

From: Webmaster

Sent: September-13-13 3:01 PM

To: BoardSec

Subject: Letter of Comment Submitted: EB-2013-0202

LETTER OF COMMENT

Comments:

Right now Union Gas charges a fee for gas used then a transportation and storage fee. Even when I'm being careful with my gas usage, the monthly charge is doubling my gas bill. On the bill they claim it is to cover the cost of maintaining a safe gas distribution system.

But yet when I contacted Union Gas about why I was receiving a bill during the summer months when I never use any gas (I only have a Gas Furnace) I was ined it was a meter rental fee.

When I asked about being disconnected for the summer then reconnected during the winter, I was quoted a fee for disconnect/reconnect the would be higher then paying their monthly service fees for the summer. They seem determined to get their fees no matter if the meter is hooked up for the summer or not.

Union Gas seems to have their rates set right now so that once you are a customer, they control you. They don't want to allow you to save any money even if you are not using their services.

Now they are applying to raise their fees yet again by 60%? This is outragous. Their monthly fee already inceases my monthly bill by 40-60% every month then the extra they are charging for me not even using any gas.

If this is granted, I feel their monthly charge should be disallowed. Why should Union Gas be allowed to increase their fees and be allowed to charge monthly fees to people not using their services during the summer months?

If they are still allowed to charge a monthly charge, I would like to request their service fee for disconnect/reconnect be reduced to be the same as a monthly service charge so I can disconnect for the summer, reconnect during the winter and actually save some money when not using their services.

Over the past 7 years I've paid Union Gas almost \$1000 for NOT using Gas during the summer. I find their practice of charging a fee when I am not actually using their service to be unreasonable. And the excuse I was given that Union Gas still comes out to read the meter during the summer is crazy. The monthly fee is \$21.00 plus taxes. How can you justify that kind of fee for someone spending a minute recording your meter with an electronic device?

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Company: