

Exhibit 8: Rate Design

1. This Exhibit provides evidence regarding EPCOR's proposed rate design, including rates, rate schedules, resulting annual bills for ratepayers, and the forecasted revenue recovery over the 10-year rate stability period. In addition, this Exhibit will provide evidence that the proposed rates generate distribution revenues in line with the cumulative revenue requirement recovery detailed in Exhibit 3.
2. As there are no existing rates, there are no adjustments to previous rates, and therefore no bill impact changes to present. Proposed rates by rate class, rate schedules, and resulting average annual bills have been provided.

8.1. Proposed Rate Classes

1. For its Southern Bruce operations, EPCOR is proposing to establish the following four rate classes:

Rate 1 – General Firm Service

2. This rate class is designed to apply to residential, small commercial, and small agricultural market segments with year-round gas requirements. Customers whose gas requirements are equal to or less than 10,000m³ per annum are eligible for service under this rate class. It is expected approximately 5,179 of the total 5,278 connections will qualify for this rate class. Customers in this rate class are provided with upstream and delivery services including delivery, transportation, storage, daily and cumulative load balancing, and gas supply unless otherwise elected by the customer.

Rate 6 – Large Volume General Firm Service

3. This rate class is designed to apply to medium and large commercial and agricultural market segments with year-round gas requirements. Customers whose gas requirements are greater than 10,000m³ per annum are eligible for service under this rate class. This rate class is forecast to account for 92 of the 5,278 total connections. Customers under this rate class are provided upstream and delivery services including delivery, transportation, storage, daily and cumulative load balancing, and gas supply unless otherwise elected by the customer.

Rate 11 – Large Volume Seasonal Service

4. This rate class is designed to apply to customers requiring seasonal loads, primarily medium and large agricultural market segments requiring gas from May 1 through December 15 inclusive. Customers whose gas requirements are greater than 10,000m³ per annum, and do not require gas from December 16 through April 30 inclusive (“Off-Season Period”) are eligible for service under this rate class. It is expected 5 of the 5,278 total connections will make up this rate class. Potential customers of this rate class were consulted in the design of this service to support the dates natural gas service is available. Customers obtaining service under this rate class are offered upstream and delivery services including delivery, transportation, storage, daily and cumulative load balancing and gas supply unless otherwise elected by the customer.

Rate 16 – Contracted Firm Service

5. This rate class is designed for very large volume customers directly connected to EPCOR's high pressure steel mainline who enter into a contract with EPCOR for firm contract daily demand of at least 2,739m³. It is expected 2 of the 5,278 total connections will obtain service under this rate schedule. Customers in this rate class are provided delivery, transportation, and daily and cumulative load balancing services. Seasonal storage services and gas supply services are not provided to the customers in Rate 16.

Rate T1 – Direct Purchase Contract Rate

6. In addition to the four rate classes, EPCOR is proposing a Rate T1 rate schedule applicable to Rates 1, 6, and 11 customers who choose to acquire gas from a supplier other than EPCOR ("**Direct Purchase**"). While EPCOR customers will have the option of purchasing gas supplied from EPCOR or acquiring gas from an alternative supplier, the characteristics of the type of service EPCOR receives from Union (e.g., M17 vs M9) will have a material impact on the nature and scope of the terms and conditions for Direct Purchase customers, particularly around seasonal balancing. Subsequent to the Board approving the type of service available to EPCOR from Union, it will consult with marketers in the area that are interested in providing Direct Purchase services to inform the final the terms and conditions for Direct Purchase customers. EPCOR has been in contact with marketers that may be active in the Southern Bruce area and they are supportive of this approach.

8.2. Components of Revenues

1. The revenues EPCOR has forecasted to recover from ratepayers are broken into three primary categories:

Distribution Charges

2. These charges are related to the cost of delivering natural gas within EPCOR's system, downstream of the Dornoch Meter and Regulator Station (the location of the transfer of custody of gas from Union to EPCOR). These "**Distribution Charges**" include a proposed "Monthly Fixed Charge" and a variable consumption-based "Delivery Charge". The revenues generated from these charges align with the cumulative revenue requirement as determined during the CIP process. The proposed Distribution Charges for 2019 are designed such that when assuming an inflation of 1.27% and applying the Incentive Rate Adjustment detailed in EPCOR's Custom IR plan, the adjusted distribution revenue requirement is met. The distribution revenue requirement after adjustments is forecast to be \$58.141M as detailed in Exhibit 3 and summarized below.

Table 8-1: Distribution Revenue Requirement Adjustment (Thousands of Dollars)

		Col. 1	Col. 2
	Description	Calculation	Cumulative
Row 1	CIP Revenue Requirement		75,583
Row 2			
Row 3	Adjustments		
Row 4	Less: External Funding Impact		-15,305
Row 5	Less: Municipal Tax Holidays		-2,208
Row 6	Add: LEAP Funding		71
Row 7	Adjusted Distribution Revenue Requirement		58,141
Row 8			
Row 9	Cumulative Volume (m3)		342,186,741
Row 10			
Row 11	CIP Revenue per m3 (\$ / m3)	Row 1 / Row 9	0.2209
Row 12	Adjusted Revenue per m3 (\$ / m3)	Row 7 / Row 9	0.1699

Upstream Charges

3. These charges are related to activities upstream of, and including, the Dornoch Meter and Regulator Station.
4. Upstream Recovery Charge: This charge is related to the capital expenses incurred to secure adequate upstream capacity for the EPCOR Southern Bruce system. This reflects capital costs (CIAC charged by Union) related to Owen Sound Transmission Reinforcement and construction of the Dornoch Meter and Regulator Station, and recovery of the balance of the regulatory asset deferral account generated from deferred revenue associated with stabilizing transportation, CIAC, storage, and load balancing activities that EPCOR is proposing as outlined in Exhibits 2 and 3. These are costs related to overall upstream system transportation capacity and are recovered by all rate classes (with the exception that storage costs are not recovered from Rate 16 customers as they are not provided with this service).
5. Transportation and Storage Charge: These charges recover the costs related to charges incurred from Union for transport of gas to the Dornoch Meter and Regulator Station, market-based storage related costs, as well as daily and cumulative load balancing costs.
 - a. Transportation: These charges reflect the cost of the M17 service proposed by Union, which at the time of preparing this Application, has not been approved by the Board. Union submitted its application for the M17 service on August 30, 2018 in EB-2018-0244. The costs related to the proposed M17 service include a monthly fixed charge, a daily capacity charge, and a volumetric charge. These costs would be recovered from Rate 1, 6, and 11 customers as part of the proposed Transportation and Storage Charge on a volumetric basis, and from Rate 16 customers through a contract demand Transportation Charge. If the rates for the M17 service differ from those applied for, or EPCOR is able to access an alternative service from Union (e.g. M9 Service) EPCOR will apply to the Board to reflect any changes in EPCOR's tariff.
 - b. Seasonal Storage: These charges recover costs related to the market-based storage services EPCOR is providing for Rate 1, 6, and 11 customers. These costs are recovered through the Transportation and Storage Charge line item on a volumetric basis.

Seasonal storage services would not be recovered from customers in Rate 16 as the services are not provided to those customers.

- c. Daily and Cumulative Load Balancing: Union's proposed M17 service requires EPCOR to nominate daily for its gas requirements. There are costs related to the daily nominations of gas and other gas reconciliation activities such as managing the difference between aggregate nominations to Union and the actual throughput Union measures at the Dornoch Meter and Regulator Station. These costs would be recovered from Rate 1, 6, and 11 customers as part of the Transportation and Storage Charge line item on a volumetric basis, and from Rate 16 customers, via the Transportation Charge on a contract demand basis.

Gas Supply Charges

6. These charges are related to the commodity price of natural gas based on the cost incurred by EPCOR. EPCOR provides gas supply services to Rate 1, 6, and 11 customers that do not elect to direct purchase their gas from a supplier other than EPCOR. EPCOR is not proposing to supply gas to Rate 16 customers.

8.3. Proposed Rates and Schedules

1. EPCOR's proposed 2019 rate schedules have been provided for approval. EPCOR will file updated schedules through the Board's QRAM process prior to providing service to customers to reflect updated Upstream Charges and Gas Supply Charges. These adjustments are as described in EPCOR's proposed Custom IR plan in Exhibit 10.
2. In designing the rates for EPCOR's Southern Bruce operations, a number of factors were considered, as set out below, in addition to the cost allocation analysis set out in Exhibit 7.

Fixed Charge Ratio

3. When designing the fixed charge portion of an average customer's bill, EPCOR considered industry comparators, the requirement to cover certain fixed costs, and the goal of attracting new customers (including the impact that a higher fixed charge would have on lower volume customers).
4. To be helpful, EPCOR has provided the fixed charge ratio as a percentage of total distribution revenue for each of the annual bill and total rate class revenue calculations provided in this exhibit.

Volume Bands

5. When designing the volume bands for Rate 1 and Rate 6 customers, EPCOR considered the requirement to ensure a level of fixed system costs are covered by all customers. As a result, the delivery charges are structured so that customers falling in the lower two bands would pay a higher volumetric charge. This is consistent with natural gas providers in Ontario. Further, the bands were designed at levels that will be reasonably utilized (i.e. it is expected larger use customers will benefit from the third band).

Overrun Gas

6. Rate 11 and Rate 16 customers have limits on the volume of gas usage they can draw from the system. Any volumes used by a Rate 11 customer during the Off-Season Period will be deemed overrun gas. For Rate 16 customers, overrun gas constitutes usage beyond the peak hour or daily limits defined in the contract with the specified customer.

7. EPCOR is proposing to permit authorized overrun at its discretion. Authorized overrun charges are intended to address the requirement of a customer who experiences a temporary, unexpected, requirement for gas. It is not intended to replace the requirement for customers to forecast their requirements when determining the values of their contract demand.
8. Should customers fail to obtain authorization from EPCOR prior to using overrun gas, they will incur unauthorized overrun charges plus applicable penalties or costs incurred by EPCOR as a result of the overrun. Unauthorized overrun charges are intended to disincentivize users from drawing more gas than the limits in their respective contracts/rate schedules in order to protect system reliability.

8.4. Revenue per Rate Class

1. This section provides calculations of the forecasted revenues by rate class. Forecasts have been provided for the 10-year rate stability period and match the cumulative (Distribution) revenue requirement that was determined during the CIP process. The detailed calculations have been provided in Exhibit 8 Tab 1 Schedule 4.
2. The assumptions undertaken for the forecast are as follows:
 - a. Rate Stabilization: Distribution Charges, less that due to OM&A expenses, are adjusted by 1.27% per annum. EPCOR chose this value as it equals the rate of inflation included in its CIP revenue requirement and may reflect customer's expectations that over time rates will increase in line with inflation. This value was incorporated into EPCOR's determination of its Distribution Revenue Requirement, is not subject to any true up and is reflected in its IR mechanism in Exhibit 10.
 - b. Inflation: OM&A expenses, Transportation and where applicable, Storage charges escalate at the CIP common inflation rate of 1.27% per annum. This value is subject to true up to actual inflation in the proposed IR mechanism in Exhibit 10.
 - c. Effective Customers: In each revenue per Rate Class calculation in Exhibit 8 Tab 1, Schedules 5-8, there is a column labeled "Effective Cx" (Effective Customers). This is the number of forecasted connections for a given year, including forecasted new customer additions for that year based on the half-year rule as agreed to per the CIP process. New customer additions in a particular year assumed to generate six months' of monthly fixed charges and volumes. The forecasted volumes in a year equals the average annual volume per customer agreed to in the CIP process (2,149m³ for residential customers for example) multiplied by the effective customer count. It was agreed that the half-year rule would not be applied to large users. Therefore, for Rate 16 customers the number of months a specific customer is forecasted to be connected in a year has been used.
 - d. Monthly Usage: As there is no history of the customer mix and usage profiles for this system, forecasted monthly usage by a rate class has been determined by taking the

average annual usage and multiplying it by a given month's estimated percent of annual usage. As the average volumes agreed to during the CIP process were developed with Union, EPCOR has applied Union South's average monthly usage profile for Rate 1 and Rate 6 customers based on the values on the OEB bill calculator¹. For Rate 11 and Rate 16 customers, the usage profiles are based on consultation with the potential customers.

- e. Upstream Recovery Charges: This charge has been forecasted over the 10-year period based on deferral and disposition mechanisms detailed by EPCOR in Exhibits 3 and 9.
- f. Transportation of Gas: Any customer who must, or elects to, supply its own gas has options for receipt points where the gas must be delivered prior to transportation. For forecasting revenues by rate class it is assumed all gas supply is transported from Dawn at applicable transportation rates and fuel ratios under Union's proposed M17 service.

3. Detailed revenue schedules are provided as follows:

- a. Customer Attachment and Volume data that drive the revenue forecasts for each rate class. These values align with the commitments made by EPCOR during the CIP process in Exhibit 8 Tab 1 Schedule 3.
- b. Summary of revenues over the 10-year period for the system and for each rate class in Exhibit 8 Tab 1 Schedule 4.
- c. Rate 1 individual years from 2019 to 2028 in Exhibit 8 Tab 1 Schedule 5.
- d. Rate 6 individual years from 2019 to 2028 in Exhibit 8 Tab 1 Schedule 6.
- e. Rate 11 individual years from 2019 to 2028 in Exhibit 8 Tab 1 Schedule 7.
- f. Rate 16 individual years from 2019 to 2028 in Exhibit 8 Tab 1 Schedule 8.

¹ <https://www.oeb.ca/consumer-protection/energy-contracts/bill-calculator>

8.5. Customer Bill

1. This section provides examples of the average annual bill for customers in each rate class. EPCOR has provided samples based on 2020, the first full year of service. The following bill samples have been provided:
 - a. Rate 1: Average residential, small commercial, and small agricultural market segments with volumes as per common assumptions during the CIP process Exhibit 8 Tab 1 Schedule 9.
 - b. Rate 6: Average medium commercial and large commercial market segments with volumes as per common assumptions during the CIP process Exhibit 8 Tab 1 Schedule 10.
 - c. Rate 11: Two sample Seasonal customers with estimated volumes used by EPCOR during the CIP process Exhibit 8 Tab 1 Schedule 11.
 - d. Rate 16: One example Industrial customer assuming 50,000m³/day contract demand in Exhibit 8 Tab 1 Schedule 12. This is provided as an example only, and is not demonstrative of any particular Rate 16 customer as possible material differences in contract demands between customers means that presenting an average bill would not provide meaningful information.

8.6. Conditions of Service

1. This section outlines EPCOR's proposed Conditions of Service for its Southern Bruce operations. The proposed EPCOR Natural Gas Limited Partnership, Southern Bruce Natural Gas Operations Conditions of Service ("**Conditions of Service**") are based on those currently in place for EPCOR's existing natural gas operations in Aylmer, which were last approved in filing EB-2010-0018 under a previous owner. The proposed Conditions of Service are provided in Exhibit 8 Tab 2 Schedule 1 and reflect updates including: a) adjust formatting, layout and wording for additional clarity and consistency within the document; b) add in references to where information can be found on EPCOR's website; and c) include additional sections not covered in the current document.
2. Substantive updates are as detailed below:
3. General updates:
 - a. Removal of all terms, forms and charges related to Natural Resource Gas Limited's ("**NRG**") hot water tank rental business which was disposed of prior to NRG's sale of the distribution system assets to EPCOR.
 - b. Addition of service terms for eligible low-income customers.
 - c. Addition of sections, as required per the Gas Distribution Access Rule ("**GDAR**"), on the allocation of payment between gas and non-gas charges, arrears management programs, management of customer accounts and privacy, and the customer service and complaints process.
4. Service and Miscellaneous Charges:
 - a. Revision of the minimum time increment for charging of service charges from 60 minutes to 30 minutes (initial minimum left at 60 minutes).
 - b. Implementation of an inactive account charge for customers who do not have consumption within 12 months of the meter install.
 - c. Increase of Returned cheque/Payment Charge to \$48 from \$15 to reflect the amount currently charged by financial institutions. Language was also included that this charge will be updated periodically to reflect any changes in financial institutions' charges.

- d. Removed service lateral charges related to the installation of the first 30 meters of piping for new service laterals. This cost is included in the development of EPCOR's capital budget for its Southern Bruce system.

5. Security deposits:

- a. Interest on security deposits is calculated and paid out monthly rather than annually based on the functionality in the new billing system implemented for EPCOR.
- b. Addition of provisions allowing security deposits to be paid over a period of up to 6 months.
- c. Updated language to include the provision allowing EPCOR to require a security deposit of 2.5 times the highest monthly consumption for customers that have been disconnected for non-payment in the most recent 12 months.
- d. Changed the threshold for when good payment history is no longer demonstrated, requiring on one disconnection notice or payment returned for insufficient funds rather than more than one.

6. Billing and payment options:

- a. Adjustment of the date at which late payment charges apply on overdue accounts from after 16 days from billing date to after 20 days from billings date.
- b. Addition to reflect option of payment by automatic withdrawal which is already in place.
- c. Addition of electronic billing and online payment options which are expected to be implemented by 2019.
- d. Adjusted the timeline for billing corrections for under-billing to be the same as for overbilling (up to 2 years residential and 6 for others).

7. The attached Conditions of Service include the Aylmer operations customer service phone numbers and office address. EPCOR plans on opening a local office for its Southern Bruce operations. Once this information is final, EPCOR will update the Conditions of Service. For clarity,

customer service and associated costs will be accounted for in Southern Bruce costs on a stand-alone basis. Regardless of the provision of these services, EPCOR will ensure costs are accurately reflected in each utility on a fully-allocated and fully-burdened cost approach as detailed in Exhibit 4.

8. Within the Conditions of Service there are a number of service charges. EPCOR is proposing that the Southern Bruce operations adopt the Service Charges and Miscellaneous Charges currently in place for the Aylmer operations as identified in Schedule 2 of the Conditions of Service.
9. Within the Conditions of Service, reference is made to electronic billing and online payment options. The functionality of the billing system required for these options has not yet been implemented. This functionality is expected to be in place by 2019 and the options are expected to be made available to Southern Bruce system customers at that time. As such, EPCOR has proposed language regarding this functionality in its Conditions of Service. In the event the functionality is not in place in time for the Southern Bruce operations start, EPCOR will remove and re-insert the language once the online functionality is established.
10. In addition to the Conditions of Service, EPCOR is providing the proposed General Terms and Conditions for Rate 16 Customers ("Industrial GTC"). The Industrial GTCs are newly developed and were prepared in consultation with potential Rate 16 customers and have been provided in Exhibit Tab 2 Schedule 2.

EPCOR Natural Gas Limited Partnership
Southern Bruce Natural Gas System

Rate Schedules

Effective: January 1, 2019

EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 1 - General Firm Service

Applicability

Any customer in EPCOR's Southern Bruce Natural Gas System who is an end user and whose total gas requirements are equal to or less than 10,000 m³ per year.

Rate

Rates per m³ assume an energy content of 38.89MJ/m³.

Bills will be rendered monthly and shall be the total of:

Monthly Fixed Charge	\$25.00
Delivery Charge	
First 100 m ³ per month	26.3906 ¢ per m ³
Next 400 m ³ per month	25.8628 ¢ per m ³
Over 500 m ³ per month	25.0869 ¢ per m ³
Upstream Charges	
Upstream Recovery charge	1.4779 ¢ per m ³
Transportation and Storage charge	2.7054 ¢ per m ³
Gas Supply Charge	12.4847 ¢ per m ³

Direct Purchase Delivery

Where a customer elects under this Rate Schedule to directly purchase its gas from a supplier other than EPCOR, the supplier must qualify as a "gas marketer" under the *Ontario Energy Board Act, 1998*, and must enter into a T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR at a receipt point listed on the upstream transportation contract that EPCOR has with the Upstream Service Provider ("**Ontario Delivery Point**"). T-Service Receipt Contract rates are described in Rate Schedule T1. Transportation and Storage charges may vary depending on the Ontario Delivery Point. Gas Supply Charges in this Rate Schedule are not applicable for Rate T1 customers.

Terms and Conditions of Service

The provisions in the "EPCOR Natural Gas Limited Partnership Southern Bruce Natural Gas Operations Conditions of Service" apply, as contemplated therein, to service under this Rate Schedule.

