



Exhibit 8 – Rate Design

EXHIBIT	TAB	SCHEDULE	CONTENTS
8	1	1	8.0 Rate Design
			8.1 Bill Impacts
			8.2 Rate Harmonization Plan and Mitigation Issues
8	2	1	Current and Proposed Revenue by Rate Class
8	2	2	2020 Distribution Revenue under Current vs Proposed Distribution Rates by Rate Class
8	2	3	Current Rates and Schedules
8	2	4	Proposed Rates and Schedules
8	3	1	Conditions of Service
8	3	2	Conditions of Service and Application Forms 2020



8.0 RATE DESIGN

1. This Exhibit provides details regarding ENGLP’s proposed changes to rates, proposed volume and revenue recovery, details regarding changes to proposed rate schedules and detailed annual bill impacts for the 2020 Test Year.

2. ENGLP has determined its 2020 revenue requirement, after Other Revenue to be \$6,652,600. The Revenue Requirement is determined for ENGLP’s 2020 capital and operating forecasts, weather normalized usage, forecasted customer counts and regulated return on rate base.

3. Table 8.0-1 below summarizes ENGLP’s revenue requirement for 2020.

Table 8.0-1
Summary of 2020 Revenue Requirements
 (\$)

Description	A 2020 Test
1 Operation and Maintenance	4,046,147
2 Depreciation and Amortization	1,136,086
3 Property Taxes	632,000
4 Income Taxes	4,536
5 Interest Expense	370,745
6 Return on Equity	587,499
7 Cost of Service Prior before Revenue Offsets	6,777,013
8 less: Other Revenue	(112,913)
9 less: System Gas Fee	(11,501)
10 Revenue Requirement	6,652,600

4. Table 8.0-2 below summarizes the revenue by rate class under current and proposed rates. The detailed calculations of current and proposed revenue by rate class can be found in Exhibit 8 Tab 2 Schedule 2.



Table 8.0-2
Summary – Distribution Revenue under Current vs Proposed Distribution Rates
(\$)

Rate Class	A Current Rates	B Proposed Rates	C Difference
1 Rate 1 - Residential	4,364,396	4,303,350	(61,046)
2 Rate 1 - Commercial	747,422	731,833	(15,589)
3 Rate 1 - Industrial	228,587	227,452	(1,134)
4 Rate 2	159,418	158,957	(462)
5 Rate 3	173,856	172,071	(1,784)
6 Rate 4	137,288	142,754	5,466
7 Rate 5	60,012	65,767	5,755
8 Rate 6	1,133,887	850,416	(283,472)
9 Total Revenue	7,004,867	6,652,600	(352,267)

5. In addition to changes that are driven by the 2020 Test Year's proposed revenue, ENGLP is proposing the following changes to its current rate design.

- (a) Increasing the fixed monthly charge for customers in Rate 1 – General Services, Rate 2 – Seasonal Service, Rate 3 – Special Large Volume Contract Rate, and Rate 5 – Interruptible Peaking Contract Rate to better reflect the fixed cost of servicing those customers.
- (b) Changes to variable rates for rates customers in Rates 1 to 5 to reflect increase in fixed rate and improve the revenue cost ratio.
- (c) Changes in miscellaneous and service charges included in its Conditions of Service.
- (d) Updates to certain sections within its Conditions of Service.

Proposed Changes in Rates and Schedules

6. ENGLP is proposing changes to the rate schedules as summarized in the Table 8.0-3 and Table 8.0-4, below.



Table 8.0-3
Summary of Proposed Changes to Rate Schedules

		A	B	C	D	E
	Rate Class	Rate Block	Unit	Current Rates	Proposed Rates	Difference
1	Rate 1	Fixed Monthly Rate	\$ / month	15.50	17.00	1.50
2		Tier 1 Rate (first 1,000 m ³ 's)	cents / m ³	15.9486	14.6434	(1.3052)
3		Tier 2 Rate (> 1,000 m ³ 's)	cents / m ³	11.3519	11.5568	0.2049
4	Rate 2	Fixed Monthly Rate	\$ / month	17.25	20.00	2.75
5		April - October				
6		Tier 1 (First 1,000 m ³ per month)	cents / m ³	17.2765	17.0087	(0.2678)
7		Tier 2 (Next 24,000 m ³ per month)	cents / m ³	9.4826	9.3688	(0.1138)
8		Tier 3 (Over 25,000 m ³ per month)	cents / m ³	6.1698	5.9724	(0.1974)
9		November - March				
10		Tier 1 (First 1,000 m ³ per month)	cents / m ³	21.7767	21.4392	(0.3375)
11		Tier 2 (Next 24,000 m ³ per month)	cents / m ³	15.6960	15.5076	(0.1884)
12		Tier 3 (Over 25,000 m ³ per month)	cents / m ³	15.2899	14.8006	(0.4893)
13	Rate 3	Fixed Monthly Rate	\$ / month	172.50	190.00	17.50
14		Firm Demand	cents / m ³ / month	29.0974	29.0974	0.0000
15		Firm Delivery	cents / m ³	4.3127	4.1359	(0.1768)
16	Rate 4	Fixed Monthly Rate	\$ / month	17.25	17.25	0.00
17		April - December				
18		Block 1 (First 1,000 m ³ per month)	cents / m ³	17.1487	17.1487	0.0000
19		Block 2 (Over 1,000 m ³ per month)	cents / m ³	10.5218	11.0479	0.5261
20		January - March				
21		Block 1 (First 1,000 m ³ per month)	cents / m ³	21.8770	21.8770	0.0000
22	Block 2 (Over 1,000 m ³ per month)	cents / m ³	16.9052	17.7505	0.8453	
23	Rate 5	Fixed Monthly Rate	\$ / month	172.50	190.00	17.50
24		Firm Delivery	cents / m ³	7.5439	8.2606	0.7167
25	Rate 6	Fixed Monthly Rate	\$ / month	94,490.62	70,867.97	(23,622.66)



Table 8.0-4
Summary of Proposed Changes to Rate Riders

Rate Class	A Rate Rider	B Unit	C Current Rates	D Proposed Rates	E Difference
1 Rate 1	IRM Rebalancing	\$ / month	1.81	0.00	(1.81)
2	PGTVA Rate Rider	cents / m3	(1.7172)	0.1498	1.8670
3	REDA Rate Rider	\$ / month	1.50	0.27	(1.23)
4	2019 Shared Tax Changes Rate Rider	\$ / month	0.11	0.00	(0.11)
5	2018 Shared Tax Changes Rate Rider	\$ / month	0.03	0.00	(0.03)
6	2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	0.2221	0.0000	(0.2221)
7	System Gas Fee	cents / m3	0.0363	0.0435	0.0072
8 Rate 2	IRM Rebalancing	\$ / month	11.56	0.00	(11.56)
9	PGTVA Rate Rider	cents / m3	(1.7172)	0.1498	1.8670
10	REDA Rate Rider	\$ / month	1.50	0.27	(1.23)
11	2019 Shared Tax Changes Rate Rider	\$ / month	0.69	0.00	(0.69)
12	2018 Shared Tax Changes Rate Rider	\$ / month	0.17	0.00	(0.17)
13	2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	0.1223	0.0000	(0.1223)
14	System Gas Fee	cents / m3	0.0363	0.0435	0.0072
15 Rate 3	IRM Rebalancing	\$ / month	94.10	0.00	(94.10)
16	PGTVA Rate Rider	cents / m3	(1.7172)	0.1498	1.8670
17	REDA Rate Rider	\$ / month	1.50	0.27	(1.23)
18	2019 Shared Tax Changes Rate Rider	\$ / month	5.62	0.00	(5.62)
19	2018 Shared Tax Changes Rate Rider	\$ / month	1.41	0.00	(1.41)
20	2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	0.0920	0.0000	(0.0920)
21	System Gas Fee	cents / m3	0.0363	0.0435	0.0072
22 Rate 4	IRM Rebalancing	\$ / month	14.26	0.00	(14.26)
23	PGTVA Rate Rider	cents / m3	(1.7172)	0.1498	1.8670
24	REDA Rate Rider	\$ / month	1.50	0.27	(1.23)
25	2019 Shared Tax Changes Rate Rider	\$ / month	0.85	0.00	(0.85)
26	2018 Shared Tax Changes Rate Rider	\$ / month	0.21	0.00	(0.21)
27	2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	0.1633	0.0000	(0.1633)
28	System Gas Fee	cents / m3	0.0363	0.0435	0.0072
29 Rate 5	IRM Rebalancing	\$ / month	41.23	0.00	(41.23)
30	PGTVA Rate Rider	cents / m3	(1.7172)	0.1498	1.8670
31	REDA Rate Rider	\$ / month	1.50	0.27	(1.23)
32	2019 Shared Tax Changes Rate Rider	\$ / month	2.46	0.00	(2.46)
33	2018 Shared Tax Changes Rate Rider	\$ / month	0.62	0.00	(0.62)
34	2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	0.0865	0.0000	(0.0865)
35	System Gas Fee	cents / m3	0.0363	0.0435	0.0072
36 Rate 6	PGTVA Rate Rider	\$ / month	0.00	15,401.75	15,401.75
37	REDA Rate Rider	\$ / month	1.50	0.25	(1.25)
38	2019 Shared Tax Changes Rate Rider	\$ / month	375.04	0.00	(375.04)
39	2018 Shared Tax Changes Rate Rider	\$ / month	93.76	0.00	(93.76)

7. Current rate schedules are provided in Exhibit 8 Tab 2 Schedule 3 and proposed rate schedules are provided in Exhibit 8 Tab 2 Schedule 4. In addition to the changes made for the proposed rates, ENGLP has also made changes to the wording for the Transmission Service schedule to apply Transmission Services charges more broadly (i.e., not specific to one natural gas producer) in the event that natural gas producers commence using ENGLP's distribution system to transport gas into Enbridge Gas' Union South system.



