

1 **UNION GAS LIMITED**

2 **GAS SERVICE GUIDELINES FOR GENERAL SERVICE CUSTOMERS**

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4 The attached documents Union's *Gas Service Guidelines for General Service Customers*,
5 is also posted on Union's website at uniongas.com. This document was last filed with the
6 Board in the RP-2003-0063 proceeding (Exhibit A, Tab 14) as *Rules and Regulations*
7 *Applying to Gas Service* (Updated May 2003).

8

9 **CHANGES SINCE LAST REVIEWED BY THE BOARD**

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11 The document filed in the RP-2003-0063 proceeding was updated in November 2005.
12 This update primarily involved presentation and format changes. Aside from editorial
13 changes and the removal of references to contract customers, the only material policy
14 change included in the current document relates to Security Deposits (Section 4.2).
15 Union's current practice is to hold residential customers' security deposits for a minimum
16 of one year. Previously, these deposits were held for a minimum two years.

EB-2005-0520
Exhibit A1
Tab 13
Schedule 1
Attachment

Gas Service

GUIDELINES

For General Service Customers

November 2005

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Foreword

Union Gas is a distributor of natural gas in Ontario. We are committed to serving our customers in a safe, reliable and efficient manner. This booklet has been prepared to explain, in a summary form to both you, our customer, and employees of Union Gas, the guidelines which govern our operations. It is intended that this communication will help us to better serve our customers.

Except as otherwise noted, the following guidelines apply to all gas rates, gas service and all contracts for gas supply, by or with Union Gas (referred to as “us” or “we” throughout this document).

We reserve the right to modify, alter or amend these guidelines and to make further and other guidelines as experience may suggest and as we may deem necessary or convenient in the conduct of our business. These guidelines do not supersede any terms and conditions agreed to in our contracts for gas supply with you.

Basic Terminology

British Thermal Unit (BTU)	The amount of heat required to raise the temperature of one pound of water 1 degree Fahrenheit at 60 degrees Fahrenheit.
Company	Union Gas – also referred to as “We” and “Us” throughout this document. Refers to Union Gas, and where appropriate, any member that provides you with Union Gas services or products.
Contracted Demand	The maximum amount of gas the Company is obliged to deliver to you on any one day as specified in your contract.
Contract Year	365 consecutive days, beginning on the day agreed upon by Seller and Buyer as outlined in the contract, or on any anniversary of such date. Any year that includes February 29 will have three 366 consecutive days.
Cubic Foot	One standard cubic foot of gas is the volume of gas that occupies one cubic foot at a temperature of 60 degrees Fahrenheit and a pressure of 14.65 pounds per square foot absolute.
Cubic Metre	One standard cubic metre of gas is the volume of the gas that occupies one cubic metre at a temperature of 15 degrees Celsius and an absolute pressure of 101.325 kPa. (One standard cubic metre equals 35.494 standard cubic feet).
Curtailment	An unplanned suspension of gas delivery caused by a physical failure or a high risk failure on our pipeline system, or non-delivery of gas into our pipeline system.
Customer	An individual, group of individuals, company or corporation responsible for the receipt and payment of goods and/or services provided by the Company. Referred to as “you” and “your” throughout this document.
Customer Service	Work done for you by our service personnel or authorized agents on behalf of us, including the installation and adjustment to meters and regulators and the associated appliance inspections.
Day	24 consecutive hours beginning at 08:00 a.m. local time.
Degree Days	A measure of the coldness of the weather experienced, based on the extent to which the daily mean temperature falls below the reference temperature of 18 degrees Celsius.
Excess Pressure Account	A billing account for which the pressure of gas deviated through the meter exceeds 1.72 kPa (4 oz).
Firm Service	Gas service that is not curtailed or interrupted during the whole year except for reasons of force majeure which includes government allocations and acts of God.
Field Line Customer	A customer that receives gas from an Ontario natural gas producing company's pipelines. These customers are subject to certain specific rules and regulations not covered in this

