Governance and Compensation Committee is responsible, subject to the determination of the Board from time to time, for (i) annually reviewing the compliance by the Corporation and its subsidiaries of their respective undertakings in respect of the Corporation's continuous disclosure obligations; (ii) developing the Corporation's approach to corporate governance; (iii) advising the Directors in filling Director vacancies; (iv) periodically reviewing the compensation and effectiveness of the Directors and the contribution of individual Directors; (v) assisting in orientating and providing for continuing education for the Directors; (vi) advising the Directors in the selection and retention of senior management; (vii) periodically reviewing the compensation and performance of senior management; (viii) assisting in the professional development of senior management; (ix) assisting in developing and managing benefit plans for employees; (x) administering and managing the Corporation's pension plans; and (xi) annually reviewing the director and officer insurance coverage maintained by the Corporation and all director and officer indemnification agreements.

(iii) **Investment Committee**

The Investment Committee is responsible, subject to the determination of the Board from time to time, for (i) reviewing all proposals regarding investments, dispositions and borrowings of the Corporation and making recommendations in connection therewith to the Directors; (ii) approving any material changes to the Investment Policy of the Corporation; (iii) financing and interest rate hedging strategies; and (iv) target leverage ratios, target ratings on the Corporation, the Corporation's shares and debt securities of the Corporation, and target dividends on the Corporation's shares.

(iv) **Corporate Responsibility and Risk Management Committee**

The Corporate Responsibility and Risk Management Committee is responsible for the management of the social, environmental, ethical, legal, regulatory and operational issues and risks (collectively, the "**Risks**") of the

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Corporation; the responsibilities of the Corporate Responsibility and Risk Management Committee shall, subject to the determination of the Board from time to time, consist of:

- (i) assisting the Board in overseeing the development of strategy and policy on effective Risk management and promoting a culture of integrity at the Corporation;
- (ii) overseeing key stakeholder engagement on social, environmental and ethical issues;
- (iii) approving the Corporation's Code of Business Conduct (the "Code"), monitoring compliance with the Code, and receiving reports assuring the Board that the Code is being adhered to;
- (iv) assisting management in identifying and monitoring key Risks of the Corporation and evaluating their management by ensuring that policies, systems and metrics are in place relating to such Risks;
- (v) approving Risk management policies, systems and metrics and other checks and balances to manage Risk and reviewing such policies, systems and metrics at least once a year to satisfy itself that they remain appropriate and prudent; and
- (vi) providing a forum for "big picture" analysis of future Risks, including the consideration of Risk trends.

8. BOARD AND COMMITTEE MEETINGS

(a) Scheduling

Board meetings are scheduled in advance at appropriate intervals throughout the year, which will be not less than quarterly. In addition to regularly scheduled Board meetings, additional Board meetings may be called upon proper notice at any time to address specific needs of the Corporation.

Each committee shall meet as often as it determines is necessary to fulfill its responsibilities, which will be not less than quarterly.

(b) Agenda

The Chair establishes the agenda for each Board meeting in consultation with the other Directors and senior management. Any Director may propose the inclusion of items on the agenda, request the presence of or a report by any member of senior management, or at any Board meeting raise subjects that are not on the agenda for that meeting.

Committee chairs establish the agenda for each committee meeting. Any committee member may propose the inclusion of items on the agenda, request the presence of or a report by any member of management, or at any committee meeting raise subjects that are not on the agenda for the meeting.

An officer of the Corporation will distribute agenda and meeting materials in advance of each Board or committee meeting to allow Board or committee members, as the case may be, sufficient time to review and consider the matters to be discussed.

(c) Meetings of Independent Directors

To promote open discussion among the independent Directors, those Directors will meet separately at every regularly scheduled Board meeting without management

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present and will meet at such other time as any independent Director may request. These meetings are chaired by the Chair, who informs management of the substance of these meetings to the extent that action is required by them.

(d) **Distribution of Information**

Information that is important to the Board's and a committee's understanding of the business and its agenda shall be distributed to Directors and committee members, as applicable, sufficiently in advance of Board and committee meetings to permit the Directors adequate time to consider the material and ask questions of management as appropriate. Sensitive subject matters may be discussed at a meeting without written materials being distributed in advance or at the meeting.

(e) **Preparation, Attendance and Participation**

Each Director is expected to be diligent in attending meetings of the Board and any committee of which he or she is a member. In addition, each Director is expected to attend each annual meeting of shareholders. A Director who is unable to attend a Board or committee meeting in person may participate by telephone or teleconference.