8. Effective October 1, 2018, a fully fixed rate was implemented for Rate Class 6¹ at which time certain amendments to the rate schedule for Rate 6 (EB-2018-0235) were implemented to reflect the change in rate structure. It is ENGLP's intention to work with IGPC early in 2019 to amend the current Gas Delivery Agreement between ENGLP and IGPC, which has a termination date of September 30, 2020, to reflect the change to the rate structure for Rate Class 6 contemplated in the agreement has been implemented. The rate schedule for Rate 6 will be reviewed in conjunction with the amendment of Gas Delivery Agreement and any identified changes brought forward for approval as a part of this proceeding.

Proposed Changes in Rate Design

9. ENGLP is proposing to change the rate design for Rates 1 – 6 as follows.

- Rate 1 – Increase the monthly fixed charge from \$15.50 to \$17.00 to reflect a rate closer to the \$21.00 charged by Enbridge in the surrounding territory. The variable charge is adjusted downwards to improve the revenue cost ratio. ENGLP is also proposing as an element of its IRM to increase the fixed charge by \$1.00 per year starting 2021 to 2024, bringing the fixed charge to \$21.00. These proposed changes will also improve recovery of Customer costs through the fixed fee.
- Rate 2 – Increase the monthly fixed charge from \$17.25 to \$20.00 to improve recovery of Customer costs through the fixed fee. The variable charges are adjusted downward in order to improve the revenue cost ratio.
- Rate 3 – Increase the monthly fixed charge to from \$172.50 to \$190.00 to improve recovery of Customer costs through the fixed charge. The variable charges are adjusted downward in order to improve the revenue cost ratio.
- Rate 4 – Increase variable rate to improve the revenue cost ratio.

¹ EB-2018-0235 Decision and Order, December 6, 2018, pg. 9 and Settlement Proposal, November 21, 2018, pg. 18.



- Rate 5 – Increase the monthly fixed charge from \$172.50 to \$190.00 to improve recovery of Customer costs through the fixed fee. Variable charges are increased in order to improve the revenue cost ratio.
- Rate 6 – Reduce the monthly fixed fee in order to reflect recovery of the costs caused by this customer. This rate does not include a variable component.

Proposed Changes to Terms and Conditions of Service and Miscellaneous Charges

10. ENGLP's Conditions of Service ("Conditions of Service") were last approved by the Board in EB-2010-0018 for the previous owner, NRG. A copy of the current Conditions of Service is available at the Aylmer Administrative office or online.²

11. Table 8.0-5 below details the proposed changes to the miscellaneous and service charges included in ENGLP's Conditions of Service and rate schedule. ENGLP notes that previous versions of the utility's rate schedule did not include a schedule of miscellaneous and service charges. ENGLP has included these in the proposed rate schedule. The costing and pricing for the proposed changes was determined by reviewing and updating the cost to provide the services change including wages, benefits, vehicle costs and to reflect current published bank charges.

² <https://www.epcor.com/products-services/natural-gas/Documents/aylmer-customer-service-policy.pdf>



**Table 8.0-5
 Proposed Changes to Schedule of Miscellaneous and Service Charges**

Service	A Current Fee (2011)	B Proposed Fee
1 Service Work		
2 During normal working hours		
3 Minimum charge (up to 60 minutes)	\$90.00	\$100.00
4 Each additional hour (or part thereof)	\$90.00	\$100.00
5 Outside normal working hours		
6 Minimum charge (up to 60 minutes)	\$115.00	\$130.00
7 Each additional hour (or part thereof)	\$95.00	\$105.00
8 Miscellaneous Charges		
9 Returned Cheque / Payment	\$20.00	\$48.00
10 Replies to a request for account information	\$20.00	\$25.00
11 Bill Reprint / Statement Print Requests		\$20.00
12 Consumption Summary Requests		\$20.00
13 Customer Transfer / Connection Charge	\$30.00	\$35.00
14 Disconnection and Reconnection Charge	\$78.00	\$85.00
16 Inactive Account Charge		ENGLP cost to install service
17 Late Payment Charge	1.5% /month, 19.56% /year (effective rate of 0.04896% compounded daily)	1.5% / month, 19.56% / year (effective rate of 0.04896% compounded daily)
18 Meter Tested at Customer Request Found to be Accurate	Charge based on actual costs	Charge based on actual costs
19 Installation of Service Lateral	\$100 first 20 meters. \$10/meter thereafter	\$100 (minimum). Additional if pipe length exceeds length used to set fee.

12. ENGLP’s revenue forecast for its proposed miscellaneous charges (“Other Revenue”) is provided in Table 3.4-1 of Exhibit 3 Tab 1 Schedule 1.

13. ENGLP has revised the previous owner’s Conditions of Service terms to include certain proposed changes addressed in the OEB’s EB-2017-0183 initiative to update the Customer Service Rules for Utilities.³

14. The proposed Conditions of Service and forms are provided in Exhibit 8, Tab 3, Schedules 2 and reflect updates including:

- adjust formatting, layout and wording for additional clarity and consistency within the document;
- references to where information can be found on EPCOR’s website; and additional sections not covered in the current document.

15. Substantive updates from the last approved Conditions of Service are detailed below:

³EB-2017-0183 Review of Customer Service Rules for Utilities Phase One, September 6, 2018.



- General updates:
 - Removal of all terms, forms and charges related to Natural Resource Gas Limited's hot water tank rental business which was disposed of prior to the sale of the distribution system assets to ENGLP.
 - Addition of service terms for eligible low-income customers.
 - 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.
 - Modification to customer forms to reflect changes to input sections, add ENGLP reference, and align terms and conditions wording with the Conditions of Service.
 - Additional clarity for:
 - criteria used to review economic feasibility of a main
 - when a service line would be installed
 - meter locations and protection of a meter with the associated customers' responsibilities
 - Clarity for timing of bill due date and disconnection notice to align with the proposed notice period for customers as proposed in OEB's EB-2017-0183 Review of Customer Service Rules for Utilities.
 - Additional detail for gas meter testing process and notification steps with the customer.
 - Additional clarity in description of:
 - alterations or service relocations
 - rate schedules
 - resale prohibited
 - delivery and use of gas
 - gas distribution services and supply interruptions
 - setting up an account
 - meter reads and access to meter
 - management of landlord/tenant accounts



- Security deposits:
 - Removal for the credit check for security deposit for residential customers.
 - Adjustment of interest on security deposits calculated and paid out monthly rather than annually.
 - Addition of provisions allowing security deposits to be paid over a period of up to 6 months.
 - Modification to include the provision to allow 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.
 - Modification to the threshold for good payment history to one disconnection notice or payment returned for insufficient funds to be consistent with other gas utilities in Ontario.

- Billing and payment options:
 - Additional clarity to budget billing plan description and plan calculation adjustment methodology and timing.
 - Adjustment of the date at which late payment charges apply on overdue accounts to after 20 days from 16 days from the billing date.
 - Addition to reflect option of payment by automatic withdrawal which is already in place.
 - Addition of electronic billing and online payment options which are expected to be implemented by 2019.
 - Adjustment to the timeline for billing corrections for under-billing to be the same as for overbilling (up to 2 years for residential and 6 years for all other customers).
 - Adjustment to the disconnection notice period from 12 to 14 days' notice to align with the OEB's proposed Customer Service Rule recommendations EB-2017-0183.

16. 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. As such, ENGLP has proposed language regarding this functionality in its Conditions of Service. In the event the functionality is not in place in time for the January 1, 2020 commencement date of the revised Conditions of Service, ENGLP is requesting approval to remove and re-insert the language once the online functionality is established.

8.1 Bill Impacts

17. This section provides examples of the impact on the annual bill for customers in each rate class for the 2020 Test Year. Sample bills have been provided for typical customers in addition to customer with consumption at the 10th percentile.

18. Tables 8.1-1 and 8.1-2 below summarize the monthly bill impacts of each rate class both at both the typical and 10th percentile consumption. The average volumes for customers in each class has been used to derive the typical customer bill impact for that rate class, The billing parameters of both the typical and 10th percentile consumption are identified in Tables 1 through 16 of Exhibit 8 Tab 2 Schedule 1 which are the detailed calculation of the bill impacts for both the typical consumption customer and 10th percentile consumption customer.

19. ENGLP is not proposing any mitigation measures for its proposed rate design. ENGLP notes that the proposal to increase the fixed monthly charge for Rate 1 to \$21.00 in 2024 by \$1.00 per year increments during the IRM period, rather than an alternative of increasing it to \$21.00 in the 2020 Test Year is intended to mitigation the impact of moving to this level of fixed charge.

**Table 8.1-1
 Summary of Annual Distribution Rate Impact (Typical)**

	A	B	C	D
Rate Class	Annual Bill Current Rates	Annual Bill Proposed Rates	Change (\$)	Change (%)
1 Rate 1 - Residential	469.92	464.68	(5.24)	(1.11%)
2 Rate 1 - Commercial	832.18	797.29	(34.88)	(4.19%)
3 Rate 1 - Industrial	2,080.55	1,959.73	(120.82)	(5.81%)
4 Rate 2	2,691.46	2,691.46	0.01	0.00%
5 Rate 3	93,609.24	93,610.68	1.44	0.00%
6 Rate 4	2,283.44	2,361.60	78.16	3.42%
7 Rate 5	14,922.42	16,353.40	1,430.98	9.59%
8 Rate 6	1,133,887.44	850,415.58	(283,471.86)	(25.00%)



Table 8.1-2
Summary of Annual Distribution Rate Impacts (10th Percentile)

Rate Class		A Annual Bill Current Rates	B Annual Bill Proposed Rates	C Change (\$)	D Change (%)
1	Rate 1 - Residential	264.28	275.87	11.59	4.39%
2	Rate 1 - Commercial	304.53	312.83	8.30	2.73%
3	Rate 1 - Industrial	551.97	540.02	(11.95)	(2.17%)
4	Rate 2	437.55	466.98	29.43	6.73%
5	Rate 3	9,645.92	9,838.66	192.74	2.00%
6	Rate 4	968.06	976.15	0.01	0.84%
7	Rate 5	6,498.74	7,129.47	630.73	9.71%
8	Rate 6	1,133,887.44	850,415.58	(283,471.86)	(25.00%)

8.2 Rate Harmonization Plan and Mitigation Issues

20. As no merger or amalgamation in service areas is contemplated in this Application a rate harmonization plan is not contemplated.