	document.
Gas	Natural gas or manufactured gas or liquefied petroleum gas or any mixture of these containing not less than 36 megajoules per cubic metre.
Gas Appliance	Any CGA, CSA or legally approved device which uses gas as a fuel or as a raw material.
Gas Sales Contract	A contract between the Company and a customer prescribing rates and conditions for the supply of gas, transportation and storage services to the customer.
Gigajoule	A measurement of heat. One gigajoule = 948,213.3 Btu.
Installation Standards	Regulations made under the Technical Standards and Safety Act concerning the standard installation of gas equipment, including homeowner house piping, meter set and regulator.
Limited Interruptible Service	Gas service subject to interruption or curtailment on a limited number of days as specified in the contract.
Main	The pipe that is used to carry natural gas to a service.
Main Extension	The addition of pipe to an existing main to serve new customers.
M.C.F.	1000 standard cubic feet of gas.
Monthly	The period between any two consecutive regular meter readings, taken as nearly as practicable at 30-day intervals.
Point of Delivery	The point(s) or points at the outlet side of our meter(s) at the location(s) where the gas is delivered to you.
Property Line	The Line that separates the boundary between one property and the next immediately adjacent property whether it is public or private.
Rate Schedule	One of a set of schedules filed with and approved by the Ontario Energy Board describing a category of customer, the rates charged for gas supplied to customers in the category and the particular terms under which gas is supplied to such customers.
Seasonal Service	Gas service that is firm between April 1 and October 31 each year.
Service Lateral	Piping that conveys gas from a main to your meter.
Toll Schedule	One of a set of schedules filed with and approved by the Ontario Energy Board describing a category of customer, the rates charged for storage and transportation service available to customers in the category, and the particular terms under which gas is supplied to such customers.
Rate Schedule	The rates determined by Union Gas and approved by the Ontario Energy Board that outlines the type of customer and the payment schedules for each of these customer types.
Service	<i>Residential:</i> Customers supplied for residential purposes in a single family dwelling or building, or in an individual flat or apartment within a multiple family dwelling or building or a portion of a building occupied as the home, residence, or sleeping

place of one or more persons.

- When service for residential purposes is supplied to two or more families served as a single customer under one rate classification contract, that service is considered as commercial but is counted as only one customer.
- Residential premises also used regularly for professional or business purposes (such as doctor's office in a home or where a small store is integral with the living space), are considered as residential where the residential use of gas is half or more than half of the total service.

Commercial: Applies to customers engaged in selling, warehousing or distributing a commodity, in some business activity or in some other form of economic or social activity (also includes professions).

- The size of the customer's operation or volume of use is not a criterion for determining Commercial service.

Industrial: Customers engaged in a process which creates or changes raw or unfinished materials into another form or product, or who change or complete a semi-finished material into a finished form.

- All gas used on premises which qualify under the industrial classification is to be classified as industrial service.
- The size of the customer's operation or volume of use is not a criterion for determining Industrial Service.

Wholesale Service

Distributors who purchase a specified volume of gas on a firm or seasonal basis for distribution only to its consumers.

1. About our Area and Gas Services

1.1 Area Served by Company

As outlined in these rules and regulations, Union Gas has an adequate supply of gas to serve its customers, and has properly installed pipe and piping according to the appropriate legislative requirements. Union Gas holds franchises in the following areas.

Regional Municipalities

- Haldimand-Norfolk
- Halton
- Hamilton-Wentworth
- Muskoka District
- Waterloo

Counties

Brant	Lambton	Prince Edward County
Bruce	Leeds & Grenville United	Simcoe
Elgin	Lennox & Addington	Stormont, Dundas & Glengarry United
Essex	Middlesex	Wellington
Grey	Northumberland	
Hastings	Oxford, Restructured	
Huron	Perth	

Cities - (Incorporated Municipalities)

Belleville	Lambton Shores	Stoney Creek
Brantford	London	Stratford
Burlington	Nanticoke	Greater Sudbury
Cambridge	North Bay	Thunder Bay
Chatham-Kent	Orillia	Timmins
Cornwall	Owen Sound	Waterloo
Elliot Lake	Quinte West	Windsor
Guelph	Sarnia	Woodstock
Hamilton	Sault Ste. Marie	
Kenora	St. Thomas	

Towns - (Incorporated Municipalities)