Effective: January 1, 2019

Implementation: All bills rendered on or after January 1, 2019

Replacing Rate Effective: N/A

EB-2018-XXXX

EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 6 – Large Volume General Firm Service

Applicability

Any customer in EPCOR's Southern Bruce Natural Gas System who is an end user and whose total gas requirements are greater than 10,000 m³ per year.

Rate

Rates per m³ assume an energy content of 38.89MJ/m³.

Bills will be rendered monthly and shall be the total of:

Monthly Fixed Charge	\$102.00
Delivery Charge	
First 1,000 m ³ per month	24.7189 ¢ per m ³
Next 6,000 m ³ per month	22.2470 ¢ per m ³
Over 7,000 m ³ per month	21.1346 ¢ per m ³
Upstream Charges	
Upstream Recovery charge	2.9279 ¢ per m ³
Transportation and Storage charge	5.6564 ¢ per m ³
Gas Supply Charge	12.4847 ¢ per m ³

Direct Purchase Delivery

Where a customer elects under this Rate Schedule to directly purchase its gas from a supplier other than EPCOR, the customer or their agent must enter into a T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR at a receipt point listed on the upstream transportation contract that EPCOR has with the Upstream Service Provider ("**Ontario Delivery Point**"). T-Service Receipt Contract rates are described in Rate Schedule T1. Transportation and Storage charges may vary depending on the Ontario Delivery Point. Gas Supply Charges in this Rate Schedule are not applicable for Rate T1 customers.

Terms and Conditions of Service

The provisions in the "EPCOR Natural Gas Limited Partnership Southern Bruce Natural Gas Operations Conditions of Service" apply, as contemplated therein, to service under this Rate Schedule.

Effective: January 1, 2019

Implementation: All bills rendered on or after January 1, 2019

Replacing Rate Effective: N/A

EB-2018-XXXX

EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 11 - Large Volume Seasonal Service

Applicability

Any customer in EPCOR's Southern Bruce Natural Gas System who is an end user and whose gas requirements are only during the period of May 1 through December 15 inclusive and are greater than 10,000 m³.

Rate

Rates per m³ assume an energy content of 38.89MJ/m³.

Bills will be rendered monthly and shall be the total of:

	May 1 through December 15
Monthly Fixed Charge	\$204.00
Delivery Charge	
All volumes delivered	15.3546 ¢ per m ³
Upstream Charges	
Upstream Recovery charge	0.0353 ¢ per m ³
Transportation and Storage charge	1.8215 ¢ per m ³
Gas Supply Charge	12.4847 ¢ per m ³

Unaccounted for Gas (UFG):

Forecasted UFG is applied to all volumes of gas delivered to the customer.

Forecasted Unaccounted for Gas Percentage	0.00 %
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Overrun Charges:

Any volume of gas taken during the period of December 16 through April 30 inclusive shall constitute "Overrun Gas" and must be authorized in advance by EPCOR. Delivery of these volumes is available at the Authorized Overrun Charge in addition to applicable Upstream Charges and Gas Supply Charges. EPCOR will not unreasonably withhold authorization.

Authorized Overrun Charge	16.0000 ¢ per m ³
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Any volume of gas taken during the period of December 16 through April 30 inclusive without EPCOR's approval in advance shall constitute "Unauthorized Overrun Gas". Delivery of these volumes will be paid for at the Unauthorized Overrun Charge in addition to applicable Upstream Charges and Gas Supply Charges.

Unauthorized Overrun Charge	388.9000 ¢ per m ³
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For any volume of Unauthorized Overrun Gas taken, the customer shall, in addition, indemnify EPCOR in respect of any penalties or additional costs imposed on EPCOR by its suppliers, any additional gas cost incurred or any sales margins lost as a consequence of the customer taking the unauthorized overrun volume.

Nominations:

Union Gas Limited will be the “Upstream Service Provider” to facilitate delivery and balancing of gas supplies to the EPCOR Southern Bruce Natural Gas System. For service under this Rate Schedule, the customer shall nominate for transportation of gas volumes for ultimate delivery to the customer. The customer agrees to nominate its daily gas volumetric requirement to EPCOR, or its designated agent, consistent with industry nomination standards including those nomination requirements of the Upstream Service Provider.

The customer shall nominate gas delivery daily based on its daily gas requirements plus the Forecasted UFG rate as set out in this Rate Schedule.

The nomination calculation shall equal:

$$[(\text{Daily volume of gas to be delivered}) * (1 + \text{Forecasted UFG})]$$

Customers may change daily nominations based on the nomination windows within a day as defined by EPCOR’s agreement with the Upstream Service Provider.

In the event nominations under this Rate Schedule do not match upstream nominations, the nomination will be confirmed at the upstream value.

Customers with multiple connections under this Rate Schedule may combine nominations at the sole discretion of EPCOR. For combined nominations the customer shall specify the quantity of gas to each meter installation (“Terminal Location”) and the order in which the gas is to be delivered to each Terminal Location.

Load Balancing:

Daily nominations provided by the customer shall be used for the purposes of day-to-day balancing as required under EPCOR’s arrangement with the Upstream Service Provider.

When a customer’s metered consumption on any day is different than the gas nominated for consumption by the customer on any day, this constitutes a “Daily Load Imbalance”. A “Cumulative Load Imbalance” occurs when the ongoing absolute value of Daily Load Imbalances are greater than zero.

To the extent that EPCOR incurs daily or cumulative load balancing charges, the customer will be responsible for its proportionate share of such charges. Charges related to these imbalances are as defined in EPCOR’s agreement with the Upstream Service Provider.

Direct Purchase Delivery

Where a customer elects under this Rate Schedule to directly purchase its gas from a supplier other than EPCOR, the customer or their agent must enter into a T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR at a receipt point listed on the upstream transportation contract that EPCOR has with the Upstream Service Provider (“**Ontario Delivery Point**”). T-Service Receipt Contract rates are described in Rate Schedule T1. Transportation and Storage charges may vary depending on the Ontario Delivery Point. Gas Supply Charges in this Rate Schedule are not applicable for Rate T1 customers.

Terms and Conditions of Service

1. In any year, during the period of May 1 through December 15 inclusive, the customers shall receive continuous (“**Firm**”) service from EPCOR, except where impacted by events as specified in EPCOR Natural Gas Limited Partnership Southern Bruce Natural Gas Operations Conditions of Service including force majeure. During the period of December 16 through April 30 inclusive, any authorized overrun service shall be interruptible at the sole discretion of EPCOR. All service during the period December 16 through April 30 inclusive shall be subject to EPCOR’s prior authorization under the daily nomination procedures outlined in this Rate Schedule and shall constitute Overrun Gas.

2. To the extent that EPCOR's Upstream Service Provider provides any seasonal or day-to-day balancing rights for EPCOR, the customer shall be entitled to a reasonable proportion of such balancing rights as determined by EPCOR from time to time. If the customer utilizes any of EPCOR's seasonal or day-to-day balancing services or any other services available from the Upstream Service Provider, the customer agrees to comply with all balancing requirements imposed by the Upstream Service Provider. The customer also agrees to be liable for its share of any such usage limitations or restrictions, fees, costs or penalties associated with the usage of such services, including but not limited to any associated storage fees, daily or cumulative balancing fees or penalties, and gas commodity costs as determined by EPCOR, acting reasonably.
3. EPCOR receives upstream services under the Union Gas Limited M17 Rate Schedule. Details of this upstream arrangement and associated nomination standards and Load Balancing Arrangement are available at www.uniongas.com.
4. The provisions in the "EPCOR Natural Gas Limited Partnership Southern Bruce Natural Gas Operations Conditions of Service" apply, as contemplated therein, to service under this Rate Schedule.

Effective: January 1, 2019

Implementation: All bills rendered on or after January 1, 2019

Replacing Rate Effective: N/A

EB-2018-XXXX

EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 16 – Contracted Firm Service

Applicability

Any customer connected directly to EPCOR's Southern Bruce Natural Gas High Pressure Steel System and who enters into a contract with EPCOR for firm contract daily demand of at least 2,739m³.

Rate

Rates per m³ assume an energy content of 38.89MJ/m³.

Bills will be rendered monthly and shall be the total of:

Monthly Fixed Charge	\$1,500.00
Delivery Charge	
Per m ³ of Contract Demand	102.3139 ¢ per m ³
Upstream Charges	
Upstream Recovery charge per m ³ of Contract Demand	14.2815 ¢ per m ³
Transportation charge per m ³ of Contract Demand	
Transportation from Dawn	18.4282 ¢ per m ³
Transportation from Kirkwall	11.7663 ¢ per m ³
Transportation from Parkway	11.7663 ¢ per m ³

Unaccounted for Gas:

Forecasted Unaccounted for Gas (UFG) is applied to all volumes of gas delivered to the customer.

Forecasted Unaccounted for Gas Percentage	0.00 %
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Overrun Charges:

Any volume of gas taken in excess of the daily Contract Demand or Peak Hourly Volume EPCOR is obligated to transport as per the contract with the customer shall constitute "Overrun Gas" and must be authorized in advance by EPCOR. Delivery of these volumes is available at the Authorized Overrun Charge in addition to applicable Upstream Charges. EPCOR will not unreasonably withhold authorization.

Authorized Overrun Charge	5.0000 ¢ per m ³
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Any volume of gas taken in excess of the daily Contract Demand or Peak Hourly Volume EPCOR is obligated to transport as per the contract with the customer without EPCOR's approval in advance shall constitute "Unauthorized Overrun Gas". Delivery of these volumes will be paid for at the Unauthorized Overrun Charge in addition to applicable Upstream Charges.

Unauthorized Overrun Charge	389.0000 ¢ per m ³
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For any volume of Unauthorized Overrun Gas taken, the customer shall, in addition, indemnify EPCOR in respect of any penalties or additional costs imposed on EPCOR by its suppliers, any additional gas cost incurred or any sales margins lost as a consequence of the customer taking the unauthorized overrun volume.

Nominations:

Union Gas Limited will be the “Upstream Service Provider” to facilitate delivery and balancing of gas supplies to the EPCOR Southern Bruce Natural Gas System. For service under this Rate Schedule, the customer shall nominate for transportation of gas volumes for ultimate delivery to the customer. The customer agrees to nominate its daily gas volumetric requirement to EPCOR, or its designated agent, consistent with industry nomination standards including those nomination requirements of the Upstream Service Provider.

The customer shall nominate gas delivery daily based on its daily gas requirements plus the Forecasted UFG rate and Fuel Ratio. The Forecasted UFG rate is as set out in this Rate Schedule. The Fuel Ratio is the Shipper Supplied Fuel rates applicable to the receipt point of gas defined in the “Gas Supply” section of this Rate Schedule.

The nomination calculation shall equal:

$$[(\text{Daily volume of gas to be delivered}) * (1 + \text{Forecasted UFG}) * (1 + \text{Fuel Ratio})]$$

Customers may change daily nominations based on the nomination windows within a day as defined by EPCOR’s agreement with the Upstream Service Provider.

In the event nominations under this Rate Schedule do not match upstream nominations, the nomination will be confirmed at the upstream value.

Customers with multiple connections under this Rate Schedule may combine nominations at the sole discretion of EPCOR. For combined nominations the customer shall specify the quantity of gas to each meter installation (“Terminal Location”) and the order in which the gas is to be delivered to each Terminal Location.

Load Balancing:

Daily nominations provided by the customer shall be used for the purposes of day-to-day balancing as required under EPCOR’s arrangement with the Upstream Service Provider.

When a customer’s metered consumption on any day is different than the gas nominated for consumption by the customer on any day, this constitutes a “Daily Load Imbalance”. A “Cumulative Load Imbalance” occurs when the ongoing absolute value of Daily Load Imbalances are greater than zero.

To the extent that EPCOR incurs daily or cumulative load balancing charges, the customer will be responsible for its proportionate share of such charges. Charges related to these imbalances are as defined in EPCOR’s agreement with the Upstream Service Provider.

Gas Supply:

Unless otherwise authorized by EPCOR, customers under this Rate Schedule must deliver firm gas at a receipt point listed on the upstream transportation contract that EPCOR has with the Upstream Service Provider (“**Ontario Delivery Point**”). The customer or their agent must enter into a T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. T-Service Receipt Contract rates are described in Rate Schedule T1.

The customer must deliver to EPCOR on a daily basis the volume of gas to be delivered to the customer’s Terminal Location plus the Forecasted UFG rate and Fuel Ratio. Transportation charges vary depending on the Ontario Delivery Point at the rates provided in this Rate Schedule. The Forecasted UFG rate is as set out in this Rate Schedule, and the Fuel Ratio is the Shipper Supplied Fuel rates of the Ontario Delivery Point related to necessary compressor or other fuel requirements of the Upstream Service Provider.

The Gas Supply calculation shall equal:

*[(Daily volume of gas to be delivered) * (1 + Forecasted UFG) * (1 + Fuel Ratio)]*

Terms and Conditions of Service

1. EPCOR receives upstream services under the Union Gas Limited M17 Rate Schedule. Details of this upstream arrangement and associated nomination standards, applicable Fuel Ratio, and Load Balancing Arrangement are available at www.uniongas.com.
2. The provisions in the “EPCOR Natural Gas Limited Partnership General Terms and Conditions for Rate 16 Customers” apply, as contemplated therein, to service under this Rate Schedule.

Effective: January 1, 2019

Implementation: All bills rendered on or after January 1, 2019

Replacing Rate Effective: N/A

EB-2018-XXXX

EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE T1 – Direct Purchase Contract Rate

Availability

Rate T1 is available to all customers or their agent who enter into a T-Service Receipt Contract for delivery of gas to EPCOR. The availability of this option is subject to EPCOR obtaining a satisfactory agreement or arrangement with EPCOR's Upstream Service Provider for direct purchase volume.

Eligibility

All customers who must, or elect to, purchase gas directly from a supplier other than EPCOR. These customers must enter into a T-Service Receipt Contract with EPCOR either directly or through their agent, for delivery of gas to EPCOR at a receipt point listed on the upstream transportation contract that EPCOR has with the Upstream Service Provider ("**Ontario Delivery Point**").

Rate

All charges in the customer's appropriate Rate Schedule excluding Gas Supply Charge shall apply. Applicable Transportation and Storage charges are determined based on the Ontario Delivery Point.

In addition, administration fees apply to customers who elect to enter into a T-Service Receipt Contract with EPCOR and are detailed in the Direct Purchase Contract with the customer or its agent.

For gas delivered to EPCOR at any point other than the Ontario Delivery Point, EPCOR will charge the customer or their agent all approved tolls and charges incurred by EPCOR to transport the gas to the Ontario Delivery Point.

Unaccounted for Gas:

Forecasted Unaccounted for Gas (UFG) is applied to all volumes of gas supplied:

Forecasted Unaccounted for Gas Percentage

0.00 %

Gas Supply:

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must deliver firm gas at a daily volume acceptable to EPCOR, to an Ontario Delivery Point, and, where applicable, must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

The customer or its agent must deliver to EPCOR on a daily basis, at the Ontario Delivery Point, the volume of gas to be delivered to the customer's Terminal Location plus the Forecasted UFG rate and Fuel Ratio. Where the Forecasted UFG rate is as set out in this Rate Schedule, and the Fuel Ratio is the Shipper Supplied Fuel rates of the Ontario Delivery Point related to necessary compressor or other fuel requirements of the Upstream Service Provider.

The Gas Supply calculation shall equal:

*[(Daily volume of gas to be delivered) * (1 + Forecasted UFG) * (1 + Fuel Ratio)]*

Terms and Conditions of Service

The provisions in the "T-Service Receipt Contract General Terms and Conditions" apply, as contemplated therein, to service under this Rate Schedule.

Effective: January 1, 2019

Implementation: All bills rendered on or after January 1, 2019

Replacing Rate Effective: N/A

EB-2018-XXXX

Customer Attachments and Throughput Volumes by Rate Class

Table 8-2: Customer Attachments by Rate Class

		Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8	Col. 9	Col. 10	Col. 11
	Rate Class	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	Cumulative
Row 1	Rate 1 - General Firm Service	962	2,544	3,611	4,246	4,792	5,038	5,094	5,134	5,172	5,179	41,772
Row 2	Rate 6 - Large Volume General Firm Service	14	36	59	79	88	92	92	92	92	92	736
Row 3	Rate 11 - Large Volume Seasonal Service	1	1	4	5	5	5	5	5	5	5	41
Row 4	Rate 16 - Contracted Firm Service	2	2	2	2	2	2	2	2	2	2	20
Row 5												
Row 6	Total	979	2,583	3,676	4,332	4,887	5,137	5,193	5,233	5,271	5,278	42,569

Table 8-3: Throughput Volumes by Rate Class

	Volume Assumptions	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8	Col. 9	Col. 10	Col. 11
	Rate Class	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	Cumulative
Row 1	Rate 1 - General Firm Service	1,101,720	4,014,142	7,059,323	9,067,927	10,497,651	11,435,563	11,775,724	11,874,892	11,955,466	12,001,951	90,784,357
Row 2	Rate 2 - Large Volume General Firm Service	248,193	887,258	1,757,529	2,650,500	3,209,649	3,457,842	3,560,460	3,560,460	3,560,460	3,560,460	26,452,811
Row 3	Rate 3 - Large Volume Seasonal Service	169,166	338,332	744,330	1,251,827	1,353,326	1,353,326	1,353,326	1,353,326	1,353,326	1,353,326	10,623,613
Row 4	Rate 4 - Contracted Firm Service	3,894,613	23,411,347	23,385,129	23,367,679	23,367,679	23,367,679	23,411,347	23,385,129	23,367,679	23,367,679	214,325,960
Row 5												
Row 6	Total	5,413,691	28,651,078	32,946,310	36,337,933	38,428,305	39,614,410	40,100,857	40,173,807	40,236,931	40,283,416	342,186,741

10-Year Cumulative Revenues

<u>Ten Year Revenue Forecast</u>													
(Thousands of Dollars)													
EPCOR Southern Bruce System			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8	Col. 9	Col. 10	Col. 11
	Description	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	Cumulative	
Row 1	Distribution Revenue	585	3,033	4,591	5,780	6,601	7,140	7,403	7,541	7,673	7,792	58,141	
Row 2	Total Upstream and Gas Supply Charges	319	1,273	2,047	2,678	3,093	3,391	3,497	3,544	3,588	3,627	27,056	
Row 3	Total Rate Revenues	904	4,306	6,638	8,458	9,694	10,531	10,901	11,085	11,261	11,419	85,197	

Cumulative Rate Revenue		
(Thousands of Dollars)		
Col. 1		
Description		Revenue
Row 1	Fixed Charges	13,795
Row 2	Delivery Charges	44,346
Row 3	Distribution Revenue	58,141
Row 4	Fixed Charge Ratio of Distribution Charges	23.73%
Row 5		
Row 6	Transportation and Storage	6,302
Row 7	Upstream Recovery	3,625
Row 8	Gas Supply	17,129
Row 10	Total Upstream and Gas Supply Charges	27,056
Row 11		
Row 12	Total Rate Revenues	85,197

Rate Schedules

Cumulative 10-Year
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Description				
Row 1				
Row 2	<u>Effective Cx (Cx)</u>		<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	39,183	N/A	12,489
Row 4				
Row 5	<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 6	Delivery Charge	39,738,666	N/A	11,250
Row 7	First 100 m3	48,320,000	N/A	13,406
Row 8	Next 400 m3	2,725,691	N/A	735
Row 9	Total Distribution Charge	90,784,357		37,879
Row 10	Fixed Charge Ratio of Distribution Charges			32.97%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	90,784,357	N/A	1,406
Row 13	Upstream Recovery Charge	90,784,357	N/A	2,635
Row 14	Gas Supply Charge	90,784,357	N/A	12,159
Row 15	Total Upstream and Gas Supply Charges			16,200
Row 16				
Row 17	Total Revenue			54,079

Cumulative 10-Year
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Description				
Row 1				
Row 2	<u>Effective Cx (Cx)</u>		<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	681	N/A	888
Row 4				
Row 5	<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 6	Delivery Charge	6,979,951	N/A	1,853
Row 7	First 1000 m3	15,366,260	N/A	3,672
Row 8	Next 6000 m3	4,106,599	N/A	933
Row 9	Total Distribution Charge	26,452,811		7,346
Row 10	Fixed Charge Ratio of Distribution Charge			12.09%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	26,452,811	N/A	818
Row 13	Upstream Recovery Charge	26,452,811	N/A	1,607
Row 14	Gas Supply Charge	26,452,811	N/A	3,548
Row 15	Total Upstream and Gas Supply Charges			5,973
Row 16				
Row 17	Total Revenue			13,320

Cumulative 10-Year
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Description				
Row 1				
Row 2	<u>Effective Cx (Cx)</u>		<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	39	N/A	67
Row 4				
Row 5	<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 6	Delivery Charge	Over 0 m3	N/A	1,749
Row 7	Total Distribution Charge	10,623,613		1,816
Row 8	Fixed Charge Ratio of Distribution Charge			3.68%
Row 9		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 10	Upstream Charges	10,623,613	N/A	4
Row 11	Upstream Recovery Charge	10,623,613	N/A	207
Row 12	Gas Supply Charge	10,623,613	N/A	1,422
Row 13	Total Upstream and Gas Supply Charges			1,634
Row 14				
Row 15	Total Revenue			3,450

Cumulative 10-Year
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Description				
Row 1				
Row 2	<u>Effective Cx (Cx)</u>		<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	20	N/A	351
Row 4				
Row 5	Delivery Charge	based on contracted demand		10,748
Row 6	Total Distribution Charge			11,100
Row 7	Fixed Charge Ratio of Distribution Charge			3.16%
Row 8		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 9	Upstream Charges	89,716	N/A	1,397
Row 10	Upstream Recovery Charge	89,716	N/A	1,853
Row 11	Gas Supply Charge	Transportation and Storage Charge - Contracted Demand		0
Row 12	Total Upstream and Gas Supply Charges			3,250
Row 13				
Row 14	Total Revenue			14,349

Rate 1 - 10-Year Revenues

2019
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	2	481	24
Row 4			<u>Charge (\$/Cx/month)</u>	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	486,858	26.3906
Row 7		Next 400 m3	586,817	25.8628
Row 8		Over 500 m3	28,045	25.0869
Row 9	Total Distribution Charge		1,101,720	311
Row 10	Fixed Charge Ratio of Distribution Charge			7.72%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	Upstream Recovery Charge	1,101,720	1.4779
Row 13		Transportation and Storage Charge	1,101,720	2.7054
Row 14	Gas Supply Charge		1,101,720	12.4847
Row 15	Total Upstream and Gas Supply Charges			184
Row 16				
Row 17	Total Revenue			495

2020
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	1,753	533
Row 4			<u>Charge (\$/Cx/month)</u>	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	1,774,284	26.7257
Row 7		Next 400 m3	2,138,385	26.1912
Row 8		Over 500 m3	101,473	25.4055
Row 9	Total Distribution Charge		4,014,142	1,593
Row 10	Fixed Charge Ratio of Distribution Charge			33.44%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	Upstream Recovery Charge	4,014,142	1.4779
Row 13		Transportation and Storage Charge	4,014,142	2.7398
Row 14	Gas Supply Charge		4,014,142	12.6433
Row 15	Total Upstream and Gas Supply Charges			677
Row 16				
Row 17	Total Revenue			2,269

2021
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	3,078	947
Row 4			<u>Charge (\$/Cx/month)</u>	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	3,115,813	27.0652
Row 7		Next 400 m3	3,760,451	26.5239
Row 8		Over 500 m3	183,059	25.7281
Row 9	Total Distribution Charge		7,059,323	2,835
Row 10	Fixed Charge Ratio of Distribution Charge			33.40%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	Upstream Recovery Charge	7,059,323	1.4779
Row 13		Transportation and Storage Charge	7,059,323	2.7746
Row 14	Gas Supply Charge		7,059,323	12.8038
Row 15	Total Upstream and Gas Supply Charges			1,204
Row 16				
Row 17	Total Revenue			4,039

2022
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	3,929	1,224
Row 4			<u>Charge (\$/Cx/month)</u>	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	3,981,747	1,091
Row 7		Next 400 m3	4,829,175	1,297
Row 8		Over 500 m3	257,005	67
Row 9	Total Distribution Charge		9,067,927	3,679
Row 10	Fixed Charge Ratio of Distribution Charge			33.27%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	Upstream Recovery Charge	9,067,927	134
Row 13		Transportation and Storage Charge	9,067,927	255
Row 14	Gas Supply Charge		9,067,927	1,176
Row 15	Total Upstream and Gas Supply Charges			1,565
Row 16				
Row 17	Total Revenue			5,244

2023
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	4,519	1,426
Row 4			<u>Charge (\$/Cx/month)</u>	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	4,585,362	1,273
Row 7		Next 400 m3	5,588,978	1,520
Row 8		Over 500 m3	323,311	85
Row 9	Total Distribution Charge		10,497,651	4,304
Row 10	Fixed Charge Ratio of Distribution Charge			33.13%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	Upstream Recovery Charge	10,497,651	155
Row 13		Transportation and Storage Charge	10,497,651	299
Row 14	Gas Supply Charge		10,497,651	1,378
Row 15	Total Upstream and Gas Supply Charges			1,832
Row 16				
Row 17	Total Revenue			6,137

2024
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	4,915	1,571
Row 4			<u>Charge (\$/Cx/month)</u>	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	4,988,507	1,402
Row 7		Next 400 m3	6,087,022	1,677
Row 8		Over 500 m3	360,033	96
Row 9	Total Distribution Charge		11,435,563	4,746
Row 10	Fixed Charge Ratio of Distribution Charge			33.09%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	Upstream Recovery Charge	11,435,563	193
Row 13		Transportation and Storage Charge	11,435,563	330
Row 14	Gas Supply Charge		11,435,563	1,521
Row 15	Total Upstream and Gas Supply Charges			2,044
Row 16				
Row 17	Total Revenue			6,789

2025
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>
Row 3	Monthly Fixed Charge	12	5,066	26.97
Row 4				1,639
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	5,140,819	28.4665
Row 7		Next 400 m3	6,266,714	27.8972
Row 8		Over 500 m3	368,192	27.0602
Row 9	Total Distribution Charge		11,775,724	4,951
Row 10	Fixed Charge Ratio of Distribution Charge			33.11%
Row 11			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	11,775,724	1.6230
Row 13		Transportation and Storage Charge	11,775,724	2.9182
Row 14	Gas Supply Charge		11,775,724	13.4668
Row 15	Total Upstream and Gas Supply Charges			2,121
Row 16				
Row 17	Total Revenue			7,071

2026
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>
Row 3	Monthly Fixed Charge	12	5,114	27.31
Row 4				1,676
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	5,188,489	28.8280
Row 7		Next 400 m3	6,318,212	28.2514
Row 8		Over 500 m3	368,192	27.4039
Row 9	Total Distribution Charge		11,874,892	5,058
Row 10	Fixed Charge Ratio of Distribution Charge			33.14%
Row 11			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	11,874,892	1.5796
Row 13		Transportation and Storage Charge	11,874,892	2.9553
Row 14	Gas Supply Charge		11,874,892	13.6378
Row 15	Total Upstream and Gas Supply Charges			2,158
Row 16				
Row 17	Total Revenue			7,216

2027
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>
Row 3	Monthly Fixed Charge	12	5,153	27.66
Row 4				1,710
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	5,227,221	29.1941
Row 7		Next 400 m3	6,360,054	28.6102
Row 8		Over 500 m3	368,192	27.7519
Row 9	Total Distribution Charge		11,955,466	5,158
Row 10	Fixed Charge Ratio of Distribution Charge			33.15%
Row 11			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	11,955,466	1.5395
Row 13		Transportation and Storage Charge	11,955,466	2.9928
Row 14	Gas Supply Charge		11,955,466	13.8110
Row 15	Total Upstream and Gas Supply Charges			2,193
Row 16				
Row 17	Total Revenue			7,351

2028
Rate 1 - General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	5,176	1,739
Row 4				
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	5,249,566	29.5649
Row 7		Next 400 m3	6,384,193	28.9736
Row 8		Over 500 m3	368,192	28.1044
Row 9	Total Distribution Charge		12,001,951	5,245
Row 10	Fixed Charge Ratio of Distribution Charge			33.17%
Row 11			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	12,001,951	1.5043
Row 13		Transportation and Storage Charge	12,001,951	3.0308
Row 14	Gas Supply Charge		12,001,951	13.9864
Row 15	Total Upstream and Gas Supply Charges			2,223
Row 16				
Row 17	Total Revenue			7,468

Rate 6 - 10-Year Revenues

2019
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	2	7	1
Row 4			102.00	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (\$/Cx/month)</u>
Row 6	Delivery Charge	First 1000 m3	66,731	24.7189
Row 7		Next 6000 m3	146,696	22.2470
Row 8		Over 7000 m3	34,765	21.1346
Row 9	Total Distribution Charge		248,193	58
Row 10	Fixed Charge Ratio of Distribution Charge			2.29%
Row 11			<u>Volumes (m3)</u>	<u>Charge (\$/Cx/month)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	248,193	2.9279
Row 13		Transportation and Storage Charge	248,193	5.6564
Row 14	Gas Supply Charge		248,193	12.4847
Row 15	Total Upstream and Gas Supply Charges			52
Row 16				
Row 17	Total Revenue			110

2020
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	24	30
Row 4			103.30	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (\$/Cx/month)</u>
Row 6	Delivery Charge	First 1000 m3	245,079	25.0328
Row 7		Next 6000 m3	526,295	22.5295
Row 8		Over 7000 m3	115,885	21.4030
Row 9	Total Distribution Charge		887,258	234
Row 10	Fixed Charge Ratio of Distribution Charge			12.69%
Row 11			<u>Volumes (m3)</u>	<u>Charge (\$/Cx/month)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	887,258	2.9279
Row 13		Transportation and Storage Charge	887,258	5.7283
Row 14	Gas Supply Charge		887,258	12.6433
Row 15	Total Upstream and Gas Supply Charges			189
Row 16				
Row 17	Total Revenue			423

2021
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	47	58
Row 4			104.61	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (\$/Cx/month)</u>
Row 6	Delivery Charge	First 1000 m3	476,343	25.3507
Row 7		Next 6000 m3	1,038,570	22.8156
Row 8		Over 7000 m3	242,617	21.6749
Row 9	Total Distribution Charge		1,757,529	469
Row 10	Fixed Charge Ratio of Distribution Charge			12.45%
Row 11			<u>Volumes (m3)</u>	<u>Charge (\$/Cx/month)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	1,757,529	2.9279
Row 13		Transportation and Storage Charge	1,757,529	5.8010
Row 14	Gas Supply Charge		1,757,529	12.8038
Row 15	Total Upstream and Gas Supply Charges			378
Row 16				
Row 17	Total Revenue			847

2022
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>
Row 3	Monthly Fixed Charge	12	68	105.94
Row 4				<u>Revenue</u>
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 1000 m3	698,215	25.6727
Row 7		Next 6000 m3	1,543,421	23.1054
Row 8		Over 7000 m3	408,864	21.9501
Row 9	Total Distribution Charge		2,650,500	712
Row 10	Fixed Charge Ratio of Distribution Charge			12.14%
Row 11			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	2,650,500	2.9279
Row 13		Transportation and Storage Charge	2,650,500	5.8747
Row 14	Gas Supply Charge		2,650,500	12.9664
Row 15	Total Upstream and Gas Supply Charges			577
Row 16				
Row 17	Total Revenue			1,289

2023
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>
Row 3	Monthly Fixed Charge	12	83	107.28
Row 4				<u>Revenue</u>
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 1000 m3	845,624	25.9987
Row 7		Next 6000 m3	1,857,703	23.3988
Row 8		Over 7000 m3	506,322	22.2289
Row 9	Total Distribution Charge		3,209,649	873
Row 10	Fixed Charge Ratio of Distribution Charge			12.16%
Row 11			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	3,209,649	2.9279
Row 13		Transportation and Storage Charge	3,209,649	5.9493
Row 14	Gas Supply Charge		3,209,649	13.1311
Row 15	Total Upstream and Gas Supply Charges			706
Row 16				
Row 17	Total Revenue			1,580

2024
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>
Row 3	Monthly Fixed Charge	12	89	108.64
Row 4				<u>Revenue</u>
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 1000 m3	912,355	26.3289
Row 7		Next 6000 m3	2,004,400	23.6960
Row 8		Over 7000 m3	541,088	22.5112
Row 9	Total Distribution Charge		3,457,842	953
Row 10	Fixed Charge Ratio of Distribution Charge			12.18%
Row 11			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	3,457,842	3.3555
Row 13		Transportation and Storage Charge	3,457,842	6.0248
Row 14	Gas Supply Charge		3,457,842	13.2979
Row 15	Total Upstream and Gas Supply Charges			784
Row 16				
Row 17	Total Revenue			1,737

2025
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	91	120
Row 4			<u>Charge (\$/Cx/month)</u>	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 1000 m3	933,901	249
Row 7		Next 6000 m3	2,062,294	495
Row 8		Over 7000 m3	564,265	129
Row 9	Total Distribution Charge		3,560,460	993
Row 10	Fixed Charge Ratio of Distribution Charge			12.10%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	Upstream Recovery Charge	3,560,460	115
Row 13		Transportation and Storage Charge	3,560,460	217
Row 14	Gas Supply Charge		3,560,460	479
Row 15	Total Upstream and Gas Supply Charges			811
Row 16				
Row 17	Total Revenue			1,804

2026
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	91	122
Row 4			<u>Charge (\$/Cx/month)</u>	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 1000 m3	933,901	252
Row 7		Next 6000 m3	2,062,294	501
Row 8		Over 7000 m3	564,265	130
Row 9	Total Distribution Charge		3,560,460	1,005
Row 10	Fixed Charge Ratio of Distribution Charge			12.10%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	Upstream Recovery Charge	3,560,460	113
Row 13		Transportation and Storage Charge	3,560,460	220
Row 14	Gas Supply Charge		3,560,460	486
Row 15	Total Upstream and Gas Supply Charges			818
Row 16				
Row 17	Total Revenue			1,823

2027
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	91	123
Row 4			<u>Charge (\$/Cx/month)</u>	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 1000 m3	933,901	255
Row 7		Next 6000 m3	2,062,294	508
Row 8		Over 7000 m3	564,265	132
Row 9	Total Distribution Charge		3,560,460	1,018
Row 10	Fixed Charge Ratio of Distribution Charge			12.10%
Row 11		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 12	Upstream Charges	Upstream Recovery Charge	3,560,460	110
Row 13		Transportation and Storage Charge	3,560,460	223
Row 14	Gas Supply Charge		3,560,460	492
Row 15	Total Upstream and Gas Supply Charges			825
Row 16				
Row 17	Total Revenue			1,843

2028
Rate 6 - Large Volume General Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
	Description			
Row 1				
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	91	125
Row 4			<u>Charge (\$/Cx/month)</u>	
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 1000 m3	933,901	259
Row 7		Next 6000 m3	2,062,294	514
Row 8		Over 7000 m3	564,265	134
Row 9	Total Distribution Charge		3,560,460	1,031
Row 10	Fixed Charge Ratio of Distribution Charge			12.10%
Row 11			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	3,560,460	108
Row 13		Transportation and Storage Charge	3,560,460	226
Row 14	Gas Supply Charge		3,560,460	498
Row 15	Total Upstream and Gas Supply Charges			832
Row 16				
Row 17	Total Revenue			1,863

Rate 11 - 10-Year Revenues

2019
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	2	1	204.00	0
Row 4	Monthly Fixed Charge			
Row 5	<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 6	Over 0 m3	169,166	15.3546	26
Row 7	Delivery Charge			
Row 8	Total Distribution Charge	169,166		26
Row 9	Fixed Charge Ratio of Distribution Charge			0.78%
Row 10		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 11	Upstream Charges	169,166	0.0353	0
Row 12	Gas Supply Charge	169,166	1.8215	3
Row 13	Total Upstream and Gas Supply Charges	169,166	12.4847	21
Row 14				24
Row 15	Total Revenue			50

2020
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	8	1	206.59	2
Row 4	Monthly Fixed Charge			
Row 5	<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 6	Over 0 m3	338,332	15.5496	53
Row 7	Delivery Charge			
Row 8	Total Distribution Charge	338,332		54
Row 9	Fixed Charge Ratio of Distribution Charge			3.05%
Row 10		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 11	Upstream Charges	338,332	0.0353	0
Row 12	Gas Supply Charge	338,332	1.8446	6
Row 13	Total Upstream and Gas Supply Charges	338,332	12.6433	43
Row 14				49
Row 15	Total Revenue			103

2021
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	8	3	209.21	4
Row 4	Monthly Fixed Charge			
Row 5	<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 6	Over 0 m3	744,330	15.7471	117
Row 7	Delivery Charge			
Row 8	Total Distribution Charge	744,330		121
Row 9	Fixed Charge Ratio of Distribution Charge			3.45%
Row 10		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 11	Upstream Charges	744,330	0.0353	0
Row 12	Gas Supply Charge	744,330	1.8680	14
Row 13	Total Upstream and Gas Supply Charges	744,330	12.8038	95
Row 14				109
Row 15	Total Revenue			231

2022
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	8	5	211.87	8
Row 4	Monthly Fixed Charge			
Row 5	<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 6	Over 0 m3	1,251,827	15.9471	200
Row 7	Delivery Charge			
Row 8	Total Distribution Charge	1,251,827		207
Row 9	Fixed Charge Ratio of Distribution Charge			3.68%
Row 10		<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 11	Upstream Charges	1,251,827	0.0353	0
Row 12	Gas Supply Charge	1,251,827	1.8917	24
Row 13	Total Upstream and Gas Supply Charges	1,251,827	12.9664	162
Row 14				186
Row 15	Total Revenue			394

2023
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	8	5	9
Row 4			Charge (\$/Cx/month)	
Row 5			214.56	
Row 6		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	
Row 7	Delivery Charge	Over 0 m3	1,353,326	219
Row 8	Total Distribution Charge		1,353,326	227
Row 9	Fixed Charge Ratio of Distribution Charge			3.78%
Row 10			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 11	Upstream Charges	Upstream Recovery Charge	1,353,326	0.0353
Row 12		Transportation and Storage Charge	1,353,326	1.9158
Row 13	Gas Supply Charge		1,353,326	13.1311
Row 14	Total Upstream and Gas Supply Charges			178
Row 15	Total Revenue			431

2024
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	8	5	9
Row 4			Charge (\$/Cx/month)	
Row 5			217.29	
Row 6		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	
Row 7	Delivery Charge	Over 0 m3	1,353,326	221
Row 8	Total Distribution Charge		1,353,326	230
Row 9	Fixed Charge Ratio of Distribution Charge			3.78%
Row 10			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 11	Upstream Charges	Upstream Recovery Charge	1,353,326	0.0405
Row 12		Transportation and Storage Charge	1,353,326	1.9401
Row 13	Gas Supply Charge		1,353,326	13.2979
Row 14	Total Upstream and Gas Supply Charges			180
Row 15	Total Revenue			437

2025
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	8	5	9
Row 4			Charge (\$/Cx/month)	
Row 5			220.05	
Row 6		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	
Row 7	Delivery Charge	Over 0 m3	1,353,326	224
Row 8	Total Distribution Charge		1,353,326	233
Row 9	Fixed Charge Ratio of Distribution Charge			3.78%
Row 10			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 11	Upstream Charges	Upstream Recovery Charge	1,353,326	0.0400
Row 12		Transportation and Storage Charge	1,353,326	1.9647
Row 13	Gas Supply Charge		1,353,326	13.4668
Row 14	Total Upstream and Gas Supply Charges			182
Row 15	Total Revenue			442

2026
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	8	5	9
Row 4			Charge (\$/Cx/month)	
Row 5			222.84	
Row 6		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	
Row 7	Delivery Charge	Over 0 m3	1,353,326	227
Row 8	Total Distribution Charge		1,353,326	236
Row 9	Fixed Charge Ratio of Distribution Charge			3.78%
Row 10			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 11	Upstream Charges	Upstream Recovery Charge	1,353,326	0.0392
Row 12		Transportation and Storage Charge	1,353,326	1.9897
Row 13	Gas Supply Charge		1,353,326	13.6378
Row 14	Total Upstream and Gas Supply Charges			185
Row 15	Total Revenue			448

2027
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	8	5	225.67
Row 4				9
Row 5	<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 6	Delivery Charge	Over 0 m3	1,353,326	16.9858
Row 7	Total Distribution Charge		1,353,326	230
Row 8	Fixed Charge Ratio of Distribution Charge			239
Row 9				3.78%
Row 10	<u>Upstream Charges</u>	<u>Upstream Recovery Charge</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 11		Transportation and Storage Charge	1,353,326	0.0385
Row 12	Gas Supply Charge		1,353,326	2.0150
Row 13	Total Upstream and Gas Supply Charges			187
Row 14				215
Row 15	Total Revenue			454