Table 1
Rate 1 – Residential (Typical)
 (\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$/ month	12	15.50	17.00	186.00	204.00	18.00	9.68%
2 Tier 1 Rate (first 1,000 m ³ 's)	cents / m ³	1,780	15.9486	14.6434	283.92	260.68	(23.24)	(8.18%)
3 Tier 2 Rate (> 1,000 m ³ 's)	cents / m ³	0	11.3519	11.5568	0.00	0.00	0.00	0.00%
4 Delivery Rates					469.92	464.68	(5.24)	(1.11%)
5 IRM Rebalancing	\$/ month	12	1.8140	0.00	21.77	0.00	(21.77)	(100.00%)
6 Delivery Rates & IRM Rebalancing					491.69	464.68	(27.00)	(5.49%)
7 PGTVA Rate Rider	cents / m ³	1,780	(1.7172)	0.1498	(30.57)	2.67	33.24	108.72%
8 REDA Rate Rider	\$/ month	12	1.5000	0.27	18.00	3.27	(14.73)	(81.82%)
9 2019 Shared Tax Changes Rate Rider	\$/ month	12	0.1084	0.00	1.30	0.00	(1.30)	(100.00%)
10 2018 Shared Tax Changes Rate Rider	\$/ month	12	0.0271	0.00	0.33	0.00	(0.33)	(100.00%)
11 2018 Unrecovered IRM Adjustment Rate Rider	cents / m ³	1,780	0.2221	0.0000	3.95	0.00	(3.95)	(100.00%)
12 Total Bill Excluding System Gas Fee					484.70	470.62	(14.07)	(2.90%)
13 System Gas Fee	cents / m ³	1,780	0.0363	0.0435	0.65	0.77	0.13	19.87%
14 Total Bill					485.34	471.40	(13.95)	(2.87%)



Table 2
Rate 1 - Commercial (Typical)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1	Fixed Monthly Rate	12	15.50	17.00	186.00	204.00	18.00	9.68%
2	Tier 1 Rate (first 1,000 m3's)	4,052	15.9486	14.6434	646.18	593.29	(52.88)	(8.18%)
3	Tier 2 Rate (> 1,000 m3's)	0	11.3519	11.5568	0.00	0.00	0.00	0.00%
4	Delivery Rates				832.18	797.29	(34.88)	(4.19%)
5	IRM Rebalancing	12	1.81	0.00	21.77	0.00	(21.77)	(100.00%)
6	Delivery Rates & IRM Rebalancing				853.94	797.29	(56.65)	(6.63%)
7	PGTVA Rate Rider	4,052	(1.7172)	0.1498	(69.57)	6.07	75.64	108.72%
8	REDA Rate Rider	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
9	2019 Shared Tax Changes Rate Rider	12	0.11	0.00	1.30	0.00	(1.30)	(100.00%)
10	2018 Shared Tax Changes Rate Rider	12	0.03	0.00	0.33	0.00	(0.33)	(100.00%)
11	2018 Unrecovered IRM Adjustment Rate Rider	4,052	0.2221	0.0000	9.00	0.00	(9.00)	(100.00%)
12	Total Bill Excluding System Gas Fee				812.99	806.63	(6.36)	(0.78%)
13	System Gas Fee	4,052	0.0363	0.0435	1.47	1.76	0.29	19.87%
14	Total Bill				814.47	808.40	(6.07)	(0.74%)



Table 3
Rate 1 - Industrial (Typical)
 (\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1	Fixed Monthly Rate	12	15.50	17.00	186.00	204.00	18.00	9.68%
2	Tier 1 Rate (first 1,000 m3's)	10,860	15.9486	14.6434	1,732.07	1,590.32	(141.75)	(8.18%)
3	Tier 2 Rate (> 1,000 m3's)	1,431	11.3519	11.5568	162.48	165.42	2.93	1.81%
4	Delivery Rates				2,080.55	1,959.73	(120.82)	(5.81%)
5	IRM Rebalancing	12	1.8140	0.0000	21.77	0.00	(21.77)	(100.00%)
6	Delivery Rates & IRM Rebalancing				2,102.32	1,959.73	(142.59)	(6.78%)
7	PGTVA Rate Rider	12,292	(1.7172)	0.1498	(211.07)	18.41	229.48	108.72%
8	REDA Rate Rider	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
9	2019 Shared Tax Changes Rate Rider	12	0.1084	0.00	1.30	0.00	(1.30)	(100.00%)
10	2018 Shared Tax Changes Rate Rider	12	0.03	0.00	0.33	0.00	(0.33)	(100.00%)
11	2018 Unrecovered IRM Adjustment Rate Rider	12,292	0.2221	0.0000	27.30	0.00	(27.30)	(100.00%)
12	Total Bill Excluding System Gas Fee				1,938.17	1,981.42	43.24	2.23%
13	System Gas Fee	12,292	0.0363	0.0435	4.46	5.35	0.89	19.87%
14	Total Bill				1,942.64	1,986.76	44.13	2.27%

Table 4
Rate 2 (Typical)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	17.25	20.00	207.00	240.00	33.00	15.94%
2 April - October								
3 Tier 1 (First 1,000 m3 per month)	cents / m3	431	17.2765	17.0087	74.48	73.33	(1.15)	(1.55%)
4 Tier 2 (Next 24,000 m3 per month)	cents / m3	0	9.4826	9.3688	0.00	0.00	0.00	0.00%
5 Tier 3 (Over 25,000 m3 per month)	cents / m3	0	6.1698	5.9724	0.00	0.00	0.00	0.00%
6 November - March								
7 Tier 1 (First 1,000 m3 per month)	cents / m3	3,832	21.7767	21.4392	834.49	821.56	(12.93)	(1.55%)
8 Tier 2 (Next 24,000 m3 per month)	cents / m3	10,037	15.6960	15.5076	1,575.48	1,556.58	(18.91)	(1.20%)
9 Tier 3 (Over 25,000 m3 per month)	cents / m3	0	15.2899	14.8006	0.00	0.00	0.00	0.00%
10 Delivery Rates					2,691.46	2,691.46	0.01	0.00%
11 IRM Rebalancing		12	11.5587	0.0000	138.70	0.00	(138.70)	(100.00%)
12 Delivery Rates & IRM Rebalancing	\$ / month				2,830.16	2,691.46	(138.70)	(4.90%)
13 PGTVA Rate Rider	cents / m3	14,301	(1.7172)	0.1498	(245.57)	21.42	266.99	108.72%
14 REDA Rate Rider	\$ / month	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
15 2019 Shared Tax Changes Rate Rider	\$ / month	12	0.69	0.00	8.29	0.00	(8.29)	(100.00%)
16 2018 Shared Tax Changes Rate Rider	\$ / month	12	0.17	0.00	2.07	0.00	(2.07)	(100.00%)
17 2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	14,301	0.1223	0.0000	17.49	0.00	(17.49)	(100.00%)
18 Total Bill Excluding System Gas Fee					2,630.44	2,716.15	85.71	3.26%
19 System Gas Fee	cents / m3	14,301	0.0363	0.0435	5.19	6.22	1.03	19.87%
20 Total Bill					2,635.63	2,722.37	86.74	3.29%



Table 5
Rate 3 (Typical)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	172.50	190.00	2,070.00	2,280.00	210.00	10.14%
2 Firm Demand	cents / m3 / month	297,114	29.0974	29.0974	86,452.45	86,452.45	0.00	0.00%
3 Firm Delivery	cents / m3	117,949	4.3127	4.1359	5,086.79	4,878.23	(208.56)	(4.10%)
4 Delivery Rates					93,609.24	93,610.68	1.44	0.00%
5 IRM Rebalancing Rider	\$ / month	12	94.10	0.00	1,129.24	0.00	(1,129.24)	(100.00%)
6 Delivery Rates & IRM Rebalancing					94,738.48	93,610.68	(1,127.80)	(1.19%)
7 PGTVA Rate Rider	cents / m3	117,949	(1.7172)	0.1498	(2,025.42)	176.66	2,202.08	108.72%
8 REDA Rate Rider	\$ / month	12	1.50	0.2728	18.00	3.27	(14.73)	(81.82%)
9 2019 Shared Tax Changes Rate Rider	\$ / month	12	5.62	0.0000	67.49	0.00	(67.49)	(100.00%)
10 2018 Shared Tax Changes Rate Rider	\$ / month	12	1.41	0.00	16.87	0.00	(16.87)	(100.00%)
11 2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	117,949	0.0920	0.0000	108.51	0.00	(108.51)	(100.00%)
12 Total Bill Excluding System Gas Fee					92,923.94	93,790.61	866.68	0.93%
13 System Gas Fee	cents / m3	117,949	0.0363	0.0435	42.82	51.32	8.51	19.87%
14 Total Bill					92,966.75	93,841.93	875.18	0.94%