Amherstburg	Greenstone	Parry Sound
Ancaster	Haileybury	Petrolia
Blind River	Haldimand	Plympton-Wyoming
Bluewater	Halton Hills	Port Elgin
Bracebridge	Hanover	Port Hope
Brighton	Hearst	Powassan
Bruce Mines	Huntsville	Prescott, Separated
Cobalt	Ingersoll	Rainy River
Cobourg	Iroquois Falls	Seaforth
Cochrane	Kapuskasing	Simcoe
Deseronto	Kingsville	Smooth Rock Falls
Dryden	Kirkland Lake	Southampton
Dundas	Lakeshore	South Huron
Dunnville	La Salle	St. Mary's
Durham	Leamington	Strathroy
Englehart	Listowel	Tecumseh
Espanola	Mattawa	Thessalon
Essex	Meaford	Thornbury
Flamborough	Milton	Tillsonburg
Fort Frances	Minto	Walkerton
Gananoque, Separated	Mount Forest	West Nipissing
Goderich	New Liskeard	Warton
Gravenhurst	Oakville	Wingham
Greater Napanee	Parkhill	

Villages - (Incorporated Municipalities)

Ailsa Craig	Drayton	Newbury
Alvinston	Dutton	Oil Springs
Arthur	Finch	Point Edward
Blyth	Flesherton	Port Stanley
Brussels	Glencoe	South River
Burk's Falls	Hepworth	Sundridge
Cardinal	Iroquois	Tara
Chatsworth	Madoc	Tweed
Colborne	Markdale	Wardsville
Delaware PV	Marmora	Watford
Deloro PV	Morrisburg	West Lorne

Note: PV refers to Police Village.

Townships - (Incorporated Municipalities)

Adelaide	Dymond	Luther West
Alberton	Ear Falls	MacDonald, Merideth & Aberdeen
Aldborough	East Ferris	Machar
Amabel	East Wawanosh	Machin
Armour	East Zorra-Tavistock	Madoc
Armstrong	Edwardsburgh	Marmora & Lake
Arran	Egremont	Maryborough
Artemesia	Ekfrid	Matilda
Arthur	Elma	Mattawan
Ashfield-Colborne- Wawanosh	Emo	Mattice-Val Cote
Atikokan	Enniskillen	McKillop
Atwood	Euphemia	McMurrich/Monteith
Augusta	Evanturel	McGillvray
Baldwin	Fauquier-Strickland	Metcalfe
Barclay	Finch	Moonbeam
Bayham	Glanbrook	Moore
Bentinck	Glenelg	Morley
Black River-Matheson	Grey	Morris
Blandford-Blenheim	Guelph-Eramosa	Mosa
Bonfield	Hagar	Nairn & Hyman
Brant	Haldimand	Neebing
Brooke	Hamilton	Nipigon
Calvin	Harris	Nissouri West
Caradoc	Holland	Norfolk
Central Huron	Howick	Normanby
Chapple	Hungerford	Norwich
Coleman	Huntingdon	Oliver Paipoonge
Collingwood	Huron Shores	Opasatika
Cramahe	Ignace	Oro-Medonte
Dawn	Johnson	Oxford Southwest
Delaware	Kingston	Papineau-Cameron
Delhi	LaVallee	Peel
Dilke	Leeds & Lansdowne, Front	Perry
Dorchester North	Lobo	Perth East
Dumfries North	London	Perth South
Dunwich	Loyalist	Pittsburgh
	Lucan-Biddulph	Plummer Additional

Puslinch
Ramara
Ratter & Dunnet
Red Rock
Saugeen
Seguin
Severn
Shuniah
Sombra
Southwold
South Bruce
Stirling-Rawdon

Stone Mills
Stormont South
St. Charles
St. Vincent
Strong
Sullivan
Sydenham
Temagami
Thurlow
Tuckersmith
Turnberry
Tyendinaga

Val Rita-Harty
Wallace
Warwick
Wellesley
West Perth
Williams East
Williams West
Williamsburg
Wilmot
Woolwich
Yarmouth
Zorra

1.2 Quality of Gas

The gas to be delivered shall be natural gas or its equivalent from our present or future sources of supply, and shall:

- have a heat rating of a minimum 36 megajoules per cubic metre
- be free from objectionable matter (as outlined in our specifications).