2028
Rate 11 - Large Volume Seasonal Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	8	5	228.54
Row 4				9
Row 5	<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>	
Row 6	Delivery Charge	Over 0 m3	1,353,326	17.2015
Row 7	Total Distribution Charge		1,353,326	233
Row 8	Fixed Charge Ratio of Distribution Charge			242
Row 9				3.78%
Row 10	<u>Upstream Charges</u>	<u>Upstream Recovery Charge</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 11		Transportation and Storage Charge	1,353,326	0.0378
Row 12	Gas Supply Charge		1,353,326	2.0406
Row 13	Total Upstream and Gas Supply Charges			189
Row 14				217
Row 15	Total Revenue			459

Rate 16 - 10-Year Revenues

2019
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Description				
Row 1				
Row 2	<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	2	1,500.00	6
Row 4				
Row 5		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 6	Delivery Charge	based on contracted demand	89,716	184
Row 7	Total Distribution Charge			190
Row 8	Fixed Charge Ratio of Distribution Charge			3.16%
Row 9		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 10	Upstream Charges	Upstream Recovery Charge	89,716	26
Row 11		Transportation and Storage Charge - Contracted Demand	89,716	33
Row 12	Gas Supply Charge			0
Row 13	Total Upstream and Gas Supply Charges			59
Row 14				
Row 15	Total Revenue			248

2020
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Description				
Row 1				
Row 2	<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	1,519.05	36
Row 4				
Row 5		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 6	Delivery Charge	based on contracted demand	89,716	1,115
Row 7	Total Distribution Charge			1,152
Row 8	Fixed Charge Ratio of Distribution Charge			3.16%
Row 9		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 10	Upstream Charges	Upstream Recovery Charge	89,716	154
Row 11		Transportation and Storage Charge - Contracted Demand	89,716	205
Row 12	Gas Supply Charge			0
Row 13	Total Upstream and Gas Supply Charges			358
Row 14				
Row 15	Total Revenue			1,510

2021
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Description				
Row 1				
Row 2	<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	1,538.34	37
Row 4				
Row 5		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 6	Delivery Charge	based on contracted demand	89,716	1,130
Row 7	Total Distribution Charge			1,167
Row 8	Fixed Charge Ratio of Distribution Charge			3.16%
Row 9		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 10	Upstream Charges	Upstream Recovery Charge	89,716	154
Row 11		Transportation and Storage Charge - Contracted Demand	89,716	201
Row 12	Gas Supply Charge			0
Row 13	Total Upstream and Gas Supply Charges			355
Row 14				
Row 15	Total Revenue			1,521

2022
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Description				
Row 1				
Row 2	<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	1,557.88	37
Row 4				
Row 5		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 6	Delivery Charge	based on contracted demand	89,716	1,144
Row 7	Total Distribution Charge			1,181
Row 8	Fixed Charge Ratio of Distribution Charge			3.16%
Row 9		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 10	Upstream Charges	Upstream Recovery Charge	89,716	154
Row 11		Transportation and Storage Charge - Contracted Demand	89,716	196
Row 12	Gas Supply Charge			0
Row 13	Total Upstream and Gas Supply Charges			350
Row 14				
Row 15	Total Revenue			1,531

2023
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	2	38
Row 4			1,577.66	
Row 5		<u>Contracted Demand (m3/day)</u>	<u>Charge (\$/Cx/month)</u>	
Row 6	Delivery Charge	based on contracted demand	89,716	1,159
Row 7	Total Distribution Charge		107.6113	1,196
Row 8	Fixed Charge Ratio of Distribution Charge			3.16%
Row 9		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 10	Upstream Charges	Upstream Recovery Charge	89,716	154
Row 11		Transportation and Storage Charge - Contracted Demand	89,716	197
Row 12	Gas Supply Charge		18.2740	0
Row 13	Total Upstream and Gas Supply Charges			350
Row 14				
Row 15	Total Revenue			1,547

2024
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	2	38
Row 4			1,597.70	
Row 5		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 6	Delivery Charge	based on contracted demand	89,716	1,173
Row 7	Total Distribution Charge		108.9779	1,212
Row 8	Fixed Charge Ratio of Distribution Charge			3.16%
Row 9		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 10	Upstream Charges	Upstream Recovery Charge	89,716	157
Row 11		Transportation and Storage Charge - Contracted Demand	89,716	199
Row 12	Gas Supply Charge		18.5093	0
Row 13	Total Upstream and Gas Supply Charges			356
Row 14				
Row 15	Total Revenue			1,568

2025
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	2	39
Row 4			1,617.99	
Row 5		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 6	Delivery Charge	based on contracted demand	89,716	1,188
Row 7	Total Distribution Charge		110.3619	1,227
Row 8	Fixed Charge Ratio of Distribution Charge			3.16%
Row 9		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 10	Upstream Charges	Upstream Recovery Charge	89,716	154
Row 11		Transportation and Storage Charge - Contracted Demand	89,716	202
Row 12	Gas Supply Charge		18.7545	0
Row 13	Total Upstream and Gas Supply Charges			356
Row 14				
Row 15	Total Revenue			1,583

2026
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	2	39
Row 4			1,638.54	
Row 5		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 6	Delivery Charge	based on contracted demand	89,716	1,203
Row 7	Total Distribution Charge		111.7635	1,243
Row 8	Fixed Charge Ratio of Distribution Charge			3.16%
Row 9		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 10	Upstream Charges	Upstream Recovery Charge	89,716	151
Row 11		Transportation and Storage Charge - Contracted Demand	89,716	204
Row 12	Gas Supply Charge		18.9665	0
Row 13	Total Upstream and Gas Supply Charges			356
Row 14				
Row 15	Total Revenue			1,598

2027
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	2	40
Row 4			1,659.35	
Row 5		<u>Contracted Demand (m3/day)</u>	<u>Charge (\$/Cx/month)</u>	
Row 6	Delivery Charge	based on contracted demand	89,716	1,219
Row 7	Total Distribution Charge		113.1829	1,258
Row 8	Fixed Charge Ratio of Distribution Charge			3.16%
Row 9		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 10	Upstream Charges	Upstream Recovery Charge	89,716	149
Row 11		Transportation Charge - Contracted Demand	89,716	207
Row 12	Gas Supply Charge		19.2053	0
Row 13	Total Upstream and Gas Supply Charges			355
Row 14				
Row 15	Total Revenue			1,614

2028
Rate 16 - Contracted Firm Service
(Thousands of Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Revenue</u>
Row 3	Monthly Fixed Charge	12	2	40
Row 4			1,680.42	
Row 5		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 6	Delivery Charge	based on contracted demand	89,716	1,234
Row 7	Total Distribution Charge		114.6204	1,274
Row 8	Fixed Charge Ratio of Distribution Charge			3.16%
Row 9		<u>Contracted Demand (m3/day)</u>	<u>Charge (¢/m3/month)</u>	
Row 10	Upstream Charges	Upstream Recovery Charge	89,716	146
Row 11		Transportation and Storage Charge - Contracted Demand	89,716	209
Row 12	Gas Supply Charge		19.4499	0
Row 13	Total Upstream and Gas Supply Charges			355
Row 14				
Row 15	Total Revenue			1,629

Rate 1 – Customer Bills

2020 Rate 1 - General Firm Service Existing Residential (Dollars unless Otherwise Specified)				
	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	Months	Effective Cx (Cx)	Charge (\$/Cx/month)	Bill Amount
Row 3	12	1	25.32	304
Row 4	Monthly Fixed Charge			
Row 5	Rate Block (m3)	Volumes (m3)	Charge (¢/m3)	
Row 6	First 100 m3	1,001	26.7257	268
Row 7	Next 400 m3	1,148	26.1912	301
Row 8	Over 500 m3	0	25.4055	0
Row 9	Total Distribution Charge			872
Row 10	Fixed Charge Ratio of Distribution Charge			34.84%
Row 11		Volumes (m3)	Charge (¢/m3)	
Row 12	Upstream Charges	2,149	1.4779	32
Row 13	Upstream Recovery Charge	2,149	2.7398	59
Row 14	Transportation and Storage Charge	2,149	12.6433	272
Row 15	Total Upstream and Gas Supply Charges			362
Row 16				
Row 17	Total Revenue			1,234

2020 Rate 1 - General Firm Service New Residential (Dollars unless Otherwise Specified)				
	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	Months	Effective Cx (Cx)	Charge (\$/Cx/month)	Bill Amount
Row 3	12	1	25.32	304
Row 4	Monthly Fixed Charge			
Row 5	Rate Block (m3)	Volumes (m3)	Charge (¢/m3)	
Row 6	First 100 m3	993	26.7257	265
Row 7	Next 400 m3	1,073	26.1912	281
Row 8	Over 500 m3	0	25.4055	0
Row 9	Total Distribution Charge			850
Row 10	Fixed Charge Ratio of Distribution Charge			35.73%
Row 11		Volumes (m3)	Charge (¢/m3)	
Row 12	Upstream Charges	2,066	1.4779	31
Row 13	Upstream Recovery Charge	2,066	2.7398	57
Row 14	Transportation and Storage Charge	2,066	12.6433	261
Row 15	Total Upstream and Gas Supply Charges			348
Row 16				
Row 17	Total Revenue			1,199

2020 Rate 1 - General Firm Service Small Commercial (Dollars unless Otherwise Specified)				
	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	Months	Effective Cx (Cx)	Charge (\$/Cx/month)	Bill Amount
Row 3	12	1	25.32	304
Row 4	Monthly Fixed Charge			
Row 5	Rate Block (m3)	Volumes (m3)	Charge (¢/m3)	
Row 6	First 100 m3	1,198	26.7257	320
Row 7	Next 400 m3	2,475	26.1912	648
Row 8	Over 500 m3	1,020	25.4055	259
Row 9	Total Distribution Charge			1,531
Row 10	Fixed Charge Ratio of Distribution Charge			19.84%
Row 11		Volumes (m3)	Charge (¢/m3)	
Row 12	Upstream Charges	4,693	1.4779	69
Row 13	Upstream Recovery Charge	4,693	2.7398	129
Row 14	Transportation and Storage Charge	4,693	12.6433	593
Row 15	Total Upstream and Gas Supply Charges			791
Row 16				
Row 17	Total Revenue			2,323

2020
Rate 1 - General Firm Service
Small Agricultural
(Dollars unless Otherwise Specified)

	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		<u>Months</u>	<u>Effective Cx (Cx)</u>	<u>Charge (\$/Cx/month)</u>
Row 3	Monthly Fixed Charge	12	1	25.32
Row 4				304
Row 5		<u>Rate Block (m3)</u>	<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 6	Delivery Charge	First 100 m3	1,199	26.7257
Row 7		Next 400 m3	2,484	26.1912
Row 8		Over 500 m3	1,037	25.4055
Row 9	Total Distribution Charge		4,720	1,538
Row 10	Fixed Charge Ratio of Distribution Charge			19.75%
Row 11			<u>Volumes (m3)</u>	<u>Charge (¢/m3)</u>
Row 12	Upstream Charges	Upstream Recovery Charge	4,720	1.4779
Row 13		Transportation and Storage Charge	4,720	2.7398
Row 14	Gas Supply Charge		4,720	12.6433
Row 15	Total Upstream and Gas Supply Charges			796
Row 16				
Row 17	Total Revenue			2,334

Rate 6 – Customer Bills

2020				
Rate 6 - Large Volume General Firm Service				
Medium Commercial				
(Dollars unless Otherwise Specified)				
	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	Months	Effective Cx (Cx)	Charge (\$/Cx/month)	Bill Amount
Row 3	12	1	103.30	1,240
Row 4	Monthly Fixed Charge			
Row 5	Rate Block (m3)	Volumes (m3)	Charge (¢/m3)	
Row 6	First 1000 m3	9,832	25.0328	2,461
Row 7	Next 6000 m3	17,101	22.5295	3,853
Row 8	Over 7000 m3	0	21.4030	0
Row 9	Total Distribution Charge			7,554
Row 10	Fixed Charge Ratio of Distribution Charge			16.41%
Row 11	Volumes (m3)	Charge (¢/m3)		
Row 12	Upstream Charges	26,933	2.9279	789
Row 13	Upstream Recovery Charge	26,933	5.7283	1,543
Row 14	Transportation and Storage Charge	26,933	12.6433	3,405
Row 15	Total Upstream and Gas Supply Charges			5,737
Row 16				
Row 17	Total Revenue			13,290

2020				
Rate 6 - Large Volume General Firm Service				
Large Commercial				
(Dollars unless Otherwise Specified)				
	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	Months	Effective Cx (Cx)	Charge (\$/Cx/month)	Bill Amount
Row 3	12	1	103.30	1,240
Row 4	Monthly Fixed Charge			
Row 5	Rate Block (m3)	Volumes (m3)	Charge (¢/m3)	
Row 6	First 1000 m3	11,715	25.0328	2,933
Row 7	Next 6000 m3	40,793	22.5295	9,190
Row 8	Over 7000 m3	23,177	21.4030	4,961
Row 9	Total Distribution Charge			18,323
Row 10	Fixed Charge Ratio of Distribution Charge			6.76%
Row 11	Volumes (m3)	Charge (¢/m3)		
Row 12	Upstream Charges	75,685	2.9279	2,216
Row 13	Upstream Recovery Charge	75,685	5.7283	4,335
Row 14	Transportation and Storage Charge	75,685	12.6433	9,569
Row 15	Total Upstream and Gas Supply Charges			16,120
Row 16				
Row 17	Total Revenue			34,444

Rate 11 – Customer Bills

2020				
Rate 11 - Large Volume Seasonal Service				
Sample Dryer 1				
(Dollars unless Otherwise Specified)				
	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	Months	Effective Cx (Cx)	Charge (\$/Cx/month)	Revenue
Row 3	Monthly Fixed Charge	8	1	206.59
Row 4				1,653
Row 5	Rate Block (m3)	Volumes (m3)	Charge (¢/m3)	
Row 6	Delivery Charge	Over 0 m3	15.5496	15,783
Row 7	Total Distribution Charge	101,499		17,435
Row 8	Fixed Charge Ratio of Distribution Charge			9.48%
Row 9		Volumes (m3)	Charge (¢/m3)	
Row 10	Upstream Charges	Upstream Recovery Charge	101,499	0.0353
Row 11		Transportation and Storage Charge	101,499	1.8446
Row 12	Gas Supply Charge		101,499	12.6433
Row 13	Total Upstream and Gas Supply Charges			14,741
Row 14				
Row 15	Total Revenue			32,176

2020				
Rate 11 - Large Volume Seasonal Service				
Sample Dryer 2				
(Dollars unless Otherwise Specified)				
	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2	Months	Effective Cx (Cx)	Charge (\$/Cx/month)	Revenue
Row 3	Monthly Fixed Charge	8	1	206.59
Row 4				1,653
Row 5	Rate Block (m3)	Volumes (m3)	Charge (¢/m3)	
Row 6	Delivery Charge	Over 0 m3	15.5496	52,609
Row 7	Total Distribution Charge	338,332		54,262
Row 8	Fixed Charge Ratio of Distribution Charge			3.05%
Row 9		Volumes (m3)	Charge (¢/m3)	
Row 10	Upstream Charges	Upstream Recovery Charge	338,332	0.0353
Row 11		Transportation and Storage Charge	338,332	1.8446
Row 12	Gas Supply Charge		338,332	12.6433
Row 13	Total Upstream and Gas Supply Charges			49,136
Row 14				
Row 15	Total Revenue			103,398

Rate 16 – Customer Bills

2020				
Rate 16 - Contracted Firm Service				
(Dollars unless Otherwise Specified)				
	Col. 1	Col. 2	Col. 3	Col. 4
Row 1	Description			
Row 2		Months	Effective Cx (Cx)	Revenue
Row 3	Monthly Fixed Charge	12	1	18,229
Row 4			1,519.05	
Row 5				
Row 6	Delivery Charge		Contracted Demand (m3/day)	Charge (\$/Cx/month)
Row 7			50,000	103.6132
Row 8	Total Distribution Charge			621,679
Row 9	Fixed Charge Ratio of Distribution Charge			639,908
Row 10				2.85%
Row 11				
Row 12	Upstream Charges	Upstream Recovery Charge	Contracted Demand (m3/day)	Charge (\$/m3/month)
Row 13			50,000	14.2815
Row 14		Transportation Charge - Contracted Demand	50,000	85,689
Row 15				113,972
Row 16	Total Upstream and Gas Supply Charges			199,661
Row 17	Total Revenue			839,569

EPCOR Natural Gas Limited Partnership - Southern Bruce Natural Gas Operations

Conditions of Service

**Effective January 1, 2019
EB-2018-0264**

TABLE OF CONTENTS

1	PREAMBLE	3
2	GAS DISTRIBUTION SERVICES.....	3
2.1	Gas Distribution and/or Supply Interruptions	3
2.2	Delivery Point	3
3	RATE SCHEDULES	4
4	INITIATION OF SERVICE	4
4.1	Application for Service	4
4.2	Main Extensions	4
4.3	Service Lateral Installations	5
4.4	Meter Locations	6
4.5	Alterations or Service Relocations	6
4.6	Customer Piping, Appliances and Equipment.....	6
4.7	Inspections of Installations	7
5	MAINTENANCE OF SERVICE	7
5.1	Customer Service	7
5.2	Access to Customer Premises	8
5.3	Meter Testing.....	8
5.4	Resale Prohibited	8
6	CUSTOMER CARE	9
6.1	Setting up an Account	9
6.2	Meter Reads.....	9
6.3	Security Deposits.....	9
6.4	Bill Issuance and Payment.....	12
6.5	Billing Errors	15
6.6	Allocation of Payments between Gas and Non-Gas Charges	16
6.7	Discontinuance of Gas Delivery - Customer Initiated	16
6.8	Discontinuance of Service for Non-payment	16
6.9	Discontinuance of Service for Causes Other than Non-payment	17
6.10	Arrears Management Programs.....	17
6.11	Customer Service for Eligible Low-Income Customers	18
6.12	Management of Customer Accounts	18
6.13	Management of Landlord/Tenant Accounts.....	19
6.14	Customer Service	20
	Appendix A - Definition of Terms.....	21
	Schedule 1 – Service Charges and Miscellaneous Charges.....	23
	Schedule 2 – Forms	25

1 PREAMBLE

EPCOR Natural Gas Limited Partnership's Southern Bruce Operations ("EPCOR") commenced development of its natural gas distribution system in 2019 in order to sell and distribute natural gas to Customers within its franchise areas in the Municipality of Arran-Elderslie, Municipality of Kincardine, and the Township of Huron-Kinloss.

These Conditions of Service provide a summary of EPCOR's standards and practices governing the relationship between EPCOR and its Customers. This document does not supersede any terms and conditions set out in EPCOR's Rate Schedules approved by the Ontario Energy Board ("OEB"). EPCOR reserves the right to modify these Conditions of Service at any time.

Capitalized terms are defined in Appendix A.

2 GAS DISTRIBUTION SERVICES

Gas distribution services will be made available to new residential, commercial and industrial Customers within EPCOR's franchise areas if EPCOR, at its sole discretion, determines that:

- a) sufficient gas supply exists;
- b) sufficient transportation and distribution capacity exists;
- c) installation of the infrastructure required would not pose any safety or other risk; and,
- d) installation of the infrastructure required is determined to be economically feasible.

2.1 Gas Distribution and/or Supply Interruptions

EPCOR may require Customers to curtail or discontinue the use of gas if the supply of gas is jeopardized in the event of:

- a) an actual or threatened shortage of gas due to circumstances beyond EPCOR's control;
- b) a curtailment or restricted gas usage being ordered by a governmental authority or agency having jurisdiction; or
- c) an event of Force Majeure.

EPCOR may also be required to interrupt gas service from time to time for repair and/or maintenance of its facilities. Except in the case of an emergency, affected Customers will be given reasonable notice of such interruption. EPCOR shall not be liable for any loss of production, nor for any loss or damages whatsoever associated with curtailment, discontinuance, interruption or any other failure of supply.

2.2 Delivery Point

The point of delivery of all gas (or redelivery in the case of gas directly purchased by a Customer) shall be at the outlet of EPCOR's Meter. At the point of delivery, all gas delivered becomes the property of the Customer. All gas passing through the Meter, whether it is used or lost through leakage downstream of the Meter, is the Customer's responsibility and the Customer shall pay for that gas.

3 RATE SCHEDULES

The rates EPCOR charges for its various gas distribution and supply services are set out in EPCOR's Rate Schedules, which are approved by the OEB from time to time. When EPCOR's Rate Schedules are amended by the OEB, the amended rate(s) and/or term(s) will apply to Customers on the effective date established by the OEB.

4 INITIATION OF SERVICE

4.1 Application for Service

A potential Customer requesting natural gas service must complete EPCOR's "Application for Natural Gas Service" form ("Application") attached at Schedule 2 to these Conditions of Service. Contract Rate Customers are required to execute a contract for a specified term of not less than one (1) year.

EPCOR may approve an Application, taking into account the criteria set out in Section 2, and the conditions set out in Sections 4.2 and 4.3. If serving the potential Customer would require EPCOR to construct a new Service Lateral, the Customer must also complete EPCOR's "Meter Size and Location Request" form.

A \$30.00 transfer/connection fee, plus applicable taxes will be charged for an approved Application, which will be applied to the Customer's first natural gas bill. In addition, a new Customer may be required to provide a security deposit in accordance with EPCOR's security deposit policy set out in Section 6.3.

The Application for Natural Gas Service form is attached to these Conditions of Service in Schedule 2. This form is also available on EPCOR's website at www.epcor.com under "Sign up details", in person at EPCOR's office or by contacting an EPCOR customer service representative at 1-519-773-5321.

4.2 Main Extensions

EPCOR will make extensions of its natural gas Mains within its franchise area to serve new Customers when EPCOR, at its sole discretion, determines that: (a) the criteria outlined in Section 2 have been met; and (b) the Main Extension will not disturb or impair the service to other Customers. The following criteria will be used by EPCOR to review the economic feasibility of a Main Extension:

- a) the full cost of extending the gas Main;
- b) the number of potential new Customers that will be served off the Main Extension within the next five (5) years; and
- c) the amount of natural gas expected to be used by those Customers.

If the Main Extension is not economically feasible, the potential new Customer(s) will be required to pay a Contribution-in-Aid-of-Construction ("CIAC") in an amount to be determined by EPCOR, consistent with OEB guidelines, to make the Main Extension project economically feasible. If a CIAC is required,

EPCOR will notify the potential new Customer(s) of the amount of the CIAC. In addition, the potential new Customer(s) may be required to sign a CIAC agreement. EPCOR will begin planning the installation once the CIAC has been paid in full.

Many factors affect the installation of Main Extensions. As a result, EPCOR cannot guarantee the time required to complete a Main Extension.

4.3 Service Lateral Installations

In addition to the criteria in Section 2 above, the following conditions must be met prior to the installation of Service Laterals within EPCOR's franchise area:

- a) an Application and/or contract as outlined in Section 4.1 above have been properly completed and approved/executed;
- b) any applicable security deposit has been provided;
- c) any associated Main Extensions have been determined to be economically feasible, or the required CIAC has been paid as outlined in Section 4.2; and,
- d) all fees for the Service Lateral installation (as described below) have been paid.

For each Service Lateral request, EPCOR shall complete a construction estimate for the Service Lateral extending from the Customer's property line to the Meter location selected by EPCOR as set out in Section 4.4. The cost of installing the first 30 meters of a natural gas Service Lateral will be borne by EPCOR. If the length of pipe required to bring the Service Lateral to the Meter location exceeds this length, the Customer will be charged for the installation of pipe in excess of 30 meters.

EPCOR may, at its sole discretion, accommodate requests made by the Customer regarding the location of the service or other specific requirements and in such cases, the Customer will be responsible for any additional costs associated with the request.

EPCOR will try to restore Customers' property to the approximate condition in which it was found prior to EPCOR's work. This includes property that is excavated or disrupted during laying, constructing, repairing or removing EPCOR's facilities. Such restoration costs are included in the installation fees charged to the Customer.

Many factors affect the installation of services. As a result, EPCOR cannot guarantee the time required to install a new service.

A Meter connection shall be established as soon as practical after the installation of the service line at the Customer's premises and will be subject to EPCOR's monthly fixed charge from that date. If a Customer does not have any natural gas consumption within 12 months of installation of a new gas service, they will be required to reimburse EPCOR for any service line installation costs not covered by any Service Lateral installation fee charged at the time of installation.

4.4 Meter Locations

EPCOR will determine the location of any Customer Meter. EPCOR will make every effort to install Meters to be accessible for inspection, reading, testing, maintenance and exchange. All Meter locations must comply with all applicable legal requirements, including the *Technical Standards and Safety Act* and its associated regulations.

For Residential Customers, Meters may be located on the front or on either side of the dwelling receiving gas service. A Meter located on the side of a dwelling cannot be greater than ten feet from the front corner of the dwelling. When the distance from the property line to a dwelling or building requiring the natural gas service exceeds 100 meters, the Meter may be required to be located near the property line and the Customer will be responsible for the installation of the piping from the outlet of the Meter as per Section 4.6.

Where outside Meters are installed in locations that do not afford reasonable protection from damage, a physical barrier will be provided as part of the installation. Customers are subsequently responsible for the protection of all metering equipment necessary for the supply of gas, and for keeping it accessible at all times. If at the time of installation, a Meter is adequately protected, and the protection is subsequently compromised by alterations to the property, the Customer will be responsible for EPCOR's cost to install meter protection. Customers will be held liable for any or damage to EPCOR's metering or regulating equipment on their premises that is determined, in EPCOR's judgment, to be beyond ordinary wear and tear, and shall pay EPCOR the cost of any necessary repairs or replacements.

4.5 Alterations or Service Relocations

The cost of work done to alter or relocate existing services and equipment solely for the convenience of the Customer, or to accommodate a Customer's modified requirements, will be charged to the Customer.

4.6 Customer Piping, Appliances and Equipment

Customers shall, at their own expense, equip their premises with all piping, controls, safety devices and other attachments from the outlet of the Meter to the appliances or equipment served. Customers are responsible for maintaining the piping and equipment beyond the outlet (customer) side of the Meter, at their own expense. Customers shall ensure that all such piping and attachments are installed and maintained in accordance with EPCOR's requirements contained herein, the *Technical Standards and Safety Act* (and associated regulations), and any other applicable laws, regulations, rules, codes or standards.

Meters will not be connected to a Customer's piping when that piping, and/or appliances or equipment attached thereto, is known by EPCOR to be defective or not in accordance with applicable laws, regulations, rules, standards or codes. EPCOR reserves the right to discontinue service at any time should it find the piping, venting, appliances or other gas equipment on the Customer's premises to be defective, in an unsafe condition or not in compliance with laws, regulations, rules, standards or codes.

The Customer is required to immediately notify EPCOR of any leakage or escape of natural gas on the customer's premises by calling the 24-hour emergency number at 1-519-773-5321.

EPCOR shall not be liable to the Customer for any damages, and the Customer shall indemnify EPCOR from and against all loss, cost, damages, injury, or expense associated with any injury or damage to persons or property arising, either directly or indirectly, from or incidental to the escape of gas or products of combustion of gas from piping, controls, appliances or appliances that are on the outlet side of the Meter.

4.7 Inspections of Installations

All new installations of supply piping, gas appliances and installations on premises served with natural gas for the first time, are required to be inspected prior to gas being introduced to the premises. In addition to inspections in the instance of a new installation, additional inspections may be performed from time-to-time, including when Meters are changed or physically reset and when gas supply is restored to a premises for any reason. Inspections are governed by the *Technical Standards and Safety Act* and associated regulations

If an inspection reveals that repairs or adjustments are required to the Customer's equipment, the Customer will be advised and the required repairs or adjustments must be completed by the Customer prior to the gas being turned on.

5 MAINTENANCE OF SERVICE

5.1 Customer Service

Only EPCOR or its authorized representatives shall be permitted to perform work on EPCOR's Meters, regulators, piping, and equipment. All connections and disconnections of Meters and regulators, and piping connections to, or disconnections from, EPCOR's facilities must be completed by an authorized EPCOR representative.

EPCOR provides regular service during the normal working hours, and emergency service 24 hours a day. EPCOR does not charge for the response and investigation of natural gas leaks, insufficient natural gas supply complaints, and any required inspections. Repairs required to remedy natural gas leaks and insufficient supply of natural gas from causes on the outlet side of the Meter will be charged to the Customer on a time and material basis (see Schedule 1 for applicable rates).

EPCOR will provide regular maintenance required for the proper use of any EPCOR-owned equipment at no charge to the Customer. Customers will also not be charged for service required due to the failure of EPCOR equipment.

5.2 Access to Customer Premises

The Customer shall ensure that EPCOR has access to the Customer's premises at all reasonable times and upon reasonable notice (unless in case of an emergency, as determined by EPCOR in its sole discretion, EPCOR is unable to provide reasonable notice) for the purposes of inspecting, repairing, testing, replacing, altering or disconnecting any Meter, Service Lateral, appliance or equipment used in connection with gas service within or outside the premises.

5.3 Meter Testing

Meters will be tested: (a) at EPCOR's option; (b) at the request of the Customer; or (c) as required by law. Customers disputing the accuracy of their Meter can initiate the test process by filing a complaint with Measurement Canada and requesting a Meter inspection. The Customer contacting Measurement Canada directly maintains the independence of the dispute process.

EPCOR is required to periodically remove and submit Meters for government inspection in accordance with the *Electricity and Gas Inspection Act*. As a result, EPCOR may arrange an appointment to remove the existing Meter and replace it with a new one. To complete this work, the gas supply to the Customer Meter will be shut off temporarily. After the new Meter has been installed and gas supply is reinstated, the Customer's gas appliances will be relit and inspected.

Note that if EPCOR does not receive a response after two or more attempts to contact a Customer regarding the removal of a Meter for inspection, the Customer's Meter will be removed and replaced with a new one and the gas supply left turned off. The Customer will then be required to call EPCOR to arrange an appointment to have the Meter turned on, gas supply restored to the premises and the natural gas appliances relit and inspected.

In the event a Meter is found to register with an error outside of the regulated thresholds, the provisions of the *Electricity and Gas Inspection Act* will be applied to determine the error duration for the purposes of retroactive bill corrections.

There is no charge for this service unless the Meter is tested at the Customer's request and it is determined that the Meter meets regulated accuracy requirements. In such case, EPCOR will charge the Customer all costs associated with the Meter removal/replacement and testing, and any applicable inspection fees.

5.4 Resale Prohibited

Gas taken by the Customer through the Meter shall not be resold or redistributed other than in accordance with all applicable laws and regulations and orders of the OEB or any governmental authority having jurisdiction.

6 CUSTOMER CARE

This Section 6, unless specifically stated otherwise, applies to all Customers, with the exception of Contract Rate Customers. For those customers who have entered into specific contracts with EPCOR, the terms and conditions set out in that contract will supersede the information contained in this section. In this section, the Customer may also be referred to as "you".

All Customers must comply with these Conditions of Service and will be obliged to pay for all gas supplied and/or delivered to the Customer's premises and all items billed to the Customer by EPCOR.

6.1 Setting up an Account

Potential new Customers of EPCOR, and existing Customers moving premises, must notify EPCOR and complete an "Application for Natural Gas Service" form at least three business days prior to their planned move. If advance notice is not given, accounts may be retroactively adjusted up to a maximum of 30 days from the date on which notification of the move was provided to EPCOR.

6.2 Meter Reads

EPCOR reads its Customer Meters every month. You must provide EPCOR or its representative access to your premises and Meter, for Meter reading purposes, during normal working hours. Customers are responsible for the protection of all metering equipment necessary for the supply of gas and for keeping it accessible at all times. This includes refraining from placing vegetation, structures of any kind, whether permanent or temporary, and other objects within 60 centimeters (24 inches) around the Meter.

If EPCOR has been unable to read your Meter during normal working hours, arrangements can be made to obtain a reading at your convenience. You can also submit your own Meter reading by calling an EPCOR customer service representative at 1-519-773-5321. If EPCOR is not able to read the Meter and you do not submit a reading, your bill will be issued based on an estimated reading. Any necessary adjustments due to estimated bills will be made on the next regular billing after EPCOR has obtained a reading.

6.3 Security Deposits

6.3.1 Security Deposit Requirements

EPCOR reserves the right to request a security deposit from its Customers as a condition of supplying gas service. Security deposits are used to secure payment for future charges in the event that a Customer does not pay their bill and are necessary to protect both EPCOR and its Customers from increased rates resulting from non-paying Customers. Security deposits are not to be considered as prepayment for future charges.

All Customers will be required to provide a security deposit unless the requirement is waived by EPCOR. EPCOR will waive the security deposit if you:

- a) are a General Service Customer and meet EPCOR's credit requirements;

- b) can provide a letter of reference from any natural gas or electricity utility in Canada confirming good payment history;
- c) have moved, and your previous EPCOR account has a good payment history; or
- d) have requested the security deposit requirement be waived and are an eligible low-income customer as set out in Section 6.11.

Good payment history must be demonstrated for a time period of at least one (1) year for Residential Customers, five (5) years for General Service Customers and seven (7) years for all other Customers. Good payment history must be demonstrated for the most recent period of time on record for the Customer, some of which must have occurred within the past 24 months.

Good payment history is maintained unless the Customer has experienced any of the following in the above indicated time frame:

- a) received a disconnection notice from EPCOR, or another natural gas vendor or electricity distributor;
- b) had a payment to EPCOR returned for insufficient funds; or,
- c) had at least one visit from EPCOR personnel to their premises for purpose of payment of an account in arrears, to shut off or limit the natural gas supply to the Customer's premises for reasons of non-payment.

The security deposit amount is determined based on the average monthly natural gas consumption over the last 12 consecutive months, within the past two (2) years, at the specific address in which the natural gas service is or will be installed. The maximum amount of the security deposit EPCOR may require from a Customer shall be 2.5 times the average actual monthly consumption over the past 12 consecutive months. Should the Customer have no historical consumption on record, an estimate of consumption will be used.

If you are required to provide a security deposit it will be charged on your next EPCOR bill. Late payment fees will not be applied to the balance owing on your security deposit for a period of up to six (6) months, provided you are making regular monthly installments of at least 1/6th of the balance owing on your security deposit.

When a Customer has been disconnected for non-payment, the security deposit amount will be determined at 2.5 times the Customer's highest actual or estimated monthly consumption, within the most recent 12 consecutive months in the past two (2) years.

If a Customer moves to another location where natural gas service is provided by EPCOR, the security deposit requirements for the Customer shall be reviewed. Depending on the consumption at the new location and the recent payment history of the Customer, the amount of the security deposit required for the account may change or a security deposit may be required where one was not required previously.

EPCOR may, from time to time, review your credit record or conduct a credit check (including obtaining a credit report) when reviewing a request for new or modified service, determining whether a security deposit is required, or performing collection actions. EPCOR may also report information (such as late payments, missed payments or other defaults) about your account to credit reporting agencies.

EPCOR, at its sole discretion, may accept automatically renewing, irrevocable, unconditional letters of credit from a Customer's bank or a third party guarantee in lieu of cash security, for Commercial Customers or Industrial Customers.

6.3.2 Security Deposit Refunds

Security deposits on all accounts are reviewed annually to determine if the Customer is entitled to a refund or an adjustment as required.

Requests for refund of a security deposit can be made after one (1) year of service for Residential Customers, five (5) years for General Service Customers, and seven (7) years for all other Customers. Refund requests must be made in writing to EPCOR at 39 Beech Street East, Aylmer, Ontario, N5H 3J6, and must include the Customer's address, account number and a statement to the effect that they are applying to have their security deposit refunded or adjusted. EPCOR will refund security deposits by crediting the Customer's account on their next EPCOR bill. At the Customer's request, EPCOR may refund a security deposit through the issuance of a cheque payable to the Customer.

When a Customer discontinues natural gas service with EPCOR, the final billing period must be processed and the account settled in full before the security deposit will be refunded to the Customer.

6.3.3 Interest on Security Deposits

Simple interest will be earned on security deposits held by EPCOR at the Bank of Canada's prime business rate, less 2% or the interest rate prescribed by the OEB. The interest rate will be established quarterly and if the prime business rate is 2% or less at the time of update, the interest rate for the quarter will be 0%.

Interest on security deposits will be calculated and paid out monthly and upon return of the security deposit to the Customer. Interest payments will appear as a credit on the Customer's next bill.

6.3.4 Third Party Security Deposits

Where all or part of a security deposit has been paid by a third party on behalf of a Customer, EPCOR shall return the amount of the security deposit paid by the third party to that third party. This shall apply where and to the extent that:

- a) the third party paid all or part (as applicable) of the security deposit directly to EPCOR;
- b) the third party has requested, at the time the security deposit was paid or within a reasonable time thereafter, that EPCOR return all or part (as applicable) of the security deposit to them rather than to the Customer; and,

- c) there is not an amount overdue for payment by the Customer, as EPCOR is permitted to offset amounts overdue using the security deposit.

6.4 Bill Issuance and Payment

6.4.1 Monthly Bills

Bills are issued to Customers every month. Bills will be mailed to the Customer at the last known address as shown on EPCOR's records. Customers wishing to forward their bills to another address must submit a request to EPCOR in writing. One bill is generated for each service/Meter. EPCOR does not accommodate joint or split billing of accounts for rented properties or third party services. In special situations, EPCOR, at its sole discretion, may combine readings from several Meters into one group bill.

Customers have the option of using EPCOR's paperless billing option to receive their bills electronically. This environmentally friendly option is secure and convenient. You can sign up to receive paperless billing by calling an EPCOR customer service representative at 1-519-773-5321 or on EPCOR's website at www.epcor.com. New gas Customers will be automatically enrolled in paperless billing unless they request otherwise.

The following items make up your EPCOR natural gas bill:

Natural gas commodity

The gas commodity charge is calculated using the actual cost of gas for the gas you use during the period of time between meter readings (or based on an estimate of the gas used as described in Section 6.2). The commodity rate you are billed at on your EPCOR bill depends upon the commodity purchase choice you have made. If you have not signed a contract with an energy retailer then you are automatically billed at EPCOR's system gas commodity rate for the natural gas commodity portion of your bill. This system gas commodity rate is approved by the OEB. If you have signed a contract with an energy retailer then you are billed at your contracted energy retailer rate for the natural gas commodity portion of your bill.

Delivery to you

These costs are associated with the distribution and transportation of gas from the source to you, including any upstream costs such as upstream recovery, storage and load balancing charges. This includes any carbon tax or similar abatement program, clean fuel, green, or other related charges as applicable to comply with such legislated programs.

Monthly charge

This is an administration charge covering the cost of maintaining gas services and providing billing and customer service.

In addition to the above charges other miscellaneous charges may appear on your bill periodically including transfer/connection fees, late payment charges, and adjustments.

6.4.2 Payment Options

Customers must pay their EPCOR bills, using one of the following options.

6.4.2.1 Automatic Withdrawal Plan

Paying your bill by automatic withdrawal is easy and convenient as your amount due is automatically withdrawn from your bank account on the due date shown on your bill. You can sign up for EPCOR's automatic withdrawal plan by completing an "Automatic Withdrawal Plan Authorization Form" attached at Schedule 2 of these Conditions of Service. This form is also available on EPCOR's website www.epcor.com under "How to Pay Your Bill", in person at EPCOR's office or you can contact an EPCOR customer service representative at 1-519-773-5321 to request a form.

Sufficient funds or bank approved overdraft protection must be available when payment is due to avoid not sufficient funds and/or late payment charges. Dishonored payment withdrawals may result in termination of this payment option. If your banking information changes, new banking information must be provided to EPCOR in writing at least five (5) days prior to your next payment withdrawal date.

A voided personalized cheque or a form certified by your bank displaying your account numbers and the name of your account must be included with all Automatic Withdrawal Plan Authorization Forms and banking information change requests.

6.4.2.2 Online with EPCOR

You may pay your bill online with EPCOR using your debit card or valid credit card (that is accepted by the credit card service provider). Please see EPCOR's website at www.epcor.com for details on how to pay your account online with EPCOR. Payments made by credit card are subject to any convenience or other fees payable to the third party credit card service provider.

6.4.2.3 Through Your Bank

Payments can be made through most banks online, by telephone service or in person through the teller or bank machine. When payments are made through your bank, bills are considered to have been paid on the date the payment is processed by the bank.

6.4.2.4 By mail

Payments by cheque or money order can be mailed to EPCOR's office. Please make your cheque or money order payable to "EPCOR Natural Gas L.P.". Your payment, along with the remittance portion at the top of your bill, can be mailed to EPCOR using the pre-addressed envelope included with your bill statement or by addressing to:

EPCOR
39 Beech Street East
Aylmer, Ontario N5H 3J6

When payments are made by mail, bills are considered to have been paid the day prior to the postmark date.

6.4.2.5 At the EPCOR Office

Payments may be made in person Monday through Friday during the business hours of 8:00 a.m. and 4:00 p.m. EST or after hours through the quick drop payment slot at the EPCOR office located at 39 Beech Street East, Aylmer, Ontario.

6.4.3 Late Payment

Bills are due when rendered. To avoid late payment charges, your payment must be received by EPCOR by the due date (which is 20 days after the billing date) as shown on your bill. Both the billing date and the due date are displayed on your bill. Payments made after the due date are considered late, and the OEB-approved late payment charge of 1.5% per month or 18% per year (effective rate of approximately 19.56% per annum) will be levied. Late payment charges will continue to accrue until the outstanding balance (including any late payment charges) has been paid.

In addition to late payment charges being applied to the outstanding balance, overdue accounts may be subject to disconnection in accordance with EPCOR's process for discontinuance of service for non-payment as outlined in Section 6.8.

EPCOR makes every effort to contact Customers for payment of outstanding amounts. If the account balance remains unpaid despite these efforts, further collection action will be initiated. Customers will be responsible for any additional collection costs incurred by EPCOR or its agent.

6.4.4 Budget Billing Plan

EPCOR offers a budget billing plan designed to equalize the monthly payments for natural gas service throughout the year, thereby avoiding high bills in the winter months. The budget billing plan is available to all Residential Customers and General Service Customers who have established satisfactory credit with EPCOR.

If you are on the budget billing plan, EPCOR will estimate the amount of your bill for natural gas service from May to April based on your historical usage (if available). The estimated total amount for that time period is divided into 12 equal budget billing plan installments. You will then be billed that calculated monthly installment each month from May to the following April. In May of each year:

- your account will be reconciled for the previous 12-month budget billing period; and
- your budget billing plan monthly installment will be recalculated and adjusted based on your most recent 12 months' historical usage.

EPCOR's reconciliation will result in an adjustment being made for the difference between: (a) the monthly budget billing installment payments made by you in the 12-month budget billing period; and (b) the charges for natural gas that would have been incurred based on your actual usage. The adjustment

amounts will be reflected on your bill issued for the month of May. Your adjustment will be either a credit, if the total budget billing plan installments you paid were in excess of the actual total natural gas charges incurred, or an amount owing to EPCOR if the actual charges incurred are greater than the sum of budget billing plan installments made.

The estimate completed by EPCOR for the purposes of budget billing plan is not in any way a guarantee or assurance of your total actual natural gas charges. A number of factors can impact your usage and create a variance from the estimate. Significant changes in weather, gas prices, change in gas marketers, or gas use in the home such as additional natural gas appliances, can create a difference between actual gas costs and the installment amounts. EPCOR may at any time submit a revised estimate to you and require your monthly budget billing plan installment be adjusted in order for you to continue on the budget billing plan. You are also encouraged to monitor your actual gas charges compared to your budget billing installments and may request a review of the payments at any time.

Your current budget billing plan applies only to you and your current premises. If you move, the budget billing plan will be terminated and your account reconciled. Adjustments to your account for differences between the actual amount of natural gas used and the budget billing plan installments will be made in the next billing cycle. Should you wish to remain on a budget billing plan, you can request to be set up with one for your new premises.

Customers can inquire about enrolling in the budget billing plan by calling an EPCOR customer service representative at 1-519-773-5321. You are not required to pay through the automatic pre-authorized payment option to enroll in the budget billing plan. You can withdraw from the budget billing plan at any time upon notification to EPCOR. If you withdraw from the budget billing plan before the annual review and reconciliation, the plan will be reviewed and reconciled at that point and your account will be billed or credited for the difference between the budget billing plan instalments paid and the actual total natural gas charges incurred.

6.5 Billing Errors

A retroactive billing adjustment is required to correct the error when a Customer has been billed incorrectly. Billing errors may arise due to a Customer's error or EPCOR's error. Regardless of whether the Customer or EPCOR is responsible for the error, or whether the error results in an over or under-billing, errors will be corrected retroactively for a period of up to two (2) years for Residential Customers. For all other Customers, the error will be corrected retroactively for a period of up to six (6) years.

If you discover an error, please contact an EPCOR customer service representative at 1-519-773-5321. EPCOR will review your account and correct for any validated errors. Adjustments correcting the error retroactively will appear on your next regular bill. In the case of a correction of over-billing, you may request a refund or opt to leave the credit amount on your account to apply to future bills. When the

error has resulted in under-billing, EPCOR will work with you to develop an appropriate payment arrangement for the adjustment.

6.6 Allocation of Payments between Gas and Non-Gas Charges

Payments are applied to the charges on your EPCOR bill so that the oldest billed amounts are paid first. In the event that payment is insufficient to cover all charges invoiced in a month, payments will be allocated to natural gas commodity charges first. Late payment charges as outlined in Section 6.4.3 will be calculated on any balance that remains outstanding past the bill due date.

6.7 Discontinuance of Gas Delivery - Customer Initiated

6.7.1 Temporary Discontinuance of Service

Customers may request a temporary disconnection of their gas service. Customers must continue to pay the monthly fixed charge during the period service is temporarily disconnected, or pay the disconnection and reconnection fees in Schedule 1.

6.7.2 Discontinuance of Service

Customers are bound by these Conditions of Service and are obligated to pay for all charges on their EPCOR bill, including late payment charges, until EPCOR has processed and accepted the Customer's request for discontinuance of service and the supply of gas has been terminated by EPCOR. Customers shall provide EPCOR with 15 days' notice for any requested discontinuance. Disconnection fees as outlined in Schedule 1 will apply.

6.8 Discontinuance of Service for Non-payment

Bills are due when rendered and if any charges remain unpaid after the due date shown on the bill, EPCOR has the right to discontinue delivery of gas service. Customers who are not able to make full payment by the due date shown on their bill should contact EPCOR to make alternative payment arrangements. If a Customer does not contact EPCOR and establish alternative payment arrangements or fails to make a payment required by their negotiated payment arrangement, EPCOR has the right to discontinue service upon providing two (2) days' notice in writing to the Customer.

While the amount of time prior to the discontinuance of service that notice is given may vary depending on the circumstances, a disconnection notice is typically mailed out 12 days in advance of the disconnection. An EPCOR representative will attempt to contact the Customer two (2) days before disconnection, and a hand-delivered notice is provided to the Customer at the time of disconnection.

Customers can avoid discontinuance of service by providing EPCOR with verification that the balance due on their account has been paid in full prior to service disconnection.

If you are seeking payment assistance through a registered charity, government agency, social service agency or a third party, see Section 6.11 for information on EPCOR's customer service rules for eligible low-income customers.

Customers disconnected for non-payment will be charged the disconnection fee as outlined in Schedule 1, along with the reconnection fee prior to reconnection. Once payment in full is received by EPCOR, including any disconnection and reconnection charges, security deposits and arrears amounts, EPCOR will arrange a suitable time within 48 hours for EPCOR to visit the home or business to reconnect the gas service and relight and inspect all gas appliances.

An increase in the security deposit amount may also be required for Customers who have been disconnected for non-payment.

6.9 Discontinuance of Service for Causes Other than Non-payment

In addition to service interruptions for maintenance and other reasons outlined in Section 2.1, EPCOR may discontinue natural gas service to a Customer at any time for emergency or safety reasons including:

- a) the presence of a gas leak or potential safety issue;
- b) when there is evidence of fraudulent use of gas;
- c) where EPCOR has reason to believe a hazardous condition exists on the premises or may develop;
- d) for use of gas for any purpose other than that described in the service application, contract, Rate Schedule or these Conditions of Service;
- e) when a gas installation contravenes the provisions of the *Technical Standards and Safety Act*, its associated regulations or any other applicable legislation;
- f) where EPCOR is refused lawful access to the premises; and,
- g) when a Customer has tampered with, damaged or destroyed EPCOR's property.

Except for discontinuance for the presence of a gas leak or a potential safety issue, a disconnection fee will be charged to the Customer(s) for discontinuance of gas service for the above reasons in this Section 6.9.

6.10 Arrears Management Programs

EPCOR will work with Customers who are unable to pay their entire bill to find mutually agreeable payment arrangements, taking into consideration the Customer's specific circumstances. Customers requesting payment assistance can call an EPCOR customer service representative at 1-519-773-5321 to discuss options.

EPCOR will contact Customers when a payment required by their negotiated payment arrangements has been missed and EPCOR has not received prior notification. If a Customer fails to make an agreed upon payment, their negotiated payment arrangement may be cancelled.

Additional financial assistance is also available to eligible low-income Customers who are having difficulty paying their bill or meeting their negotiated payment arrangement in place with EPCOR.

Section 6.11 below provides information on additional support available for EPCOR's eligible low-income Customers.

6.11 Customer Service for Eligible Low-Income Customers

The Low-Income Energy Assistance Program ("LEAP") developed by the OEB provides assistance for payment of natural gas bills by eligible low-income Customers. The program includes emergency financial assistance and the application of special customer service practices and standards. To qualify for LEAP, Customers must meet the income eligibility criteria as defined by the OEB. LEAP emergency financial assistance is administered through a social service agency, and EPCOR has partnered with Ontario Works in Bruce County for this service. More information on the LEAP program is available on the OEB's website at www.oeb.ca.

The following customer service practices and standards are available to Customers who are eligible low-income Customers as determined by Ontario Works in Bruce County:

- a) The security deposit requirement will be waived, provided the Customer:
 - i. is enrolled in the budget billing plan; and,
 - ii. has not had gas service disconnected due to non-payment within the past two (2) years.
- b) If a Customer is actively working with the social service agency to secure emergency financial assistance, EPCOR will suspend collection action for non-payment of account, including discontinuance of service, for 21 days before additional collection action will be taken for non-payment.
- c) If a Customer requires a negotiated payment arrangement to manage payment of their account balance, EPCOR will waive their late payment charges on the payment arrangement balance for the duration of the arrangement, provided that the terms of the arrangement are kept. If the Customer fails to make an agreed upon payment under the negotiated payment arrangement, the Customer may not be entitled to have late payment charges waived on any future arrears payment arrangements.

For the purposes of the customer service practices and standards for eligible low-income Customers, a Customer's eligible low-income Customer status will remain on their account for two (2) years from the date EPCOR was notified that the Customer qualified.

To determine if you qualify for LEAP, please contact:

Ontario Works – Bruce County at 519-881-0431 or 1-800-265-3005

6.12 Management of Customer Accounts

Conducting business with a high degree of integrity and in an ethical manner is important to EPCOR. These values are applied to EPCOR's interactions with its Customers and to the standards of protection of their personal information. EPCOR is committed to respecting your privacy and complying with applicable legislation. EPCOR treats all Customer information as strictly confidential. EPCOR will not

disclose, sell, lease or trade your information unless you authorize us to do so, or it is required or permitted by law.

Your account with EPCOR contains private information about you including your address, phone number, current balance and payment details. Prior to discussing any account specific information, EPCOR will verify the identity of a Customer and to do so, Customers will be required to correctly answer confirmatory questions. In accordance with applicable privacy laws, any personal information related to the account will only be shared with the Customer(s) named on the account, unless written consent has been provided by the Customer named as the primary on the account. To provide consent allowing another person or a third party to discuss your account details with EPCOR, a completed EPCOR Customer Information Consent form must be provided to EPCOR. The EPCOR Customer Information Consent form is attached at Schedule 2 of these Conditions of Service or on the EPCOR website www.epcor.com under "Privacy Policy", in person at EPCOR's office or by contacting an EPCOR customer service representative at 1-519-773-5321 to request a form.

EPCOR may provide the Landlord of a rented property with notice of a pending disconnection if the service to the premises is to be discontinued for any reason.

More information on EPCOR's Privacy Policy is available on the EPCOR website www.epcor.com under "Privacy Policy".

6.13 Management of Landlord/Tenant Accounts

EPCOR records directions received from Landlords on how to manage accounts at rented properties in between tenants. In the absence of any specific direction, EPCOR will continue to supply gas to the premises and will send the bills to the service address in a generic name. In the event of non-payment, regular non-payment, collection and discontinuance of supply processes will be followed.

If you are a Landlord, please contact an EPCOR customer service representative at 1-519-773-5321 to provide EPCOR with direction on how to manage the accounts for your rental properties. The following two options are available:

Option 1: Continued Service

The Landlord authorizes EPCOR to bill the service to the Landlord in between tenants. This means the Landlord pays for continued service until a new tenant assumes responsibility for the natural gas account.

Option 2: No Service

The Landlord authorizes EPCOR to disconnect the gas service when there is no active account holder. With this option, the Landlord is responsible for any disconnection and reconnection fees and assumes all responsibility and liability for any damages which may occur as a result of the service being disconnected.

If the Landlord for the premises changes, the incoming Landlord is responsible for notifying EPCOR of the change and updating the direction on how to manage the account. If EPCOR is not contacted by the new Landlord, the direction received from the previous Landlord will continue to remain in force.

6.14 Customer Service

6.14.1 Customer Service Process

Step 1: Contact EPCOR

Call EPCOR's office at 1-519-773-5321 Monday through Friday between 8:00 a.m. and 4:00 p.m. EST and speak with a customer service representative. A trained EPCOR customer service representative will be available to help answer your questions.

You may also send your question or concern by email to gas@epcor.com.

Step 2: Escalating your Concern

If you feel that your questions are not being fully addressed or you have a problem or concern that has not been satisfactorily resolved by EPCOR's customer service representative, please ask to speak with a supervisor. You may be required to leave your name and a phone number where you can be contacted in order for someone to return your call. An EPCOR representative will get back to you within two (2) business days.

Step 3: Submit your Complaint in Writing

Unless otherwise agreed to by the customer, EPCOR will respond to all written customer complaints in writing within ten (10) business days of receipt. Written complaints can be mailed to:

EPCOR
39 Beech Street East
Aylmer, Ontario N5H 3J6

6.14.2 Social Media and Media Questions

EPCOR is committed to respecting your privacy while complying with applicable legislation and treats all Customer information as strictly confidential. Without a signed privacy waiver, EPCOR cannot publicly provide your account information to media (or anyone else) regardless of the issue or media attention.

If you post a question or comment about your EPCOR account on social media, EPCOR cannot publicly provide information about your situation unless you have provided a signed waiver allowing EPCOR to do so. In this situation, EPCOR may not publicly respond to your social media post, but may instead attempt to contact you via other means.

Appendix A - Definition of Terms

The following meanings for the specified terms shall apply in this document regardless of whether the term is capitalized in the document:

Contract Rate Customer – A Customer that has entered into a specific contract with EPCOR for the provision of their natural gas distribution services.

Commercial Customer – A Customer who is 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).

Customer – An individual, group of individuals, corporation responsible for the receipt and payment of goods and/or services provided by EPCOR.

EPCOR Rate Schedules – Are the OEB-approved schedules in effect at any given time, that specify the eligibility criteria for each class of Customer, the rates charged for gas supplied to EPCOR's various Customer classes, and the terms under which gas service is provided.

Force Majeure – means any event that wholly or partly prevents or delays performance or affects any obligations under these Conditions of Service to the extent such event is beyond the reasonable control of EPCOR, including but not limited to the following:

- a) acts of God such as fires, explosions, floods, tornadoes, lightning and storms or wind of sufficient intensity to prevent safe performance;
- b) severe weather;
- c) strikes and other labour disputes (including collective bargaining disputes and lockouts);
- d) war (declared or undeclared), terrorism or other armed conflict;
- e) sabotage or vandalism;
- f) changes in applicable law;
- g) actions of any relevant federal, provincial, regional, municipal government or other regulatory authority;
- h) damage, breakdown, accident, breakage or loss of any kind to the pipeline, equipment or property;
- i) the necessity for maintaining, making repairs to or alterations of the pipeline or equipment;
- j) interruption and/or curtailment by an upstream gas transporter;
- k) riot or similar civil disturbance or commotion;
- l) depletion or shortage of gas supply; and,
- m) order of any legislative body or duly constituted authority.

Gas Appliance - A device that consumes or is intended to consume gas and is certified or approved as acceptable for use by the applicable governmental authority.

General Service Customer – A Commercial Customer or Industrial Customer who is not a Contract Rate Customer and whose gas distribution service is not seasonal.

Industrial Customer – A Customer who is 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.

Landlord – The owner, landlord or property management company of a rented property.

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.

Meter – A device owned by EPCOR and approved by the appropriate governmental authority and installed to measure the volume of gas delivered to the customer.

Month or Monthly – For the purposes of calculating Customers' accounts, is a period of approximately 30 days.

Residential Customer – A Customer who is 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. Included in this customer class are multi-residential services which supply buildings used for residential purposes that supply two or more families served as a single Customer under one account.

Service Lateral – Piping and associated fittings that convey gas from a Main to the Meter. Where gas pressure regulation is necessary, the service regulator shall form part of the service.

Schedule 1 – Service Charges and Miscellaneous Charges

Service Charges

Service work performed by EPCOR will be charged on a time and materials basis. The rates are subject to amendment from time to time and all rates, fees, and service charges are subject to HST or other sales tax as applicable. The following rates are currently in effect for recovery of EPCOR's time for service work performed by EPCOR.

During normal working hours:

Minimum charge (up to 60 minutes)	\$ 90.00
Each additional half hour (or part thereof)	\$ 47.50

Outside of normal working hours:

Minimum charge (up to 60 minutes)	\$ 115.00
Each additional half hour (or part thereof)	\$ 57.50

Emergency Repairs

In the case of emergency repairs, the Customer or at-fault party will be charged at the approved service rates above. In addition, such emergency repairs may also be subject to additional charges for work performed by contractors and other EPCOR staff including management/supervisory staff. Note that if repairs are required as a result of illegal excavation practices by a contractor, the associated service charges will be billed to the Customer for whom the contractor was performing the work.

Miscellaneous Charges

The charges listed below are subject to amendment from time to time and all rates, fees, and service charges are subject to HST or other sales tax as applicable. The following charges are currently in effect:

- Returned Cheque/Payment – \$48.00
Each instance that a cheque or pre-authorized payment request is returned as not payable for any reason will attract a returned cheque/payment charge. The return cheque/payment charge is set at the highest not sufficient funds charge in effect at the time amongst all banks at which EPCOR customers bank. This charge will be updated periodically to reflect changes in the banks' not sufficient funds charges accordingly.
- Replies to a request for account information from authorized party- \$20.00
- Bill Reprint/Statement Print Requests - \$20.00
- Consumption Summary Requests - \$20.00
- Customer Transfer/Connection Charge - \$ 30.00

Disconnection and Reconnection Charges

Each instance of disconnection or reconnection of service for the following reasons the fee is \$78.00 plus applicable taxes:

- discontinuance of service for non-payment;
- temporary discontinuance of service;
- discontinuance/reconnection for the purpose of Meter testing at the Customer's request where it is determined that the Meter meets regulated accuracy requirements; and,

- any discontinuance listed in Section 6.9 other than if the discontinuance is the result of the presence of a gas leak or potential safety issue in your neighborhood.

Inactive Account Charge

If a Customer does not have any natural gas consumption within 12 months of installation of a new gas service, they will be required to reimburse EPCOR for any service line installation costs not covered by any Service Lateral installation fee charged at the time of installation. The inactive account charge may be based on the costs EPCOR actually incurred for the service or on EPCOR's average installation cost for the service type.

Schedule 2 – Forms

Attached to this Schedule are the following forms:

- Application for Natural Gas Service
- Meter Size and Location Request Form
- Automatic Withdrawal Plan Authorization Form
- EPCOR Customer Information Consent

Account # _____



EPCOR Natural Gas Limited Partnership

The Application for Natural Gas Service must be completed in full for all new accounts with EPCOR Natural Gas Limited Partnership ("EPCOR" or "the Company"). If the installation of a new service lateral or meter is required in order for EPCOR to provide natural gas service to the Premises, the Meter Size and Location Request Form attached as Appendix A must be completed and signed by the owner of the Premises, and returned to EPCOR along with the completed Application for Natural Gas Service.