Table 6
Rate 4 (Typical)
 (\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	17.25	17.25	207.00	207.00	0.00	0.00%
2 April - December								
3 Block 1 (First 1,000 m ³ per month)	cents / m3	1,717	17.1487	17.1487	294.51	294.51	0.00	0.00%
4 Block 2 (Over 1,000 m ³ per month)	cents / m3	11,740	10.5218	11.0479	1,235.22	1,296.98	61.76	5.00%
5 January - March								
6 Block 1 (First 1,000 m ³ per month)	cents / m3	1,000	21.8770	21.8770	218.77	218.77	0.00	0.00%
7 Block 2 (Over 1,000 m ³ per month)	cents / m3	1,940	16.9052	17.7505	327.94	344.34	16.40	5.00%
8 Delivery Rates					2,283.44	2,361.60	78.16	3.42%
9 IRM Rebalancing Rider	\$ / month	12	14.26	0.00	171.11	0.00	(171.11)	(100.00%)
10 Delivery Rates & IRM Rebalancing					2,454.55	2,361.60	(92.95)	(3.79%)
11 PGTVA Rate Rider	cents / m3	16,397	(1.7172)	0.1498	(281.57)	24.56	306.13	108.72%
12 REDA Rate Rider	\$ / month	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
13 2019 Shared Tax Changes Rate Rider	\$ / month	12	0.85	0.00	10.23	0.00	(10.23)	(100.00%)
14 2018 Shared Tax Changes Rate Rider	\$ / month	12	0.21	0.00	2.56	0.00	(2.56)	(100.00%)
15 2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	16,397	0.1633	0.0000	26.78	0.00	(26.78)	(100.00%)
16 Total Bill Excluding System Gas Fee					2,230.54	2,389.43	158.89	7.12%
17 System Gas Fee	cents / m3	16,397	0.0363	0.0435	5.95	7.13	1.18	19.87%
18 Total Bill					2,236.50	2,396.57	160.07	7.16%



Table 7
Rate 5 (Typical)
 (\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1	Fixed Monthly Rate	12	172.50	190.00	2,070.00	2,280.00	210.00	10.14%
2	Firm Delivery	170,368	7.5439	8.2606	12,852.42	14,073.40	1,220.98	9.50%
3	Delivery Rates				14,922.42	16,353.40	1,430.98	9.59%
4	IRM Rebalancing Rider	12	41.23	0.00	494.78	0.00	(494.78)	(100.00%)
5	Delivery Rates & IRM Rebalancing				15,417.20	16,353.40	936.20	6.07%
6	PGTVA Rate Rider	170,368	(1.7172)	0.1498	(2,925.56)	255.17	3,180.73	108.72%
7	REDA Rate Rider	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
8	2019 Shared Tax Changes Rate Rider	12	2.46	0.00	29.57	0.00	(29.57)	(100.00%)
9	2018 Shared Tax Changes Rate Rider	12	0.62	0.00	7.39	0.00	(7.39)	(100.00%)
10	2018 Unrecovered IRM Adjustment Rate Rider	170,368	0.0865	0.0000	147.37	0.00	(147.37)	(100.00%)
11	Total Bill Excluding System Gas Fee				12,693.97	16,611.85	3,917.87	30.86%
12	System Gas Fee	170,368	0.0363	0.0435	61.84	74.13	12.29	19.87%
13	Total Bill				12,755.82	16,685.98	3,930.16	30.81%



Table 8
Rate 6 (Typical)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	94,490.62	70,867.97	1,133,887.44	850,415.58	(283,471.86)	(25.00%)
2 Delivery Rates					1,133,887.44	850,415.58	(283,471.86)	(25.00%)
3 PGTVA Rate Rider	\$ / month	12	0.00	15,401.75	0.00	184,821.00	184,821.00	100.00%
4 REDA Rate Rider	\$ / month	12	1.50	0.25	18.00	2.97	(15.03)	(83.51%)
5 2019 Shared Tax Changes Rate Rider	\$ / month	12	375.04	0.00	4,500.45	0.00	(4,500.45)	(100.00%)
6 2018 Shared Tax Changes Rate Rider	\$ / month	12	93.76	0.00	1,125.11	0.00	(1,125.11)	(100.00%)
7 Total Bill					1,139,531.00	1,035,239.55	(104,291.45)	(9.15%)



Table 9
Rate 1 - Residential (10th percentile)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	15.50	17.00	186.00	204.00	18.00	9.68%
2 Tier 1 Rate (first 1,000 m3's)	cents / m3	491	15.9486	14.6434	78.28	71.87	(6.41)	(8.18%)
3 Tier 2 Rate (> 1,000 m3's)	cents / m3	0	11.3519	11.5568	0.00	0.00	0.00	0.00%
4 Delivery Rates					264.28	275.87	11.59	4.39%
5 IRM Rebalancing	\$ / month	12	1.81	0.00	21.77	0.00	(21.77)	(100.00%)
6 Delivery Rates & IRM Rebalancing					286.05	275.87	(10.17)	(3.56%)
7 PGTVA Rate Rider	cents / m3	491	-1.7172	0.1498	(8.43)	0.74	9.16	108.72%
8 REDA Rate Rider	\$ / month	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
9 2019 Shared Tax Changes Rate Rider	\$ / month	12	0.11	0.00	1.30	0.00	(1.30)	(100.00%)
10 2018 Shared Tax Changes Rate Rider	\$ / month	12	0.03	0.00	0.33	0.00	(0.33)	(100.00%)
11 2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	491	0.2221	0.0000	1.09	0.00	(1.09)	(100.00%)
12 Total Bill Excluding System Gas Fee					298.34	279.88	(18.45)	(6.19%)
13 System Gas Fee	cents / m3	491	0.0363	0.0435	0.18	0.21	0.04	19.87%
14 Total Bill					298.51	280.10	(18.42)	(6.17%)



Table 10
Rate 1 - Commercial (10th percentile)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	15.50	17.00	186.00	204.00	18.00	9.68%
2 Tier 1 Rate (first 1,000 m3's)	cents / m3	743	15.9486	14.6434	118.53	108.83	(9.70)	(8.18%)
3 Tier 2 Rate (> 1,000 m3's)	cents / m3	0	11.3519	11.5568	0.00	0.00	0.00	0.00%
4 Delivery Rates					304.53	312.83	8.30	2.73%
5 IRM Rebalancing	\$ / month	12	1.81	0.00	21.77	0.00	(21.77)	(100.00%)
6 Delivery Rates & IRM Rebalancing					326.30	312.83	(13.47)	(4.13%)
7 PGTVA Rate Rider	cents / m3	743	-1.7172	0.1498	(12.76)	1.11	13.88	108.72%
8 REDA Rate Rider	\$ / month	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
9 2019 Shared Tax Changes Rate Rider	\$ / month	12	0.11	0.00	1.30	0.00	(1.30)	(100.00%)
10 2018 Shared Tax Changes Rate Rider	\$ / month	12	0.03	0.00	0.33	0.00	(0.33)	(100.00%)
11 2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	743	0.2221	0.0000	1.65	0.00	(1.65)	(100.00%)
12 Total Bill Excluding System Gas Fee					334.81	317.21	(17.60)	(5.26%)
13 System Gas Fee	cents / m3	743	0.0363	0.0435	0.27	0.32	0.05	19.87%
14 Total Bill					335.08	317.54	(17.54)	(5.24%)



Table 11
Rate 1 - Industrial (10th percentile)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	15.50	17.00	186.00	204.00	18.00	9.68%
2 Tier 1 Rate (first 1,000 m3's)	cents / m3	2,295	15.9486	14.6434	365.97	336.02	(29.95)	(8.18%)
3 Tier 2 Rate (> 1,000 m3's)	cents / m3	0	11.3519	11.5568	0.00	0.00	0.00	0.00%
4 Delivery Rates					551.97	540.02	(11.95)	(2.17%)
5 IRM Rebalancing	\$ / month	12	1.81	0.00	21.77	0.00	(21.77)	(100.00%)
6 Delivery Rates & IRM Rebalancing					573.73	540.02	(33.72)	(5.88%)
7 PGTVA Rate Rider	cents / m3	2,295	-1.7172	0.1498	(39.40)	3.44	42.84	108.72%
8 REDA Rate Rider	\$ / month	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
9 2019 Shared Tax Changes Rate Rider	\$ / month	12	0.11	0.00	1.30	0.00	(1.30)	(100.00%)
10 2018 Shared Tax Changes Rate Rider	\$ / month	12	0.03	0.00	0.33	0.00	(0.33)	(100.00%)
11 2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	2,295	0.2221	0.0000	5.10	0.00	(5.10)	(100.00%)
12 Total Bill Excluding System Gas Fee					559.05	546.73	(12.33)	(2.21%)
13 System Gas Fee	cents / m3	2,295	0.0363	0.0435	0.83	1.00	0.17	19.87%
14 Total Bill					559.89	547.72	(12.16)	(2.17%)