***NOTE:** The gas delivered to customers attached to field gathering lines may vary from pipeline quality gas due to local well conditions.*

1.3 Gas Distribution Services

Gas distribution services will be made available to all residential, commercial and industrial customers in all communities served by us,

- when we have determined transportation, distribution and/or storage capacity is available, and
- when we determine that the installation of gas piping (and related gas equipment) to serve you is economically feasible.

Applying for more than one type of rate schedule

You can have gas distribution services under more than one rate schedule, as follows,

- provided you meet all of the requirements for applicability, which are found in each rate schedule.
- this service may be taken through one meter, provided:
 - there is agreement upon a definite volume of gas that you will purchase under each rate;
 - the volume of gas that falls under distribution charges, and
 - the delivery sequence.

Gas Distribution Interruptions

Curtailment, or requests to stop gas use, may be required if the supply of gas is jeopardized, in the following situations:

- If there is an actual or threatened shortage of natural gas beyond our control, or
- When required because of curtailment or restrictions ordered by an authorized government authority.

We assume no liability for any loss of production or for any damage whatsoever due to curtailment or discontinuance or because of the length of advance notice given that directs that curtailment or discontinuance.

1.4 Limitations of Liability

We shall use care and diligence to furnish sufficient gas distribution capacity but we assume no liability for damages or loss resulting from any failure of supply.

It is your responsibility to provide and maintain:

- all pipes and valves to take the gas from the meter, and
- all equipment used in the burning of gas, and
- all vents necessary to efficiently take all products of combustion (including unburned gas if any) to the outside air.

1.5 Force Majeure

We shall not be liable for damages to you in respect to any of these rules and regulations if and so long as damages and/or default are caused by, or result from:

- any acts of God,
- strikes, lockouts, labour troubles,
- acts of the Queen's enemies,
- wars, blockades, insurrections, riots,
- epidemics,
- landslides, lightning, earthquakes, fires, storms, floods or washouts; or
- arrests and restraints of governments and people, civil disturbances,
- explosions,
- breakage or accident to machinery or lines of pipe,
- failure of gas supply,
- the order or direction of any court or other authority having jurisdiction; or
- any other cause or circumstances, whether of the kind listed or otherwise, not within the control of us and which by the exercise of due diligence we are unable to prevent or overcome.

2. Initiation of Service

2.1 Main Extensions

We will extend our gas main within our franchise area to serve new customers (or potential customers) when:

- those requirements will not disturb or impair the service to prior users and
- we determine the extension of the gas main is economically feasible.

When we determine the extension of our facilities is not economically feasible, the applicant will be required to pay a contribution in aid of construction. We will determine the contribution amount before the extension of such facilities.

2.2 Service Lateral Installations

Service laterals will be installed provided that:

- There is an application for gas.
- The site of the service lateral installation is within our franchise area.
- Adequate distribution facilities are available.
- Any necessary main extension can be justified in accordance with our line extension practice.
- The requested hourly volume is available in accordance with the required supply pressure.
- In our sole discretion, we have an adequate gas supply to provide gas service.

We will designate the location of the service lines, meters and regulators, and will determine the amount of space that must be left unobstructed for the installation. You shall supply that location.

We do not assume ownership, responsibility or maintenance of piping beyond the outlet side of the meter or regulator set up.

We shall incur the cost of gas service laterals on and to your premises provided that:

- You agree that you will not hold us responsible for claims, costs, suits resulting from installation and maintenance, unless injury or damage can be traced to our negligence.

If you want us to install main on property that is not yours, such as road allowances or easement, you must obtain written permission for the installation/maintenance of gas lines (and equipment) from the property owner.

We shall try to restore property to the approximate condition in which it was found before starting our operations. This includes property that is excavated or may be disrupted during laying, constructing, repairing or removing our facilities.

Customer Costs

Gas service laterals extending from the property line to the meter location (we determine the location) will be installed according to our policies and procedures. You will be billed for costs as follows:

Residential Customers

- Billed for any excess charges beyond 20 metres, or any:
 - aid as calculated using the Company's test of economic feasibility for service lateral extensions
 - charges related to the installation of the meter set beyond our approved location.