Date of Application: _____ Required Service Date: _____ 20_____

☐ Residential ☐ Commercial ☐ Industrial ☐ Seasonal

Service Information					
Service Address for New Account (Premises)					
Civic #:	Street Name:			Apt. Unit #:	Lot #:
Municipality, Town or City:		Province:	Postal Code:	Telephone Number:	Fax Number:
Service Type					
<input type="checkbox"/> New Service Line* <input type="checkbox"/> Meter Only* <input type="checkbox"/> New Construction* <input type="checkbox"/> Service Reactivation (new account on existing service)					
* Please complete the Meter Size and Location Request Form in Appendix A and return to EPCOR with the completed Application for Natural Gas Service.					
Account Holder (Customer) Information					
Primary Account Holder					
Name (last name, first name or company name):			Email Address:		Date of Birth:
Cell Phone #:	Home Phone #:	Daytime Phone #	<input type="checkbox"/> Owner <input type="checkbox"/> Tenant*		* Please Complete Landlord Information section below
Previous Address:					
Secondary Account Holder					
Name (last name, first name or company name):			Email Address:		Date of Birth:
Cell Phone #:	Home Phone #:	Daytime Phone #	Relationship to Primary Acct Holder:		
Emergency Contact Information - Nearest Relative Not Living with the Customer					
Name (last name, first name):		Relationship:	Address:		Telephone Number:
Name (last name, first name):		Relationship:	Address:		Telephone Number:
Billing Address (If Different from Premises Address Above)					
Billing Address:					
Apt. Unit #:	Municipality, Town or City:	Province:	Postal Code:		
Landlord Information					
Name (last name, first name or company name):			Address:		Telephone Number:

Terms and Conditions for Natural Gas Service

The following terms and conditions apply to the natural gas service with EPCOR and therefore the applicant, account holder or owner as applicable ("Customer"), in applying to EPCOR for natural gas service at the Premises acknowledges and agrees:

1. To pay all rates, fees or charges due to the Company by the dates indicated for payment on EPCOR's monthly bills including any late payment charges (monthly bills are due when rendered and a late payment penalty will be charged when a monthly bill is left unpaid after the due date indicated on the bills) from the date of this application until either:
 - a) the written notice to discontinue the supply of natural gas to the Premises is received by EPCOR and a reasonable opportunity has been given to EPCOR to enter the Premises for the purpose of discontinuing the supply; or,
 - b) confirmation has been received by EPCOR that a new account holder assumes the benefits and responsibilities for payment of the account;
2. That a meter connection will be established immediately after the installation of the service line at the Premises and will be subject to the monthly fixed charge from that date;
3. That natural gas supplied to the Premises is to be drawn through a meter installed by the Company. The Customer is responsible for the protection of all metering equipment necessary for the supply of gas and for keeping it accessible at all times. If the meter should fail to register the quantity of gas consumed or if EPCOR is not able to gain access to read the meter, the Company will estimate a reading for the purposes of updating the Customer's account and issuing bills;
4. That EPCOR, before supplying, or as a condition of continuing to supply, natural gas to the Premises, may require the Customer to give reasonable security for the payment of the proper charges;
5. That the Company, upon providing the Customer with 48 hours notice may discontinue service of natural gas, or lock or remove the meter for non-payment of bills (including late penalty charges) when due;
6. To immediately notify EPCOR of any leakage or escape of natural gas on the Premises by calling the 24 hour emergency number at 1-519-773-5321. EPCOR shall not be liable to the Customer for any damages and the Customer shall indemnify EPCOR from and against all loss, cost, damages, injury, or expense associated with any injury or damage to persons or property arising, either directly or indirectly, from or incidental to the escape of gas or products of combustion of gas from piping, controls, appliances or appliances that are on the outlet side of the meter at the Premises;
7. That EPCOR and/or its authorized agents shall have access to the customer's premises at all reasonable times and upon reasonable notice, unless in case of an emergency, as determined by EPCOR in its sole discretion, EPCOR is unable to provide reasonable notice, for the purposes of inspecting, repairing, testing, replacing, altering or disconnecting any meter, service pipe, appliance or equipment used in connection with gas service within or outside the premises;

8. That the Company, its directors, officers, agents, employees and representatives (“EPCOR Parties”) shall not be liable to the Customer, its directors, officers, agents, employees and representatives (“Customer Parties”) for any loss, injury, damage, expense, charge, cost or liability of any kind suffered or incurred by the Customer Parties, or any of them, whether of a direct, indirect, special or consequential nature, howsoever or whensoever caused, and whether in any way caused by or resulting from the acts or omissions of the EPCOR Parties, or any of them, except for direct property damages incurred by the Customer as a direct result of a breach of the terms and conditions outlined in this Application for Natural Gas Service, EPCOR’s Conditions of Service or the applicable agreement between EPCOR and the Customer, or other act or omission by an EPCOR Party, which breach or other act or omission is caused by the negligence or wilful act or omission of harm of such EPCOR Party. Any liability under this section will be limited to an amount in proportion to the degree to which the EPCOR Party acting negligently or wilfully is determined to be at fault. For the purpose of the foregoing and without otherwise restricting the generality thereof, “direct property damage” shall not include loss of revenue, loss of profits, loss of earnings, loss of production, loss of contract, cost of capital, and loss of use of any facilities or property, or any other similar damage or loss whatsoever.
9. That in addition to any other liability provisions set out the terms and conditions of this Application for Natural Gas Service, EPCOR’s Conditions of Service or the applicable agreement between EPCOR and the Customer, a Customer Party shall be liable for any damages, costs, expenses, injuries, losses, or liabilities suffered or incurred by EPCOR Parties, whether of a direct or indirect nature, caused by or arising from any acts or omissions of an Customer Party that result in a breach of the terms and conditions outlined in this Application for Natural Gas Service, EPCOR’s Conditions of Service or the applicable agreement between EPCOR and the Customer, or any negligent or wilful acts or omissions of harm of a Customer Party. Any liability under this section will be limited to an amount in proportion to the degree to which the Customer Party is at fault.
10. The Customer shall not install or allow to be installed on property owned or controlled by the Customer any temporary or permanent structures that could interfere with the proper and safe operation of EPCOR’s gas pipeline system or result in non-compliance with applicable statutes, regulations, standards and codes. EPCOR shall not be liable for any damage to any structure or improvement erected, installed or placed in contravention of this Application for Natural Gas Service resulting from the maintenance of such gas line or service line.
11. That the current transfer/connection charge in effect at the time of this Application for Natural Gas Service will be charged to the Customer’s account on the first billing;
12. That in the event the Customer does not have any natural gas consumption within 12 months of installation of a new gas service, the Customer will be required to reimburse EPCOR for any service line installation costs not covered by the service lateral installation fee charged at the time of installation. The inactive account charge may be based on the costs EPCOR actually incurred for the service or on EPCOR’s average installation cost for the service type;

13. That the Company will use any personal information provided in this Application for Natural Gas Service in strict accordance with EPCOR's Privacy Policy and the processes outlined in EPCOR's Conditions of Service; and,
14. To comply with and be bound by the foregoing as well as the terms outlined in EPCOR's Conditions of Service, and any other applicable rules and regulations of the Company as established from time to time.

I, the undersigned, am applying to EPCOR for natural gas service to be supplied to the Service/Premises address described above. I request to have an account set up with EPCOR in my name. I understand that EPCOR may perform a reference or background check based on the information provided in this form and I warrant that all of the information entered above is correct. I acknowledge that I have read, understand and agree to comply with the terms and conditions set out in this Application for Natural Gas Service.

Customer's Name (print) _____ Customer's Signature _____ Date _____

Customer's Name (print) _____ Customer's Signature _____ Date _____

** Wherever I/my/me is used it is inferred we/our/us if there is more than one signature.*

If attaching a Meter Size and Location Request Form , the Premises owner(s) is required to provide their initials in this box acknowledging the terms and conditions of this Application for Natural Gas Service as applying to the Premises and the owner.

For Office Use Only:

Deposit received: \$ _____ Deposit received by _____

Appendix A



Required for New Service Line or Meter Installations only

This form must be completed and returned to EPCOR along with the completed Application for Natural Gas Service. Please ensure the form is signed on page 2 by the owner of the Premises and the owner's initials are provided on page 3 of the Application for Natural Gas Service.

Date: _____

EPCOR Account #: _____

Service/Premises Information

Civic #: _____ Street Name: _____ Apt/Unit #: _____
Municipality, Town or City: _____ Postal Code: _____

Premises Owner

Name: _____ Email: _____
Home Phone: _____ Cell Phone: _____

Builder / Contractor / Installer

Company Name: _____ Contact: _____
Phone: _____ Fax: _____ Email: _____

Service Installation

☐ Residential ☐ Commercial ☐ Industrial

Required Date: _____ Occupancy Date: _____ Building Square Footage: _____
☐ Single ☐ Row Housing ☐ Duplex/4 Plex ☐ Multi-Meter Set, # of Meters _____

Natural Gas Equipment & Total BTU Input Required

Equipment	Quantity	New BTU	Future BTU	Notes
Heating				
Water Heating				
Cooking				
Fireplace				
In Floor Heating				
BBQ				
Pool Heater				
Generator				
Construction Heat				
Industrial Process				
Total Load:				

Gas Pressure: ☐ 7" w.c (1.75kpa) is the standard delivery pressure ☐ 14 kpa ☐ 35 kpa ☐ 70 kpa ☐ Other _____ kpa

Service Length & Location (required)

Length from property line to meter location (m): _____
Meter location is on what wall as viewed from the street?
Front ☐ Right ☐ Left ☐ Other ☐ _____
Distance from nearest front corner (m): _____
**** For residential applications the meter location must be provided above or marked on the foundation or EPCOR will set the meter, 2 meters back from the front corner of the dwelling.**
Time to complete: _____

Include north arrow & meter location(s)

House/Building



Identify:

- ☐ Hydro Lines
- ☐ Propane/Oil Tanks
- ☐ Septic
- ☐ Water Wells
- ☐ Irrigation
- ☐ Comm. Cables
- ☐ Drains
- ☐ Other _____

Service Line and Meter Location Costs

EPCOR shall complete a construction estimate for the work required to install the natural gas service lateral extending from the property line to the meter location selected by the Company. The minimum fee for installation of a natural gas service lateral is \$100.00. Additional fees may be charged if the length of pipe required to bring the service lateral to the meter location exceeds the maximum length EPCOR uses to set this fee.

EPCOR will determine the location at which the service will enter a building with the normal point of entry being through the wall nearest to the gas manifold. The Company may, at its sole discretion, accommodate requests made by an applicant regarding the location of the service or other specific requirements and in such cases the applicant will be responsible for any additional costs associated with the request.

All fees for the service lateral installation must be paid in full before EPCOR will commence work on the installation. If the customer at the premises does not have any natural gas consumption within 12 months of installation of a new gas service, the owner will be required to reimburse EPCOR for any service line installation costs not covered by the service lateral installation fee charged at the time of installation.

Owner Acknowledgement

I, the undersigned, am the owner of the property at the Service/Premises address described above and on the attached Application for Natural Gas Service (the "Premises") and hereby request EPCOR to install a service line and meter for the supply of natural gas to the Premises. I warrant that all of the information entered above is correct and that all persons whose signature(s) are required or have ownership of the Premises have signed this application. I acknowledge that I have read, understand and agree to comply with the terms and conditions set out in this Meter Size and Location Request Form and in the Application for Natural Gas Service to which this form has been attached.

Owner's Name (print) _____ Owner's Signature _____ Date _____

Owner's Name (print) _____ Owner's Signature _____ Date _____

In addition to this acknowledgement, the owner(s) must initial page 3 of the Application for Natural Gas Service.

** Wherever I/my/me is used it is inferred we/our/us if there is more than one signature.*

AUTOMATIC WITHDRAWAL PLAN

EPCOR Natural Gas Limited Partnership



A CONVENIENT WAY TO PAY YOUR EPCOR BILL AND MANAGE YOUR MONTHLY PAYMENT

With the **Automatic Withdrawal Plan**, your monthly natural gas bill payment is withdrawn from your bank account on the due date on your bill. This amount is then credited to your EPCOR account. You never have to worry about waiting in payment lines, forgetting to pay your bill on time or making payment arrangements when you're away from home.

HOW DO I APPLY?

Complete and sign the EPCOR Payment Plan Application form. Attach a blank, personalized cheque marked "VOID". If you do not have a cheque, you can have your bank complete and verify the required account information on the application form. Mail the application and void cheque to the location noted at the bottom of this page.

Ensure your current utility bill is paid in full at the time you enroll. Continue to make payments in your usual manner until the "AUTO PAYMENT, DO NOT PAY" message appears on the remittance portion of your bill.

WHEN IS PAYMENT WITHDRAWN FROM MY BANK ACCOUNT?

You will continue to receive a utility bill each month. Payment withdrawal will occur on the due date of your utility bill as displayed on your bill. You should ensure these funds are available in your bank account at least two working days prior to and after the scheduled withdrawal date.

Please Note: Sufficient funds or bank approved overdraft protection must be available when payment is due to avoid not sufficient funds and/or late payment charges. Dishonored payment withdrawals may result in termination of this payment option.

WHAT IF MY BANK ACCOUNT CHANGES?

Simply advise us in writing at least five (5) working days prior to your next payment withdrawal date and include your "voided" personalized cheque or a form certified by your bank displaying your new account number. We'll do the rest!

WHO CAN I CONTACT FOR MORE INFORMATION?

CONTACT EPCOR

Mail to: EPCOR
39 Beech Street E
Aylmer, Ontario N5H 3J6

Online: www.epcor.com

By Phone: 1-519-773-5321

Email to: gas@epcor.com

AUTOMATIC WITHDRAWAL PLAN TERMS AND CONDITIONS

I* authorize EPCOR Natural Gas Limited Partnership (EPCOR) and the financial institution designated (or any other financial institution I may authorize at any time) to begin deductions as per my instructions for monthly recurring variable payments and/or one-time payments from time to time, for payment of all charges arising under my EPCOR account(s). I hereby authorize EPCOR to debit my bank account as indicated on the attached "void" cheque included with my application or my savings account as indicated on the application form.

Regular monthly payments for the full amount of services delivered will be debited to my account on the due date of each EPCOR statement. EPCOR will provide 10 days written notice of the amount of each regular debit. EPCOR will obtain my authorization for any other one-time or sporadic debits.

I will notify EPCOR of any changes in the account information in writing at least five (5) business days prior to the next due date of the automatic withdrawal.

This authority is to remain in effect until EPCOR has received written notification from me of its change or termination. This notification must be received at least five (5) business days before the next debit is scheduled at the address provided below. I may obtain a sample cancellation form or more information on my right to cancel an Automatic Withdrawal Agreement at my financial institution or by visiting www.payments.ca.

Cancellation of this authorization does not terminate my EPCOR service but only affects my method of payment. EPCOR may terminate this authorization at any time verbally or by written notice to me at the phone number or address listed on the utility account shown on my application form. I acknowledge that EPCOR may charge my utility account with a not sufficient funds and/or late payment charges for each dishonored payment as it occurs, and that it may also result in termination of my participation in the Automatic Withdrawal Plan.

I have certain recourse rights if any debit does not comply with this Agreement. For example, I have the right to receive reimbursement for any debit that is not authorized or is not consistent with this Automatic Withdrawal Agreement. To obtain a form for a Reimbursement Claim, or for more information on my recourse rights, I may contact our financial institution or visit www.payments.ca.

I acknowledge that provision and delivery of this authorization to EPCOR constitutes delivery by me to my financial institution.

An Automatic Withdrawal adjustment will be made only under the following conditions:

1. Authorization was not provided to EPCOR.
2. Payment withdrawal was not processed in accordance with my authorization agreement.
3. Authorization has been cancelled/revoked and I have chosen another method of payment.
4. Any payment withdrawal dispute must be made within 90 days of the disputed debit being posted to my account.

I understand I will continue to make payments on my account in my usual manner until the automatic withdrawal message appears on my bill.

I consent to EPCOR collecting, using and disclosing this information for the purpose of establishing automatic payment withdrawals, which will be applied against my EPCOR account.

** Wherever I/my/me is used it is inferred we/our/us if there is more than one signature.*

AUTOMATIC WITHDRAWAL PLAN AUTHORIZATION FORM

Name on EPCOR Account _____

EPCOR Service Address: _____

Phone (home): _____ Phone (work): _____

Mailing Address: _____
(If different from service address)

Contact Person: _____ Phone: _____
(If different from account holder)

EPCOR Account Number: _____ Category ☐ Personal ☐ Business

Transit # _____ Bank # _____ Account # _____

Automatic Withdrawal Agreement:

I, the undersigned, authorize EPCOR to withdraw funds from the bank account indicated on the attached "void" cheque or from the bank account information supplied above to cover payments due by me to EPCOR for outstanding charges for utility services provided to me. I acknowledge that I have read and understood all provisions contained in the Terms and Conditions and that I have received a copy. I warrant that all persons whose signature(s) are required or authorized to sign on this bank account have signed this application. I consent to EPCOR collecting, using and disclosing this information for the purpose of establishing automatic withdrawals, which will be applied against my EPCOR account.

Authorized Signature(s): (as you would sign your cheque)

Name _____ Signature _____ Date _____

Name _____ Signature _____ Date _____

Please remember to include:

- Your completed application form
- A personalized cheque marked "void" (if chequing account selected)
- ***Continue to make payments on your account in your usual manner until the automatic withdrawal message appears on your utility bill.***

Note that at least one name on the cheque must be the same as the name on your EPCOR bill so the bank can ensure this agreement is valid.

** Wherever I/my/me is used it is inferred we/our/us if there is more than one signature.*

**CONTACT
EPCOR**

Mail to: EPCOR
39 Beech Street E
Aylmer, Ontario N5H 3J6

To learn more visit: www.epcor.com

Email to: gas@epcor.com

For Office Use Only:

☐ DPAC

☐ Change in Banking Information

☐ New EPCOR PAC Customer

EPCOR Customer Information Consent

EPCOR is committed to protecting your personal information. For this reason, we require your consent prior to disclosing your EPCOR account details to any third party. To ensure your request is processed efficiently, please provide the following information and sign the authorization below (please print clearly).

EPCOR Account Number:	
Account holder Name(s):	
Individual(s) or organization(s) authorized to receive information: and/or Energy Retailer(s) authorized to receive information (please be specific):	
Information you would like EPCOR to provide (please be specific):	
This consent is valid until (please specify date):	

AUTHORIZATION

I/we, the undersigned, hereby authorize and direct EPCOR to release the information identified above to the party or parties specified in this form. I/we acknowledge and agree that EPCOR has no control over, and shall bear no responsibility or liability for, the actions of a third party with respect to personal information released by EPCOR in accordance with this consent form.

DATE:

Account holder #1 Name:

Signature:

Account holder #2 Name:
(if applicable)

Signature:

PLEASE NOTE: Where there is more than one account holder, EPCOR may be unable to fully provide all information authorized by this consent, unless all persons named on the account have signed this consent form.

Delivery instructions for release of personal information:

Name of Individual,
Organization or Company:

Mailing Address:

Phone Number:

Fax Number:

Email Address:

Please indicate how your personal information may be transmitted by EPCOR to third parties (check all that apply):

☐ Mail

☐ Phone

☐ Fax

☐ E-mail



GENERAL TERMS AND CONDITIONS

RATE 16 CUSTOMERS

1. Definitions

In these Terms and Conditions and in the Schedules hereto, unless the context otherwise requires, each of the following words, phrases and expressions shall have the meaning set forth after it:

- a) “**10³m³**” means 1,000 cubic metres.
- b) “**Authorized Overrun**” has the meaning set out in Section 11.
- c) “**Authorized Overrun Charge**” means the rate set out in the applicable Industrial Rate Schedule in effect at the time.
- d) “**Billing Month**” means a period of approximately 30 days following which EPCOR renders a bill to the Customer. The billing month is determined by EPCOR's monthly billing schedule.
- e) “**Business Day(s)**” means any day other than a Saturday, Sunday or a statutory holiday in the Province of Ontario.
- f) “**Contract**” shall mean the contract for distribution service between EPCOR and Customer.
- g) “**Contract Demand**” or “**CD**” means the maximum volume of Gas that EPCOR is obligated to deliver to the Customer on a daily basis as set out in Schedule A to the Contract.
- h) “**Cubic Metre**” or “**m³**” means that volume of Gas which at a temperature of 15 degrees Celsius and at an absolute pressure of 101.325 kilopascals (kPa) occupies one cubic metre.
- i) “**Customer Delivery Point**” has the meaning given to it in Schedule A of the Specific Contract.
- j) “**Customer Location**” means the service location of any customer.