Table 12
Rate 2 (10th percentile)
 (\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	17.25	20.00	207.00	240.00	33.00	15.94%
2 April - October								
3 Tier 1 (First 1,000 m3 per month)	cents / m3	133	17.2765	17.0087	22.98	22.62	(0.36)	(1.55%)
4 Tier 2 (Next 24,000 m3 per month)	cents / m3	0	9.4826	9.3688	0.00	0.00	0.00	0.00%
5 Tier 3 (Over 25,000 m3 per month)	cents / m3	0	6.1698	5.9724	0.00	0.00	0.00	0.00%
6 November - March								
7 Tier 1 (First 1,000 m3 per month)	cents / m3	953	21.7767	21.4392	207.57	204.35	(3.22)	(1.55%)
8 Tier 2 (Next 24,000 m3 per month)	cents / m3	0	15.6960	15.5076	0.00	0.00	0.00	0.00%
9 Tier 3 (Over 25,000 m3 per month)	cents / m3	0	15.2899	14.8006	0.00	0.00	0.00	0.00%
10 Delivery Rates					437.55	466.98	29.43	6.73%
11 IRM Rebalancing		12	11.56	0.00	138.70	0.00	(138.70)	(100.00%)
12 Delivery Rates & IRM Rebalancing					576.25	466.98	(109.28)	(18.96%)
13 PGTVA Rate Rider	cents / m3	1,086	-1.7172	0.1498	(18.65)	1.63	20.28	108.72%
14 REDA Rate Rider	\$ / month	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
15 2019 Shared Tax Changes Rate Rider	\$ / month	12	0.69	0.00	8.29	0.00	(8.29)	(100.00%)
16 2018 Shared Tax Changes Rate Rider	\$ / month	12	0.17	0.00	2.07	0.00	(2.07)	(100.00%)
17 2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	1,086	0.1223	0.0000	1.33	0.00	(1.33)	(100.00%)
18 Total Bill Excluding System Gas Fee					587.29	471.88	(115.42)	(19.65%)
19 System Gas Fee	cents / m3	1,086	0.0363	0.0435	0.39	0.47	0.08	19.87%
20 Total Bill					587.69	472.35	(115.34)	(19.63%)



Table 13
Rate 3 (10th percentile)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	172.50	190.00	2,070.00	2,280.00	210.00	10.14%
2 Firm Demand	cents / m3 / month	24,590	29.0974	29.0974	7,154.93	7,154.93	0.00	0.00%
3 Firm Delivery	cents / m3	9,762	4.3127	4.1359	420.99	403.73	(17.26)	(4.10%)
4 Delivery Rates					9,645.92	9,838.66	192.74	2.00%
5 IRM Rebalancing Rider	\$ / month	12	94.10	0.00	1,129.24	0.00	(1,129.24)	(100.00%)
6 Delivery Rates & IRM Rebalancing					10,775.16	9,838.66	(936.50)	(8.69%)
7 PGTVA Rate Rider	cents / m3	9,762	-1.7172	0.1498	(167.63)	14.62	182.25	108.72%
8 REDA Rate Rider	\$ / month	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
9 2019 Shared Tax Changes Rate Rider	\$ / month	12	5.62	0.00	67.49	0.00	(67.49)	(100.00%)
10 2018 Shared Tax Changes Rate Rider	\$ / month	12	1.41	0.00	16.87	0.00	(16.87)	(100.00%)
11 2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	9,762	0.0920	0.0000	8.98	0.00	(8.98)	(100.00%)
12 Total Bill Excluding System Gas Fee					10,718.88	9,856.55	(862.33)	(8.04%)
13 System Gas Fee	cents / m3	9,762	0.0363	0.0435	3.54	4.25	0.70	19.87%
14 Total Bill					10,722.42	9,860.80	(861.62)	(8.04%)



Table 14
Rate 4 (10th percentile)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	17.25	17.25	207.00	207.00	0.00	0.00%
2 April - December								
3 Block 1 (First 1,000 m ³ per month)	cents / m3	1,134	17.1487	17.1487	194.53	194.53	0.00	0.00%
4 Block 2 (Over 1,000 m ³ per month)	cents / m3	1,303	10.5218	11.0479	137.13	143.99	6.86	5.00%
5 January - March								
6 Block 1 (First 1,000 m ³ per month)	cents / m3	1,850	21.8770	21.8770	404.66	404.66	0.00	0.00%
7 Block 2 (Over 1,000 m ³ per month)	cents / m3	146	16.9052	17.7505	24.74	25.98	1.24	5.00%
8 Delivery Rates					968.06	976.15	8.09	0.84%
9 IRM Rebalancing Rider	\$ / month	12	14.26	0.00	171.11	0.00	(171.11)	(100.00%)
10 Delivery Rates & IRM Rebalancing					1,139.17	976.15	(163.01)	(14.31%)
11 PGTVA Rate Rider	cents / m3	4,434	-1.7172	0.1498	-76.14	6.64	82.78	108.72%
12 REDA Rate Rider	\$ / month	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
13 2019 Shared Tax Changes Rate Rider	\$ / month	12	0.85	0.00	10.23	0.00	(10.23)	(100.00%)
14 2018 Shared Tax Changes Rate Rider	\$ / month	12	0.21	0.00	2.56	0.00	(2.56)	(100.00%)
15 2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	4,434	0.1633	0.0000	7.24	0.00	(7.24)	(100.00%)
16 Total Bill Excluding System Gas Fee					1,101.05	986.07	(114.99)	(10.44%)
17 System Gas Fee	cents / m3	4,434	0.0363	0.0435	1.61	1.93	0.32	19.87%
18 Total Bill					1,102.66	987.99	(114.67)	(10.40%)



Table 15
Rate 5 (10th percentile)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	172.50	190.00	2,070.00	2,280.00	210.00	10.14%
2 Firm Delivery	cents / m3	58,706	7.5439	8.2606	4,428.74	4,849.47	420.73	9.50%
3 Delivery Rates					6,498.74	7,129.47	630.73	9.71%
4 IRM Rebalancing Rider	\$ / month	12	41.23	0.00	494.78	0.00	(494.78)	(100.00%)
5 Delivery Rates & IRM Rebalancing					6,993.52	7,129.47	135.95	1.94%
6 PGTVA Rate Rider	cents / m3	58,706	(1.7172)	0.1498	(1,008.10)	87.93	1,096.03	108.72%
7 REDA Rate Rider	\$ / month	12	1.50	0.27	18.00	3.27	(14.73)	(81.82%)
8 2019 Shared Tax Changes Rate Rider	\$ / month	12	2.46	0.00	29.57	0.00	(29.57)	(100.00%)
9 2018 Shared Tax Changes Rate Rider	\$ / month	12	0.62	0.00	7.39	0.00	(7.39)	(100.00%)
10 2018 Unrecovered IRM Adjustment Rate Rider	cents / m3	58,706	0.0865	0.0000	50.78	0.00	(50.78)	(100.00%)
11 Total Bill Excluding System Gas Fee					6,091.16	7,220.67	1,129.51	18.54%
12 System Gas Fee	cents / m3	58,706	0.0363	0.0435	21.31	25.54	4.23	19.87%
13 Total Bill					6,112.47	7,246.21	1,133.74	18.55%



Table 16
Rate 6 (10th percentile)
(\$)

	A	B	C	D	E	F	G	H
	Unit	Bill Determinant	Current Rate	Proposed Rate	Billed Amount with Current Rate	Billed Amount with Proposed Rate	Change (\$)	Change (%)
1 Fixed Monthly Rate	\$ / month	12	94,490.62	70,867.97	1,133,887.44	850,415.58	(283,471.86)	(25.00%)
2 Delivery Rates					1,133,887.44	850,415.58	(283,471.86)	(25.00%)
3 PGTVA Rate Rider	\$ / month	12	0.00	15,401.75	0.00	184,821.00	184,821.00	100.00%
4 REDA Rate Rider	\$ / month	12	1.50	0.25	18.00	2.97	(15.03)	(83.51%)
5 2019 Shared Tax Changes Rate Rider	\$ / month	12	375.04	0.00	4,500.45	0.00	(4,500.45)	(100.00%)
6 2018 Shared Tax Changes Rate Rider	\$ / month	12	93.76	0.00	1,125.11	0.00	(1,125.11)	(100.00%)
7 Total Bill					1,139,531.00	1,035,239.55	(104,291.45)	(9.15%)



Table 1
Rate 1 – Residential Revenue: Current Rates vs Proposed
 (\$)

	A Current Rates	B Proposed Rates
1 Billing Parameters		
2 Connections	8,877	8,877
3 Volume (m3's)		
4 Tier 1 (First 1,000 m3 / mo.)	16,935,901	16,935,901
5 Tier 2 (Over 1,000 m3 / mo.)	107,776	107,776
6 Rates		
7 Fixed Monthly Rate	15.50	17.00
8 Tier 1 Rate (first 1,000 m3's)	15.9486	14.6434
9 Tier 2 Rate (> 1,000 m3's)	11.3519	11.5568
10 Revenue		
11 Fixed Monthly Rate	1,651,122	1,810,908
12 Tier 1 Rate (first 1,000 m3's)	2,701,039	2,479,987
13 Tier 2 Rate (> 1,000 m3's)	12,235	12,455
14 Total Revenue	4,364,396	4,303,350

Table 2
Rate 1 – Commercial Revenue: Current Rates vs Proposed
 (\$)

	A Current Rates	B Proposed Rates
1 Billing Parameters		
2 Connections	494	494
3 Volume (m3's)		
4 Tier 1 (First 1,000 m3 / mo.)	2,279,405	2,279,405
5 Tier 2 (Over 1,000 m3 / mo.)	2,572,300	2,572,300
6 Rates		
7 Fixed Monthly Rate	15.50	17.00
8 Tier 1 Rate (first 1,000 m3's)	15.9486	14.6434
9 Tier 2 Rate (> 1,000 m3's)	11.3519	11.5568
10 Revenue		
11 Fixed Monthly Rate	91,884	100,776
12 Tier 1 Rate (first 1,000 m3's)	363,533	333,782
13 Tier 2 Rate (> 1,000 m3's)	292,005	297,276
14 Total Revenue	747,422	731,833

Table 3



Rate 1 – Industrial Revenue: Current Rates vs Proposed
(\$)