Commercial and Industrial Customers

- You will be billed at our cost for the lesser of:
 - the cost of any excess pressure metering facilities, or
 - the aid as calculated using the Company's test of economic feasibility for service lateral extensions

When the installation is effected by us, our cost is:

- Material used at inventory value (including appropriate stores expense).
- Cost of direct labour on installation (including appropriate payroll burden).
- Cost of transportation and mobile work equipment.
- Cost of contract work.

2.3 Relocation of Service Laterals

For service lateral relocations requests, the cost will be based on size and nature of any added gas that you require. Requested relocations for convenience or aesthetics will normally be on a charge basis.

We reserve the right to make changes, extensions, or replacements of service lines.

2.4 Customer Piping

As an applicant for service, you shall at your expense, equip your premises with all piping and attachments from the meter to the appliances or equipment served. It is your responsibility to maintain the piping and equipment beyond the outlet side of the meter. Such piping and attachments shall be installed and maintained in accordance with the Natural Gas and Propane Installation Code.

If we know that the piping and/or appliances or heating equipment are defective, or not in accordance with applicable rules and regulations, ordinances or codes, we will not connect a meter to that piping.

We may discontinue gas service at any time we find the following defective or unsafe conditions on:

- the piping,
- the venting,
- the appliances or other gas-fired equipment.

Notification and Maintenance

If there is leakage or escape of gas on your premises, you are required to immediately notify us. The emergency number for Union Gas Limited is 1-877-969-0999.

You shall ensure that your chimney is clean and clear of obstructions.

If injury or damage occurs because of the escape of gas or products of combustion of gas from building piping, venting systems, or appliances on your side of the Point of Delivery, we are not liable, unless the injury or damage can be traced to our negligence.

2.5 Meters and Meter Location

A meter or meters of standard manufacture, that we install (unless otherwise specified) shall measure the gas supplied. We will furnish each customer with a meter of a size and type that will adequately serve your requirements. These meters are our property. We can inspect, remove or replace it as we deem necessary or in accordance with applicable rules, regulations, ordinances or codes.

Separate customer premises shall be metered and billed separately. Premises are considered separate when they:

- not on the same tract of land;
- are complete and not integrated with or part of other premises; or
- are integrated with or part of other premises, but render a complete service.

Tracts of land separated by public streets, roads, lanes or alleys shall be considered non-contiguous lands.

Residential, Commercial, Industrial meters will be located near a building, taking into consideration the following:

- safety,
- distribution facilities,
- customer equipment,
- noise,
- structural design,
- landscaping,
- accessibility for meter reading and servicing.

Inside locations require the approval of the District Manager or designate.

Anyone who is not an authorized agent of the Company shall not be permitted to connect or disconnect our meters, regulators or gauges, or in any way alter or interfere with the our meters, regulators or gauges.

You are responsible for protecting all metering and regulating equipment necessary for the supply of gas and for keeping it accessible at all times. You will be held liable for any such loss or damage; ordinary wear and tear excepted, and if required, shall pay us the cost of necessary repairs or replacements.

We are not responsible for damages caused by the freezing of water pipes, water heaters and hot water systems in your premise.

2.6 Delivery and Use of Gas

Our gas delivery and your use of it constitute a contract subject to these provisions, even if a contract has not been signed.

The place of delivery of all gas purchased under sales service, or redelivery in the case of direct purchase, shall be at the outlet of our meter located at or near the point or points of connection with your facilities. At that point all gas delivered shall become your property.

All gas passing through the meter, whether it is used or lost through leaks in pipes, apparatus, or otherwise is your responsibility and you shall pay for that gas.

Gas sold to non-contract customers at excess pressure shall be sold by the cubic metre corrected to a base temperature and pressure.

2.7 Inspection of New Installations

All inspections shall conform to the Technical Standards and Safety Act and regulations made under the Act.

An inspection will be made of new installations of supply piping and gas appliances and installations in accordance with Company practice as follows:

- where premises are connected to a supply of gas for the first time.
- in accordance with the requirements of the Technical Standards and Safety Act and the regulations made under the Act.