- k) **“Delivery Charge”** means the rate set out in the applicable Industrial Rate Schedule in effect at the time
- l) **“Direct Purchase”** means a Gas supply arrangement whereby a Customer contracts directly for its supply requirements with third parties and delivers the supply to EPCOR at the Customer Delivery Point for ultimate redelivery to the Customer at the Customer Location pursuant to the terms hereof.
- m) **“Firm”** means transportation or distribution service not subject to curtailment or interruption except under section 2 and 17 of these Terms and Conditions.
- n) **“First Day of Delivery”** means the first day that EPCOR makes service fully available to Customer under the Contract.
- o) **“Force Majeure”** shall mean acts of God, strikes, lockouts or any other industrial disturbance, acts of the public enemy, sabotage, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms, floods, washouts, arrests and restraints of governments and people, civil disturbances, explosions, breakage or accident to machinery or lines of pipe, freezing of wells or lines of pipe, inability to obtain materials, supplies, permits or labour, any laws, orders, rules, regulations, acts or restraints of any governmental body or authority (civil or military), interruption and/or curtailment of any Firm Upstream Transportation Service, storage, load balancing or Gas supply arrangements by an upstream provider to EPCOR, any act or omission that is excused by any event or occurrence of the character herein defined as constituting force majeure, any act or omission by parties not controlled by the Party having the difficulty and any other similar cases not within the control of the Party claiming suspension and which by the exercise of due diligence such Party is unable to prevent or overcome.
- p) **“Gas”** means ‘gas’ as defined in the *Ontario Energy Board Act, 1998*, as amended from time to time.
- q) **“Gas Services”** means the services provided by EPCOR to the Customer under the applicable Rate 16 contract between EPCOR and the Customer and subject to these Terms and Conditions.
- r) **“Industrial Rate Schedule”** means the applicable Rate 16 Schedule as may be approved by the Board from time to time.

- s) “**Interest**” means a rate per annum equal to the minimum commercial lending rate of EPCOR’s principal banker in effect from time to time from the due date until the date of payment.
- t) “**OEB**” means the Ontario Energy Board.
- u) “**Peak Hour**” means the Customer’s maximum volumetric entitlement to receive Gas under the Contract in any hour as specified in Schedule A to the Contract.
- v) “**Point of Consumption**” means the location between the connecting flanges at the EPCOR meter station and the Customer’s pipe at the Customer Location where Gas is being delivered to Customer by EPCOR.
- w) “**Unaccounted for Gas**” or “**UAF**” means the difference between the aggregate volume of receipts of Gas into EPCOR’s distribution system and the aggregate volume of Gas metered by EPCOR at all of its Customer Locations, expressed as a percentage of the receipts into the system.
- x) “**Unauthorized Overrun**” has the meaning set out in Section 12.
- y) “**Unauthorized Overrun Charge**” means the rate set out in the applicable Industrial Rate Schedule in effect at the time.
- z) “**Upstream Charge**” means the rate set out in the applicable Industrial Rate Schedule in effect at the time.
- aa) “**Upstream Transportation Service**” means the transportation or storage arrangements entered into by EPCOR and any Upstream Service Provider to facilitate delivery and balancing of Gas supplies to the EPCOR distribution system.
- bb) “**Upstream Service Provider**” means any person who delivers Gas to EPCOR’s distribution system.

2. Force Majeure

In the event that either EPCOR or the Customer is rendered unable, in whole or in part, by Force Majeure, to perform or comply with any obligation or condition of the Contract or these Terms and Conditions, such Party shall give notice and full particulars of such Force Majeure in writing delivered by hand, fax or other direct written electronic means to the

other Party as soon as possible after the occurrence of the cause relied on and subject to the provision of this Section.

The Party claiming suspension shall likewise give notice as soon as possible after the Force Majeure condition is remedied, to the extent that the same has been remedied, and that such Party has resumed or is then in a position to resume the performance of the obligations and conditions of the Contract and these Terms and Conditions.

Neither Party shall be entitled to the benefit of the provisions of Force Majeure if any one or more of the following circumstances prevail:

- a) the Force Majeure was caused by the negligence of the Party claiming Force Majeure;
- b) the Party claiming suspension failed to make all reasonable efforts (not including litigation, if such remedy would require litigation) to remedy the Force Majeure;
- c) the Force Majeure was caused by lack of funds; or
- d) the Party claiming suspension did not give notice to the other Party as soon as reasonably possible after the Force Majeure occurred.

An event of Force Majeure on EPCOR's system will excuse the failure to deliver Gas by EPCOR or the failure to accept Gas by EPCOR hereunder, and both Parties shall be excused from performance of their obligations hereunder, except for payment obligations, to the extent of and for the duration of the Force Majeure.

If EPCOR is prevented, by reason of an event of Force Majeure on EPCOR's system from delivering Gas on the day or days upon which EPCOR has accepted Gas from Customer, EPCOR shall thereafter make all reasonable efforts to deliver such quantities as soon as practicable and on such day or days as are agreed to by Customer and EPCOR. If EPCOR delivers such Gas on this basis, Customer shall not receive any demand charge relief as contemplated herein.

If on any day EPCOR fails to accept Gas from Customer by reason of an event of Force Majeure on EPCOR's system and fails to deliver the quantity of Gas nominated hereunder by Customer up to the Contract Demand for that Contract, then for that day the Delivery Charge shall be reduced by an amount equal to the applicable Daily Demand Rate, as defined in this paragraph, multiplied by the difference between the quantity of Gas actually delivered by EPCOR during such day and the quantity of Gas which Customer in good faith nominated on such day. The term "**Daily Demand Rate**" shall mean the Delivery

Charge or equivalent pursuant to the Industrial Rate Schedule divided by the number of days in the month for which such rate is being calculated.

An event of force majeure upstream or downstream of EPCOR's system shall not relieve Customer of any payment obligations.

3. Nomination and Balancing Procedures

If at any time EPCOR, or EPCOR's Upstream Service Provider requires nominations for transportation of Gas volumes for ultimate delivery to the Customer, the Customer agrees to nominate its daily Gas volumetric requirement to EPCOR, or its designated agent, consistent with the industry nomination standards.

To the extent that EPCOR's Upstream Transportation Service includes any seasonal or day-to-day balancing rights for EPCOR, the Customer shall be entitled to a reasonable proportion of such balancing rights, as determined by EPCOR from time to time.

Nominated services must be nominated on the NAESB Timely Nomination Cycle otherwise they are considered to be late nomination and are therefore interruptible.

If the Customer utilizes any of EPCOR's seasonal or day-to-day balancing services or any other services available from the Upstream Service Provider, the Customer agrees to comply with all balancing requirements imposed by the Upstream Service Provider. Customer also agrees to be liable for its share of any such usage limitations or restrictions, fees, costs or penalties associated with the usage of such services, as set out in the Upstream Service Provider's applicable rate schedule, including but not limited to any associated storage fees, daily or cumulative balancing fees or penalties, and Gas commodity costs. Any such amounts shall be billed monthly.

EPCOR agrees to keep Customer informed of all requirements of the Upstream Services Provider, and agrees to provide such contract to Customer.

In addition to nominating for daily volumes for redelivery by EPCOR to Customer, Customer shall also nominate for additional volumes for the necessary compressor or other fuel requirements of the Upstream Transportation Provider as well as any UAF requirements of EPCOR as set out in the Industrial Rate Schedule from time to time.

4. Measurement

EPCOR will install, operate and maintain at a Customer Location such measurement and regulating equipment of suitable capacity and design as is required to measure the volume of Gas delivered. Customer authorizes EPCOR to construct, operate and maintain the required underground Gas service and above ground metering and regulating facilities at the Point of Consumption. Data derived from such measurement and regulating equipment shall be made available to Customer electronically on a timely basis.

If a Customer meter is out of service or is registering inaccurately, the volume of quantity of Gas used by the Customer shall be determined as follows:

- a) by using the registration of any check measurement installed, or in the absence of such check measurement, then;
- b) by correcting the error if the percentage of error is ascertainable by calibration, tests or mathematical calculation, or in the absence of a) and b), then;
- c) by estimating the quantity of Gas delivered during periods under similar conditions when the meter was registering accurately.

5. Customer Facilities

It is the Customer's responsibility to provide and maintain all pipes, fittings, valves and other equipment to take the Gas from the outlet of the EPCOR meter station. Customer agrees, if requested by EPCOR, to provide a 120-volt/15 amp dedicated electrical circuit, and a telecommunications line to allow for electronic communication with EPCOR's meter station, at the Customer's expense.

6. Access to EPCOR Equipment

Except in the event of an emergency, EPCOR and/or its authorized agent shall at all reasonable business hours, have access to the premises for the purposes of reading the Customer's meter; examining, maintaining or repairing any Gas equipment installed by EPCOR; or removing the meter or other equipment. In the case of an emergency, EPCOR and/or its authorized agents shall have access to the premises at any hour.

7. Financial Assurances

If determined by EPCOR, in its sole discretion, Customer shall provide financial assurances necessary to ensure Customer's ability to honour the provisions of the Contract. Should EPCOR determine that financial assurance is required, Customer shall provide and maintain financial assurance acceptable to EPCOR. If at any time during the term of the Contract,

EPCOR has reasonable grounds to believe that Customer's creditworthiness is or could become unsatisfactory, then EPCOR may, by written notice to Customer, request financial assurances from Customer in an amount determined by EPCOR. Upon receipt of such written notice, Customer shall have fourteen (14) calendar days to provide such financial assurances.

Customer may provide EPCOR such financial assurances in the form of cash, letters of credit, corporate guarantees acceptable to EPCOR or such other form as may be agreed upon between Customer and EPCOR. If Customer fails to provide financial assurances as set out above, the termination and suspension provisions of these Terms and Conditions shall apply.

Where Customer has provided financial assurance to EPCOR, and the Customer believes that the grounds for requesting such financial assurances no longer exist, the Customer may request the return of such financial assurances from EPCOR by written notice. Upon receipt of such written notice, EPCOR shall have fourteen (14) calendar days to return such financial assurance to Customer or provide reasons for failure to return such financial assurance. The Customer may only make such request once per calendar year.

8. EPCOR Liability

EPCOR shall not be liable for any loss, injury, damage, expense, charge, cost or liability of any kind, whether direct, indirect, special or consequential in nature, (excepting only direct physical loss, injury or damage to a customer or a customer's property, resulting from the negligence or wilful misconduct of EPCOR, its employees or agents) arising from or connected with any failure, defect, fluctuation or interruption in the provision of Gas service by EPCOR to its customers.

9. Billing and Payment

- a) **Bills:** Each month during the term of the Contract, EPCOR will deliver to the Customer a monthly bill setting out the Gas deliveries for such month and all charges payable, plus all applicable taxes, pass-through charges, administrative charges, duties, or levies payable by Customer in connection with the services provided under this Contract.
- b) **Payment:** Payment is due within twenty (20) days from receipt of the monthly bill. If Customer fails to pay the amount when due, late payment charges will apply. In addition, the suspension and termination provisions as provided for herein will also apply.

- c) **Remedies for Non-Payment:** Should Customer fail to pay all of the amount of any bill as herein provided when such amount is due,
- i. Customer shall pay to EPCOR, Interest on the unpaid portion of the bill from the due date until the date of payment; and,
 - ii. if such failure to pay continues for thirty (30) days after payment is due, EPCOR, in addition to any other remedy it may have under the Contract and these Terms and Conditions, may suspend Gas Services until such amount is paid. Notwithstanding such suspension, all demand charges shall continue to accrue hereunder as if such suspension were not in place.
- d) **Bill Dispute:** If Customer in good faith disputes the amount of any such bill or part thereof Customer shall pay to EPCOR such amounts as it concedes to be correct and provide a notice to EPCOR outlining the amounts in dispute and the rationale for such dispute. If EPCOR determines that the bill amount disputed by Customer is correct, EPCOR shall provide Customer with a notice outlining the rationale for such determination. Should Customer still dispute the bill, a final determination shall be reached between the Parties. At any time thereafter, within twenty (20) days of a demand made by EPCOR, Customer shall furnish financial assurances satisfactory to EPCOR, guaranteeing payment to EPCOR of the amount ultimately found due upon such bill after a final determination. Such a final determination may be reached either by agreement, arbitration decision or judgement of the courts, as may be the case. Notwithstanding sections 9(a) and (b) above, EPCOR shall not be entitled to suspend Gas Services because of such non-payment in a good faith dispute by Customer unless and until default occurs in the conditions of such financial assurances or default occurs in payment of any other amount due to EPCOR hereunder.
- e) **Adjustment for Overpayment or Underpayment:** If it shall be found that at any time or times Customer has been overcharged or undercharged in any form whatsoever under the provisions of the Contract and Customer shall have actually paid the bills containing such overcharge or undercharge, EPCOR shall refund the amount of any such overcharge and Interest shall accrue from and including the first day of such overcharge as paid to the date of refund and shall be calculated but not compounded at a rate per annum determined each day during the calculation period, and the Customer shall pay the amount of any such undercharge, but without Interest.

In the event an error is discovered in the amount billed in any statement rendered by EPCOR, such error shall be adjusted by EPCOR. Such overcharge, undercharge or error shall be adjusted by EPCOR on the bill next following its determination (where the term "**bill next following**" shall mean a bill rendered at least fourteen (14) days after the day of its determination), provided that claim therefore shall have been made within three (3) years from the date of the incorrect billing. In the event any refund is issued with Customer's bill, the aforesaid date of refund shall be deemed to be the date of the issue of bill.

- f) **Taxes:** In addition to the charges and rates as per the applicable rate schedules and price schedules, Customer shall pay all taxes which are imposed currently or subsequent to the execution of the Contract by any legal authority having jurisdiction and any amount in lieu of such taxes paid or payable by EPCOR.

10. Resale Prohibition

Gas taken at a Customer Location shall not be resold other than in accordance with all applicable laws and regulations and orders of any governmental authority or OEB having jurisdiction.

11. Authorized Overrun

If on any day Customer requests permission from EPCOR to exceed the Peak Hour or CD set out in Schedule A to the Contract, and EPCOR authorizes such exceedance in writing, such exceedance volumes shall constitute an Authorized Overrun. Any Authorized Overrun volumes shall attract additional charges as set out in the applicable Industrial Rate Schedule in effect at the time of such exceedance.

12. Unauthorized Overrun

If at any time a Customer exceeds the Peak Hour or CD set out in Schedule A to the Contract, and such exceedance has not been authorized by EPCOR in advance, then such amounts shall be deemed an Unauthorized Overrun. Any Unauthorized Overrun volumes shall attract additional charges as set out in the Industrial Rate Schedule in effect at the time of such exceedance.

13. Arbitration

If and when any dispute, difference or question shall arise between the Parties touching the Contract or anything herein contained, or the construction hereof, or the rights, duties or liabilities of the Parties in relation to any matter hereunder, the matter in dispute shall be

submitted and referred to arbitration within ten (10) days after written request of either Party. Upon such request each Party shall appoint an arbitrator, and the two so appointed shall appoint a third. A majority decision of the arbitrators shall be final and binding upon both Parties. In all other respects the provisions of the Arbitration Act, 1991, or any act passed in amendment thereof or substitution therefore, shall apply to each such submission. Operations under the Contract shall continue, without prejudice, during any such arbitration and the costs attributable to such arbitration shall be shared equally by the Parties hereto.

14. Gas Quality

The quality of Gas delivered by the Customer to the Customer Delivery Point shall conform to the quality specifications of the Upstream Service Provider as set out in the general terms and conditions of the Upstream Service Provider (as amended from time to time).

15. Possession and Title

- a) **Possession:** The responsibility for, and possession of all Gas received and/or delivered and transported hereunder, shall pass from the delivering Party to the receiving Party at the Customer Delivery Point and the Point of Consumption, as applicable.
- b) **Title:** Each Party warrants that it owns or controls or has the right to deliver or have delivered to the other Party, Gas that is free and clear of any lien, mortgage, security interest or other encumbrance whatsoever. The delivering Party shall indemnify and hold harmless the receiving Party from all claims, actions, or damages arising from any adverse claims by third parties claiming an ownership or an interest in such Gas.

16. Event of Default and Termination of Contract

In the event of a material breach or non-performance on the part of either Party (the “**Defaulting Party**”) of any provision of the Contract or these General Terms and Conditions (but not events under Force Majeure and not including any failure to take or make delivery in whole or in part of the Gas delivered to/by EPCOR by any of the reasons provided for in these Terms and Conditions) which has not been waived by the non-Defaulting Party (an “**Event of Default**”), then the non-Defaulting Party may give written notice to the Defaulting Party requiring it to remedy such default (if capable of being remedied). If the Defaulting Party fails to fully remedy the Event of Default within a period of ten (10) Business Days from receipt of such notice, then the non-Defaulting Party may, at its sole option, declare by notice to the Defaulting Party the Contract to be terminated for all purposes other than and except as to any liability of the Defaulting Party under this Contract that was incurred before

and subsisting at the day when the Contract is declared terminated by the non-Defaulting Party.

If either Party makes an assignment in bankruptcy, is a Party against whom a receiving order is made, or for whom a receiver or monitor has been appointed under a security agreement or by a court or any similar action under any law, the other Party may terminate the Contract immediately, except where not permitted by law.

The rights set forth in this clause shall be in addition to, and not in derogation of or in substitution for, any other right or remedy which the Parties respectively at law or in equity shall or may possess.

Subject to any OEB ruling that states otherwise, other than any liability incurred before and subsisting at the day the Contract is terminated, no termination payment or any other payment set out in the Contract or its schedules shall be owed by Customer in the event that EPCOR is the Defaulting Party.

17. Service Suspension, Curtailment and Maintenance

EPCOR shall have the right to curtail or not to schedule part or all of the Gas Services, in whole or in part, (a “**Curtailment**”) on all or a portion of its pipeline system at any time for reasons of Force Majeure or when, in EPCOR’s sole discretion, acting reasonably, capacity, safety or operating conditions so require or it is desirable or necessary to make modifications, repairs or operating changes to its pipeline system. EPCOR shall provide Customer such notice of such Curtailment as is reasonable under the circumstances. If due to any cause whatsoever EPCOR is unable to receive or deliver the quantities of Gas which Customer has requested, then EPCOR shall order Curtailment by all Shippers affected and to the extent necessary to remove the effect of the disability.

EPCOR’s facilities from time to time may require maintenance or construction. If such maintenance or construction is required, and in EPCOR’s sole opinion, acting reasonably, such maintenance or construction may impact EPCOR’s ability to meet Customer’s requirements, EPCOR shall provide at least fifteen (15) days’ notice to Customer, except in the case of an emergency. To the extent that EPCOR’s ability to accept and/or deliver Customer’s Gas is impaired, the Monthly Fixed Charge shall be reduced in accordance with Section 2 of these Terms and Conditions.

EPCOR shall use reasonable efforts to determine a mutually acceptable period during which such maintenance or construction will occur and also to limit the extent and duration of any impairments.

In the event maintenance, suspension or other Curtailment impacts EPCOR's ability to meet Customer's requirements or the delivery of Gas hereunder, EPCOR shall not be liable for any damages arising from the Curtailment, maintenance or service suspension and shall not be deemed in breach of the Contract or these Terms and Conditions.

Customer shall comply with any reasonable directions provided by EPCOR to Customer, in connection with a Curtailment. If the Customer fails to comply with EPCOR's direction, then: (a) EPCOR shall have the right to immediately and without further notice to the Customer, suspend the delivery of Gas to the Point of Consumption; and (b) Customer will reimburse EPCOR for EPCOR's reasonable, documented costs associated with such non-compliance, including but not limited to any charges identified in the Industrial Rate Schedule.

Customer hereby expressly and irrevocably consents to EPCOR's and its representatives entering onto the property of the Customer, for the purpose of enforcing EPCOR's rights under the Contract and these Terms and Conditions, including accessing EPCOR's equipment to physically suspend the delivery of Gas to the Point of Consumption.