	A Current Rates	B Proposed Rates
1 Billing Parameters		
2 Connections	68	68
3 Volume (m3's)		
4 Tier 1 (First 1,000 m3 / mo.)	392,687	392,687
5 Tier 2 (Over 1,000 m3 / mo.)	1,350,528	1,350,528
6 Rates		
7 Fixed Monthly Rate	15.50	17.00
8 Tier 1 Rate (first 1,000 m3's)	15.9486	14.6434
9 Tier 2 Rate (> 1,000 m3's)	11.3519	11.5568
10 Revenue		
11 Fixed Monthly Rate	12,648	13,872
12 Tier 1 Rate (first 1,000 m3's)	62,628	57,503
13 Tier 2 Rate (> 1,000 m3's)	153,311	156,078
14 Total Revenue	228,587	227,452



Table 4
Rate 2 Revenue: Current Rates vs Proposed
(\$)

	A Current Rates	B Proposed Rates
1 Billing Parameters		
2 Connections	50	50
3 Volume (m3's)		
4 April - October		
5 Tier 1 (First 1,000 m3 / mo.)	85,252	85,252
6 Tier 2 (Next 24,000 m3 / mo.)	712,097	712,097
7 Tier 3 (Over 25,000 m3 / mo.)	136,040	136,040
8 November - March		
9 Tier 1 (First 1,000 m3 / mo.)	66,160	66,160
10 Tier 2 (Next 24,000 m3 / mo.)	263,451	263,451
11 Tier 3 (Over 25,000 m3 / mo.)	17,414	17,414
12 Rates		
13 Fixed Monthly Rate	17.25	20.00
14 April - October		
15 Tier 1 (First 1,000 m3 / mo.)	17.2765	17.0087
16 Tier 2 (Next 24,000 m3 / mo.)	9.4826	9.3688
17 Tier 3 (Over 25,000 m3 / mo.)	6.1698	5.9724
18 November - March		
19 Tier 1 (First 1,000 m3 / mo.)	21.7767	21.4392
20 Tier 2 (Next 24,000 m3 / mo.)	15.6960	15.5076
21 Tier 3 (Over 25,000 m3 / mo.)	15.2899	14.8006
22 Revenue		
23 Fixed Monthly Rate	10,350	12,000
24 April - October		
25 Tier 1 (First 1,000 m3 / mo.)	14,729	14,500
26 Tier 2 (Next 24,000 m3 / mo.)	67,525	66,715
27 Tier 3 (Over 25,000 m3 / mo.)	8,393	8,125
28 November - March		
29 Tier 1 (First 1,000 m3 / mo.)	14,407	14,184
30 Tier 2 (Next 24,000 m3 / mo.)	41,351	40,855
31 Tier 3 (Over 25,000 m3 / mo.)	2,663	2,577
32 Total Revenue	159,418	158,957



Table 5
Rate 3 Revenue: Current Rates vs Proposed
(\$)

	A	B
	Current Rates	Proposed Rates
1 Billing Parameters		
2 Connections	6	6
3 Firm Demand	299,631	299,631
4 Firm Delivery (volume - m3's)	1,721,684	1,721,684
5 Rates		
6 Fixed Monthly Rate	172.50	190.00
7 Firm Demand	29.0974	29.0974
8 Firm Delivery	4.3127	4.1359
9 Revenues		
10 Fixed Monthly Rate	12,420	13,680
11 Firm Demand	87,185	87,185
12 Firm Delivery	74,251	71,207
13 Total Revenue	173,856	172,071



Table 6
Rate 4 Revenue: Current Rates vs Proposed
 (\$)

	A Current Rates	B Proposed Rates
1 Billing Parameters		
2 Connections	38	38
3 Volumes (m3's)		
4 April - December		
5 Block 1 (First 1,000 m3 / mo.)	94,302	94,302
6 Block 2 (Over 1,000 m3 / mo.)	1,033,055	1,033,055
7 January - March		
8 Block 1 (First 1,000 m3 / mo.)	18,003	18,003
9 Block 2 (Over 1,000 m3 / mo.)	3,645	3,645
10 Rates		
11 Fixed Monthly Rate	17.2500	17.2500
12 April - December		
13 Block 1 (First 1,000 m3 / mo.)	17.1487	17.1487
14 Block 2 (Over 1,000 m3 / mo.)	10.5218	11.0479
15 January - March		
16 Block 1 (First 1,000 m3 / mo.)	21.8770	21.8770
17 Block 2 (Over 1,000 m3 / mo.)	16.9052	17.7505
18 Revenue		
19 Fixed Monthly Rate	7,866	7,866
20 April - December		
21 Block 1 (First 1,000 m3 / mo.)	16,172	16,172
22 Block 2 (Over 1,000 m3 / mo.)	108,696	114,131
23 January - March		
24 Block 1 (First 1,000 m3 / mo.)	3,939	3,939
25 Block 2 (Over 1,000 m3 / mo.)	616	647
26 Total Revenue	137,288	142,754



Table 7
Rate 5 Revenue: Current Rates vs Proposed
 (\$)

	A Current Rates	B Proposed Rates
1 Billing Parameters		
2 Connections	4	4
3 Firm Delivery (volume - m3's)	685,748	685,748
4 Rates		
5 Fixed Monthly Rate	172.50	190.00
6 Firm Delivery	7.54391	8.2606
7 Revenues		
8 Fixed Monthly Rate	8,280	9,120
9 Firm Delivery	51,732	56,647
10 Total Revenue	60,012	65,767

Table 8
Rate 6 Revenue: Current Rates vs Proposed
 (\$)

	A Current Rates	B Proposed Rates
1 Billing Parameters		
2 Connections	1	1
3 Firm Delivery (volume - m3's)	59,243,876	59,243,876
4 Firm Demand	2,505,600	2,505,600
6 Rates		
7 Fixed Monthly Rate	94,490.62	70,867.97
8 Firm Delivery		
9 Firm Demand	0	0
11 Revenue		
12 Fixed Monthly Rate	1,133,887	850,416
13 Firm Delivery		
14 Firm Demand	0	0
15 Total Revenue	1,133,887	850,416



Filed: 2019-01-31
EB-2018-0336
Exhibit 8
Tab 2
Schedule 3
Page 1 of 18

**EPCOR Natural Gas LP
Current Rate Schedules
EB-2018-0324
Effective: January 1, 2019**



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 1 - General Service Rate

Rate Availability

The entire service area of the Company.

Eligibility

All customers.

Rate

a)	Monthly Fixed Charge	\$15.50
	Rate Rider for 2019 Shared Tax Changes – effective for 12 months ending December 31, 2019	\$0.1084
	Rate Rider for Oct-Dec 2018 Shared Tax Changes – effective for 12 months ending December 31, 2019	\$0.0271
	Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2019	\$1.50
	Rate Rider for 2019 Rate Base Rebalancing – effective for 12 months ending December 31, 2019	\$1.8140
b)	Delivery Charge	
	First 1,000 m ³ per month	15.9486 cents per m ³
	All over 1,000 m ³ per month	11.3519 cents per m ³
	Rate Rider for Oct-Dec 2018 Unrecovered IRM Adjustment – effective for 12 months ending December 31, 2019	0.2221 cents per m ³
	Rate Rider for PGTVA disposal – effective for 12 months ending December 31, 2019	(1.7172) cents per m ³
c)	Gas Supply Charge and System Gas Refund Rate Rider (if applicable)	Schedule A

Meter Readings

Gas consumption by each customer under this rate schedule shall be determined by monthly meter reading, provided that in circumstances beyond the control of the company such as strikes or non-access to a meter, the company may estimate the consumption each month as of the scheduled date of the regular monthly meter reading and render a monthly bill to the customer thereof.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).



Bundled 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 Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to customers who elect said Bundled T transportation service.

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

Effective: January 1, 2019

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

EB-2018-0235/EB-2018-0324



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 2 - Seasonal Service

Rate Availability

The entire service area of the company.

Eligibility

All customers.

Rate

For all gas consumed from:	April 1 through October 31:	November 1 through March 31:
a) Monthly Fixed Charge	\$17.25	\$17.25
Rate Rider for 2019 Shared Tax Changes – effective for 12 months ending December 31, 2019	\$0.6908	\$0.6908
Rate Rider for Oct-Dec 2018 Shared Tax Changes – effective for 12 months ending December 31, 2019	\$0.1727	\$0.1727
Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2019	\$1.50	\$1.50
Rate Rider for 2019 Rate Base Rebalancing – effective for 12 months ending December 31, 2019	\$11.5587	\$11.5587
b) Delivery Charge		
First 1,000 m ³ per month	17.2765 cents per m ³	21.7767 cents per m ³
Next 24,000 m ³ per month	9.4826 cents per m ³	15.6960 cents per m ³
All over 25,000 m ³ per month	6.1698 cents per m ³	15.2899 cents per m ³
Rate Rider for Oct-Dec 2018 Unrecovered IRM Adjustment – effective for 12 months ending December 31, 2019	0.1223 cents per m ³	0.1223 cents per m ³
Rate Rider for PGTVA disposal – effective for 12 months ending December 31, 2019	(1.7172) cents per m ³	(1.7172) cents per m ³
c) Gas Supply Charge and System Gas Refund Rate Rider (if applicable)		Schedule A

Meter Readings

Gas consumption by each customer under this rate schedule shall be determined by monthly meter reading, provided that in circumstances beyond the control of the company such as strikes or non-access to a meter, the company may estimate the consumption each month as of the scheduled date of the regular monthly meter reading and render a monthly bill to the customer thereof.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be



increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Bundled 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 Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to customers who elect said Bundled T transportation service.

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

Effective: January 1, 2019

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

EB-2018-0235/EB-2018-0324



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 3 - Special Large Volume Contract Rate

Rate Availability

Entire service area of the company.

Eligibility

A customer who enters into a contract with the company for the purchase or transportation of gas:

- a) for a minimum term of one year;
- b) that specifies a combined daily contracted demand for firm and interruptible service of at least 700 m³; and
- c) a qualifying annual volume of at least 113,000 m³.