***Note:** The above inspections are free, however, if the inspection is carried out at the request of a third party (i.e., lawyer, real estate broker, etc.) then you will be charged for the inspection.*

If the inspection reveals that repairs or major adjustments are required, you will be advised to contact a third party service provider.

3. Maintenance of Service

3.1 Customer Service Policy Statement

We provide you specific and specialized service. The following services are provided free of charge:

- emergency response,
- inspections mandated by applicable legislation and
- minor adjustment service to your natural gas equipment (i.e., work that can be completed within 30 minutes and does not require any appliance parts).

If you require additional appliance service, you will be advised to contact a third party service provider.

3.2 Access to Premises

Our authorized representatives may enter your premises at all reasonable times to inspect, read, test, repair, or replace the meter or meters, appliances and equipment used in connection with gas service.

3.3 Testing Meters

We will test meters when necessary, or:

- upon your request (this includes the Government's inspection fee)
- when required to ensure accordance with legislative requirements.

If you request a meter accuracy check, and it meets the regulated accuracy requirements during the inspection, we may charge any additional cost for the meter removal and test. This is in addition to the Government inspection fee.

3.4 Resale Prohibited

Gas shall not be resold or redistributed (pursuant to the definitions of those terms in the OEB Act) directly or indirectly by the customer, except:

- gas purchased under the Company's Rate Schedule M2, Rate 01 and Rate 10 for resale as motor vehicle fuel gas (as that term is defined in Ontario Regulation 805/82), or
- gas purchased under the Company's Rate Schedules M9 and M10 and Rate 77 by a customer, that is itself a distributor of natural gas.

4. Your Account

4.1 Establishing an Account

Union Gas may, at its discretion, accept a request for delivery of gas to a premise.

Once you request delivery of gas to your premise, you are in contract with us, and it will be continued in full force and effect until delivery is discontinued. You agree to pay for services provided. You shall be liable for all gas supplied to the premises and safe custody of our property.

There will be a charge for establishing your account and related activities.

4.2 Security Deposits

If you are a new customer or if future payment cannot be assured, you are required to provide a security deposit.

Residential Customers - The deposit will be at a minimum equal to an estimate of the two highest months' consumption to a maximum of three highest months' consumption. Deposits may be refunded, at the option of the Company, to customers who have exhibited financial stability by keeping their account paid in full and whose deposits have been held for the minimum period of one year. Security deposits are not considered to be advance payments.

Non-Residential Customers - A security deposit will be required unless you meet the waiver criteria. The deposit amount will be the minimum of the two highest consecutive months' consumption in the past 24 months to a maximum of the three highest consecutive months' consumption. It will be returned after five years of exhibiting financial stability. Security deposits are not considered to be advance payments.

Acceptable types of security deposits are as follows:

- Cash (including money orders, certified cheques)
- Letter of Guarantee (a guarantee of customer payment by a financial institution).

If you do not provide a requested security deposit, delivery of gas to you will be discontinued. Re-establishing gas delivery to you will require payment of a turn-on charge, the security deposit and all arrears.

All cash deposits earn simple interest based on the current bank savings rate. The interest is calculated monthly.

If you discontinue delivery of gas and all your accounts have been paid in full, any remaining deposit will be returned to you.

4.3 Meter Reading

We make every effort to read your meter on a monthly schedule. If the meter cannot be read within the normal scheduled time, your consumption is estimated based on the weather and your usage history.

If you don't want to receive an estimated bill, contact us. You will be supplied with instruction for recording your monthly reading and submitting it to us. When submitted on a timely basis, these readings will be used in the calculation of your bill.

If your usage is estimated, any necessary adjustment will be included in the next month's read.

If a meter fails, we will provide a prorated estimated bill based on the weather and your usage history.

If you are a commercial/industrial non-contract excess pressure customer your meter may be read daily or weekly.

4.4 Billing

Bills are issued on a monthly basis.

Charges for gas used are calculated using rates approved by the Ontario Energy Board.