(f) **Attendance of Non-Directors at Board Meetings**

The CEO, Chief Financial Officer and the Secretary are expected to attend Board meetings. The CEO, at his or her discretion, may invite other employees, advisors or consultants to attend Board meetings for the purpose of making presentations or otherwise providing advice to the Board. The Chair, at his or her discretion, will also invite employees of the Corporation, consultants, advisors or others, as appropriate, to attend Board meetings.

9. **COMPENSATION OF DIRECTORS**

The Governance and Compensation Committee has the responsibility for recommending to the Board compensation and benefits for service on the Board and on Board committees by Directors. In discharging this duty, the Governance and Compensation Committee will be guided by three goals: compensation should fairly pay Directors for work required in an issuer of the Corporation's size and scope; it should not exceed what is customary given the size and scope of the Corporation's business and operations; compensation should align Directors' interests with the long-term interests of shareholders, and the structure of the compensation should be simple, transparent and easy for shareholders to understand. Not less often than annually, the Governance and Compensation Committee shall review Director compensation and benefits and recommend any changes to the Board.

10. **DIRECTOR ORIENTATION AND CONTINUING EDUCATION**

The Board, either directly or through the Governance and Compensation Committee, will ensure procedures are in place and resources are made available to provide new Directors with a proper orientation to both the Corporation and their responsibilities and duties as Directors and to provide other Directors with appropriate continuing education opportunities.

11. **DIRECTOR EQUITY OWNERSHIP**

The Board believes that Directors should hold meaningful equity ownership positions in the Corporation.

12. **BOARD ACCESS TO MANAGEMENT, OUTSIDE COUNSEL AND ADVISORS**

The Board has complete access to members of management and the Corporation's outside counsel and auditors. It is the obligation of each Director to use judgment to ensure that

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such contact is not distracting to the business operations of the Corporation. The Board and its committees may invite any member of management, employee of the Corporation, outside advisor or other person to attend any of their meetings.

The Board and any of its committees may retain an outside advisor at the expense of the Corporation at any time and have the authority to determine the advisor's fees and other retention terms. Individual Directors may retain an outside advisor at the expense of the Corporation with the approval of the Governance and Compensation Committee.

13. **PERFORMANCE ASSESSMENT OF THE BOARD AND ITS COMMITTEES**

The Governance and Compensation Committee annually reviews the effectiveness of the Board and its committees (other than the Audit Committee), in fulfilling their responsibilities and duties.

In addition, the Governance and Compensation Committee evaluates individual Directors to assess their suitability for nomination for re-election or re-appointment.

14. **CODE OF BUSINESS CONDUCT AND WHISTLEBLOWER POLICY**

The Corporation has established and will maintain a written Code of Business Conduct for its Directors, officers, employees and, to the extent feasible, its agents, consultants, contractors and business partners. The Corporation has also established and will maintain a Whistleblower Policy in order to encourage the reporting of behaviour(s) that violate the Code. The purpose is to ensure that the Corporation maintains a high level of trust and integrity in accordance with the highest ethical standards.

15. **ROLE OF MANAGEMENT**

Management is responsible, on a shared basis with the Board, for developing strategy, and directly responsible for implementing strategy. Management is also responsible for safeguarding the Corporation's assets and for creating wealth for shareholders. When management performance is inadequate, the Board has the responsibility to bring about appropriate change, and when management performance is effective, the Board will reward management accordingly.

The Corporation's governance guidelines are designed to create autonomy and effective decision-making of management and to ensure appropriate oversight by the Board and the Board's committees. Management of the Corporation is under the direction and control of the CEO. Senior management, through the CEO, reports to and is accountable to the Board.

Management is responsible for developing an annual investment plan and annual budget, which includes an annual operating and capital budget for review and approval of the Board. The Board's approval of the investment plan and budget provides a mandate for management to conduct the affairs of the Corporation. Material deviations from the investment plan and budget are reported to and considered by the Board.

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16. **FEEDBACK**

The Board welcomes input and comments from shareholders of the Corporation. You may contact one or more members of the Board or its committees, by writing to the Chair of the Governance and Compensation Committee at:

Chair of the Governance and Compensation Committee

Energare Inc.
7400 Birchmount Road
Markham, ON
L3R 5V4

This Mandate will be posted on the Corporation's website.

CONTACT US:

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 Fax: 416-867-2271

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