Rate

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

a) A Monthly Customer Charge:

A Monthly Customer Charge of \$172.50 for firm or interruptible customers; or
A Monthly Customer Charge of \$201.25 for combined (firm and interruptible) customers.

Rate Rider for 2019 Shared Tax Changes \$5.6243
– effective for 12 months ending December 31, 2019

Rate Rider for Oct-Dec 2018 Shared Tax Changes \$1.4061
– effective for 12 months ending December 31, 2019

Rate Rider for REDA Recovery \$1.50
– effective for 12 months ending December 31, 2019

Rate Rider for 2019 Rate Base Rebalancing \$94.1034
– effective for 12 months ending December 31, 2019

b) A Monthly Demand Charge:

A Monthly Demand Charge of 29.0974 cents per m³ for each m³ of daily contracted firm demand.

c) A Monthly Delivery Charge:

(i) A Monthly Firm Delivery Charge for all firm volumes of 4.3127 cents per m³,

(ii) A Monthly Interruptible Delivery Charge for all interruptible volumes to be negotiated between the company and the customer not to exceed 10.9612 cents per m³ and not to be less than 7.9412 per m³.

Rate Rider for Oct-Dec 2018 Unrecovered IRM Adjustment 0.0920 cents per m³
– effective for 12 months ending December 31, 2019

Rate Rider for PGTVA disposal (1.7172) cents per m³
– effective for 12 months ending December 31, 2019



- d) Gas Supply Charge and System Gas Refund Rate Rider (if applicable) Schedule A
- e) Overrun Gas Charges:

Overrun gas is available without penalty provided that it is authorized by the company in advance. The company will not unreasonably withhold authorization.

If, on any day, the customer should take, without the company's approval in advance, a volume of gas in excess of the maximum quantity of gas which the company is obligated to deliver to the customer on such day, or if, on any day, the customer fails to comply with any curtailment notice reducing the customer's take of gas, then,

- (i) the volume of gas taken in excess of the company's maximum delivery obligation for such day, or
- (ii) the volume of gas taken in the period on such day covered by such curtailment notice (as determined by the company in accordance with its usual practice) in excess of the volume of gas authorized to be taken in such period by such curtailment notice,

as the case may be, shall constitute unauthorized overrun volume.

Any unauthorized firm overrun gas taken in any month shall be paid for at the Rate 3 Firm Delivery Charge in effect at the time the overrun occurs. In addition, the Contract Demand level shall be adjusted to the actual maximum daily volume taken and the Demand Charges stated above shall apply for the whole contract year, including retroactively, if necessary, thereby requiring recomputation of bills rendered previously in the contract year.

Any unauthorized interruptible overrun gas taken in any month shall be paid for at the Rate 1 Delivery Charge in effect at the time the overrun occurs plus any Gas Supply Charge applicable.

For any unauthorized overrun gas taken, the customer shall, in addition, indemnify the company in respect of any penalties or additional costs imposed on the company by the company's suppliers, any additional gas cost incurred or any sales margins lost as a consequence of the customer taking the unauthorized overrun volume.

2. In negotiating the Monthly Interruptible Commodity Charge referred to in 1(c)(ii) above, the matters to be considered include:

- a) The volume of gas for which the customer is willing to contract;
- b) The load factor of the customer's anticipated gas consumption, the pattern of annual use, and the minimum annual quantity of gas which the customer is willing to contract to take or in any event pay for;
- c) Interruptible or curtailment provisions; and
- d) Competition.

3. In each contract year, the customer shall take delivery from the company, or in any event pay for it if available and not accepted by the customer, a minimum volume of gas as specified in the contract between the parties. Overrun volumes will not contribute to the minimum volume. The rate applicable to the shortfall from this minimum shall be 3.1530 cents per m³ for firm gas and 5.4412 cents per m³ for interruptible gas.

4. The contract may provide that the Monthly Demand Charge specified in Rate Section 1 above shall not apply on all or part of the daily contracted firm demand used by the customer during the testing, commissioning,



phasing in, decommissioning and phasing out of gas-using equipment for a period not to exceed one year (the transition period). In such event, the contract will provide for a Monthly Firm Delivery Commodity Charge to be applied on such volume during the transition of 5.7163 cents per m³ and a gas supply commodity charge as set out in Schedule A, if applicable. Gas purchased under this clause will not contribute to the minimum volume.

Bundled 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 Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to customers who elect said Bundled T transportation service.

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Effective: January 1, 2019

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

EB-2018-0235/EB-2018-0324



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 4 - General Service Peaking

Rate Availability

The entire service area of the company.

Eligibility

All customers whose operations, in the judgment of EPCOR NATURAL GAS LIMITED PARTNERSHIP, can readily accept interruption and restoration of gas service with 24 hours' notice.

Rate

For all gas consumed from:	April 1 through December 31:	January1 through March 31:
a) Monthly Fixed Charge	\$17.25	\$17.25
Rate Rider for 2019 Shared Tax Changes – effective for 12 months ending December 31, 2019	\$0.8522	\$0.8522
Rate Rider for Oct-Dec 2018 Shared Tax Changes – effective for 12 months ending December 31, 2019	\$0.2131	\$0.2131
Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2019	\$1.50	\$1.50
Rate Rider for 2019 Rate Base Rebalancing – effective for 12 months ending December 31, 2019	\$14.2590	\$14.2590
b) Delivery Charge		
First 1,000 m ³ per month	17.1487 cents per m ³	21.8770 cents per m ³
All over 1,000 m ³ per month	10.5218 cents per m ³	16.9052 cents per m ³
Rate Rider for Oct-Dec 2018 Unrecovered IRM Adjustment – effective for 12 months ending December 31, 2019	0.1633 cents per m ³	0.1633 cents per m ³
Rate Rider for PGTVA disposal – effective for 12 months ending December 31, 2019	(1.7172) cents per m ³	(1.7172) cents per m ³
c) Gas Supply Charge and System Gas Refund Rate Rider (if applicable)		Schedule A

Meter Readings

Gas consumption by each customer under this rate schedule shall be determined by monthly meter reading provided that in circumstances beyond the control of the company such as strikes or non-access to a meter, the company may estimate the consumption each month as of the scheduled date of the regular monthly meter reading and render a monthly bill to the customer thereof.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be



increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Bundled 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 Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to customers who elect said Bundled T transportation service.

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

Effective: January 1, 2019

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

EB-2018-0235/EB-2018-0324



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 5 - Interruptible Peaking Contract Rate

Rate Availability

Entire service area of the company.

Eligibility

A customer who enters into a contract with the company for the purchase or transportation of gas:

- a) for a minimum term of one year;
- b) that specifies a daily contracted demand for interruptible service of at least 700 m³; and
- c) a qualifying annual volume of at least 50,000 m³.

Rate

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

- a) Monthly Fixed Charge \$172.50
 - Rate Rider for 2019 Shared Tax Changes \$2.4643
 - effective for 12 months ending December 31, 2019
 - Rate Rider for Oct-Dec 2018 Shared Tax Changes \$0.6161
 - effective for 12 months ending December 31, 2019
 - Rate Rider for REDA Recovery \$1.50
 - effective for 12 months ending December 31, 2019
 - Rate Rider for 2019 Rate Base Rebalancing \$41.2315
 - effective for 12 months ending December 31, 2019

- b) A Monthly Delivery Charge:
 - A Monthly Delivery Charge for all interruptible volumes to be negotiated between the company and the customer not to exceed 8.4612 cents per m³ and not to be less than 5.4612 per m³.
 - Rate Rider for Oct-Dec 2018 Unrecovered IRM Adjustment 0.0865 cents per m³
 - effective for 12 months ending December 31, 2019
 - Rate Rider for PGTVA disposal (1.7172) cents per m³
 - effective for 12 months ending December 31, 2019

- c) Gas Supply Charge and System Gas Refund Rate Rider (if applicable) Schedule A

- d) Overrun Gas Charge:

Overrun gas is available without penalty provided that it is authorized by the company in advance. The company will not unreasonably withhold authorization.

If, on any day, the customer should take, without the company’s approval in advance, a volume of gas in excess of the maximum quantity of gas which the company is obligated to deliver to the customer on such day, or if, on any day, the customer fails to comply with any curtailment notice reducing the customer’s take of gas, then



- (i) the volume of gas taken in excess of the company's maximum delivery obligation for such day, or
- (ii) the volume of gas taken in the period on such day covered by such curtailment notice (as determined by the company in accordance with its usual practice) in excess of the volume of gas authorized to be taken in such period by such curtailment notice,

as the case may be, shall constitute unauthorized overrun volume.

Any unauthorized overrun gas taken in any month shall be paid for at the Rate 1 Delivery Charge in effect at the time the overrun occurs plus any applicable Gas Supply Charge.

For any unauthorized overrun gas taken, the customer shall, in addition, indemnify the company in respect of any penalties or additional costs imposed on the company by the company's suppliers, any additional gas cost incurred or any sales margins lost as a consequence of the customer taking the unauthorized overrun volume.

2. In negotiating the Monthly Interruptible Commodity Charge referred to in 1(c) above, the matters to be considered include:

- a) The volume of gas for which the customer is willing to contract;
- b) The load factor of the customer's anticipated gas consumption and the pattern of annual use and the minimum annual quantity of gas which the customer is willing to contract to take or in any event pay for;
- c) Interruptible or curtailment provisions; and
- d) Competition.

3. In each contract year, the customer shall take delivery from the company, or in any event pay for it if available and not accepted by the customer, a minimum volume of gas of 50,000 m³. Overrun volumes will not contribute to the minimum volume. The rate applicable to the shortfall from this annual minimum shall be 7.3503 cents per m³ for interruptible gas.