Your monthly bill will include a set 'monthly charge'. The 'monthly charge' is a set amount charged to every customer regardless of the amount of gas used. It partially covers the cost of maintaining a safe gas distribution system 24 hours a day, every day. The monthly charge will be prorated on initial, final and seasonal bills when the period covered by the bill is less than 25 days. The amount of the monthly charge is part of the approved Ontario Energy Board rate structure.

If a billing error occurs, the time period over which the error occurred may be unknown:

- If the time period is known
 - If the error is in *your* favour – it will be corrected for a period of up to two years
 - If the error is in *our* favour – it will be corrected for a period of up to one year.
- If the time period is unknown
 - The error will be corrected for a period of up to three months.

4.5 Equal Billing Plan

The equal billing plan offers residential customers the convenience of equal payments throughout the year. We estimate your total annual gas charges and divide the amount into equal monthly payments. Each bill will show how much gas you have used to date and how much has been billed. Periodically, we will review each account to ensure you are paying the correct amount, and may adjust the monthly payment amount accordingly. At the end of the plan year, each account will be credited or debited for any difference between the amount paid and the amount actually used.

Payment of the monthly instalment is required for you to continue on the plan. The estimated monthly payment amount only applies to the premises you occupy.

4.6 Consolidated Billings for Accounts

Combinations of readings from several meters may be done when the meters are located on a contiguous owned piece of property not divided by a public right-of-way. In such cases, an additional service charge as specified in the current rate order shall be rendered each month for each of these meters.

4.7 Payment

Your bill is due when rendered.

Bill payment options include:

- Automatic payment plan (contact us)
- PC banking (contact your bank)
- Telephone banking (contact your bank)
- Bank machine
- At most banks/financial institutions
- By mail.

4.8 Delayed Payment

Your bill is due when rendered. When payment in full is not made on or before the date shown on the bill, an additional charge will be added. The rate used to calculate the delayed payment charge can be found on the Board approved rate order. This increased sum shall be due and payable thereafter.

The date of receipt of mailed payment will be the postmark date on the envelope.

5. Discontinuing the Delivery of Gas

5.1 Discontinue Delivery of Gas – Customer Initiated

Our mutual agreement for gas service will be in full force and effect until we receive notification from you except:

- When you have a contract for a main extension
- When a term or service is involved.
- As provided under section 5.2 below.

If you require a temporary disconnection and do not pay the monthly fixed charge during the temporary disconnection, you must pay the fee for disconnection and reconnection.

You shall be liable for all gas supplied to the premises and safe custody of our property until service is discontinued.

5.2 Discontinue Delivery of Gas – Union Gas Initiated

Discontinue Delivery for Non-Payment

If any charges remain unpaid after the date shown on the bill, we have the right to discontinue delivery. Delivery will be discontinued until the bill, applicable disconnection/reconnection charges, requested security deposit and any other outstanding money owed have been paid.

- **Residential Accounts** - Delivery will be discontinued after giving prior notification on the bill and/or through written notification.
- **Non Residential Accounts** - Delivery will be discontinued with a minimum of a 48 hour notice.
- **Disputed Bill** - If you, in good faith, dispute the amount of any gas bill, or any part of the bill, and pay us the amount that you find is correct, you must:
 - Obtain settlement of this amount. This may be done through agreement, arbitration, decision, or judgement of the courts
 - Guarantee the agreed upon payment within 20 days
 - If these conditions have been met, then we shall not be entitled to suspend further delivery of gas because of such non-payment unless and until default be made in the conditions of such bond.

Discontinue Delivery for Other than Non-Payment

If we need to **temporarily discontinue** delivery of your gas, we will make arrangements with you in advance as we will need access to relight and inspect your appliances. The need for such interruption may include meter maintenance, meter change or line maintenance. If we cannot gain access to your gas operated equipment when we're finished, the gas will be left off for safety reasons until arrangements can be made to relight.

We may **discontinue service at any time for emergency or safety reasons** including:

- Gas leak or potential safety issue in your neighbourhood
- Fraudulent use of gas
- Any condition of your appliance or piping which we believe is dangerous to life or property
- For the use of gas for any purpose other than that described in the service application, gas sales contract, rate schedule or these rules and regulations
- If we are refused access for any lawful purpose to the premises to which gas is supplied
- When you tamper with, damage, or destroy our property on your premise.