Bundled 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 Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to customers who elect said Bundled T transportation service.

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per



month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Effective: January 1, 2019

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

EB-2018-0235/EB-2018-0324



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 6 – Integrated Grain Processors Co-Operative Aylmer Ethanol Production Facility

Rate Availability

Rate 6 is available to the Integrated Grain Processors Co-Operative, Aylmer Ethanol Production Facility only.

Eligibility

Integrated Grain Processors Co-Operative’s (“IGPC”) ethanol production facility located in the Town of Aylmer

Rate

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

- a) Fixed Monthly Charge of \$93,490.62 for firm services

Rate Rider for 2019 Shared Tax Changes – effective for 12 months ending December 31, 2019	\$375.0371
Rate Rider for Oct-Dec 2018 Shared Tax Changes – effective for 12 months ending December 31, 2019	\$93.7593
Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2019	\$0.04
- b) Gas Supply Charge and System Gas Refund Rate Rider (if applicable) Schedule A
- c) Overrun Gas Charges:

Overrun gas is available without penalty provided that it is authorized by the company in advance. The company will not unreasonably withhold authorization.

If, on any day, IGPC should take, without the company’s approval in advance, a volume of gas in excess of the maximum quantity of gas which the company is obligated to deliver to IGPC on such day, or if, on any day, IGPC fails to comply with any curtailment notice reducing IGPC’s take of gas, then,

- (i) the volume of gas taken in excess of the company’s maximum delivery obligation for such day, or
- (ii) the volume of gas taken in the period on such day covered by such curtailment notice (as determined by the company in accordance with its usual practice) in excess of the volume of gas authorized to be taken in such period by such curtailment notice,

as the case may be, shall constitute unauthorized overrun volume.

Any unauthorized firm overrun gas taken in any month shall be paid for at the Rate 6 Firm Delivery Charge in effect at the time the overrun occurs. In addition, the Contract Demand level shall be adjusted to the actual maximum daily volume taken and the Demand Charges stated above shall apply for the whole contract year, including retroactively, if necessary, thereby requiring recomputation of bills rendered previously in the contract year.



Any unauthorized interruptible overrun gas taken in any month shall be paid for at the Rate 1 Delivery Charge in effect at the time the overrun occurs plus any Gas Supply Charge applicable.

For any unauthorized overrun gas taken, IGPC shall, in addition, indemnify the company in respect of any penalties or additional costs imposed on the company by the company's suppliers, any additional gas cost incurred or any sales margins lost as a consequence of the customer taking the unauthorized overrun volume.

2. In negotiating the Monthly Interruptible Commodity Charge referred to in 1(c)(ii) above, the matters to be considered include:

- a) The volume of gas for which IGPC is willing to contract;
- b) The load factor of IGPC's anticipated gas consumption, the pattern of annual use, and the minimum annual quantity of gas which IGPC is willing to contract to take or in any event pay for;
- c) Interruptible or curtailment provisions; and
- d) Competition.

Purchased Gas Transportation Charges

In addition to the Rates and Charges outlined above, IGPC is responsible for all costs, charges and fees incurred by EPCOR related to gas supplied by Enbridge Gas Inc. to EPCOR's system for IGPC. All actual charges billed to ENGLP by Enbridge Gas Inc. under former Union Gas contract ID SA008936 and SA008937, as amended or replaced from time to time, shall be billed to IGPC by EPCOR when and as billed to EPCOR by Enbridge Gas Inc.

Bundled Direct Purchase Delivery

Where IGPC elects under this rate schedule to directly purchase its gas from a supplier other than EPCOR, IGPC or its agent must enter into a Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to IGPC if it elects said Bundled T transportation service.

Unless otherwise authorized by EPCOR, IGPC, when delivering gas to EPCOR under direct purchase arrangements, must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Effective: January 1, 2019

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

EB-2018-0235/EB-2018-0324



EPCOR NATURAL GAS LIMITED PARTNERSHIP

SCHEDULE A – Gas Supply Charges

Rate Availability

Entire service area of the company.

Eligibility

All customers served under Rates 1, 2, 3, 4, 5 and 6.

Rate

The Gas Supply Charge applicable to all sales customers shall be made up of the following charges:

PGCVA Reference Price	(EB-2018-0324(Interim))	18.6050 cents per m ³
GPRA Recovery Rate	(EB-2018-0324(Interim))	(0.6778) cents per m ³
System Gas Fee	(EB-2010-0018)	<u>0.0363</u> cents per m ³
Total Gas Supply Charge		<u>17.9635</u> cents per m ³

Note:

PGCVA means Purchased Gas Commodity Variance Account

GPRA means Gas Purchase Rebalancing Account

Effective: January 1, 2019

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

EB-2018-0235/EB-2018-0324



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE BT1 – Bundled Direct Purchase Contract Rate

Availability

Rate BT1 is available to all customers or their agent who enter into a Receipt Contract for delivery of gas to EPCOR. The availability of this option is subject to EPCOR obtaining a satisfactory agreement or arrangement with Enbridge Gas Inc. and EPCOR's gas supplier for direct purchase volume and DCQ offsets.

Eligibility

All customers electing to purchase gas directly from a supplier other than EPCOR must enter into a Bundled T-Service Receipt Contract with EPCOR either directly or through their agent, for delivery of gas to EPCOR at a mutually acceptable delivery point.

Rate

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

Note:

Ontario Point of Delivery means Dawn or Parkway on the Enbridge Gas Inc. (Union South) System as agreed to by EPCOR and EPCOR's customer or their agent.

Effective: January 1, 2019

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

EB-2018-0235/EB-2018-0324



EPCOR NATURAL GAS LIMITED PARTNERSHIP

Transmission Service

Availability

Transmission Service charges shall be applied to Natural Resource Gas Corp.

Eligibility

Only Natural Resource Gas Corp. shall be charged the Transmission Service Rate. Fees and Charges will be applied only in those months that Natural Resource Gas Corp. delivers gas to a delivery point on EPCOR's system.

Rate

Administrative Charge	\$250/month
Transportation Rate	\$0.95/mcf

Effective: January 1, 2019

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

EB-2018-0235/EB-2018-03



Filed: 2019-01-31
EB-2018-0336
Exhibit 8
Tab 2
Schedule 4
Page 1 of 16

**EPCOR Natural Gas LP
Proposed Rate Schedules
EB-2018-0336
Effective: January 1, 2020**



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 1 - General Service Rate

Rate Availability

The entire service area of the Company.

Eligibility

A customer that requires delivery of natural gas to any residential building served through one meter and containing no more than three dwelling units.

Rate

a)	Monthly Fixed Charge	\$17.00
	Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2020	\$0.27
b)	Delivery Charge	
	First 1,000 m ³ per month	14.6434 cents per m ³
	All over 1,000 m ³ per month	11.5568 cents per m ³
	Rate Rider for PGTVA recovery – effective for 12 months ending December 31, 2020	0.1498 cents per m ³
c)	Gas Supply Charge and System Gas Refund Rate Rider (if applicable)	Schedule A

Meter Readings

Gas consumption by each customer under this rate schedule shall be determined by monthly meter reading, provided that in circumstances beyond the control of the company such as strikes or non-access to a meter, the company may estimate the consumption each month as of the scheduled date of the regular monthly meter reading and render a monthly bill to the customer thereof.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Bundled 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 Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to customers who elect said Bundled T transportation service.

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

Effective: January 1, 2020
 Implementation: All bills rendered on or after January 1, 2020
 EB-2018-0336



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 2 - Seasonal Service

Rate Availability

The entire service area of the company.

Eligibility

All customers.

Rate

For all gas consumed from:	April 1 through October 31:	November 1 through March 31:
a) Monthly Fixed Charge	\$20.00	\$20.00
Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2020	\$0.27	\$0.27
b) Delivery Charge		
First 1,000 m ³ per month	17.0087 cents per m ³	21.4392 cents per m ³
Next 24,000 m ³ per month	9.3688 cents per m ³	15.5076 cents per m ³
All over 25,000 m ³ per month	5.9724 cents per m ³	14.8006 cents per m ³
Rate Rider for PGTVA recovery – effective for 12 months ending December 31, 2020	0.1498 cents per m ³	0.1498 cents per m ³
c) Gas Supply Charge and System Gas Refund Rate Rider (if applicable)		Schedule A

Meter Readings

Gas consumption by each customer under this rate schedule shall be determined by monthly meter reading, provided that in circumstances beyond the control of the company such as strikes or non-access to a meter, the company may estimate the consumption each month as of the scheduled date of the regular monthly meter reading and render a monthly bill to the customer thereof.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Bundled 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 Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to customers who elect said Bundled T transportation service.

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.



Filed: 2019-01-31
EB-2018-0336
Exhibit 8
Tab 2
Schedule 4
Page 4 of 16

Effective: January 1, 2020
Implementation: All bills rendered on or after January 1, 2020
EB-2018-0336



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 3 - Special Large Volume Contract Rate

Rate Availability

Entire service area of the company.

Eligibility

A customer who enters into a contract with the company for the purchase or transportation of gas:

- a) for a minimum term of one year;
- b) that specifies a combined daily contracted demand for firm and interruptible service of at least 700 m³; and
- c) a qualifying annual volume of at least 113,000 m³.

Rate

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

- a) A Monthly Customer Charge:

A Monthly Customer Charge of \$190.00 for firm or interruptible customers; or
A Monthly Customer Charge of \$222.00 for combined (firm and interruptible) customers.

Rate Rider for REDA Recovery \$0.27
– effective for 12 months ending December 31, 2020

- b) A Monthly Demand Charge:

A Monthly Demand Charge of 29.0974 cents per m³ for each m³ of daily contracted firm demand.

- c) A Monthly Delivery Charge:

- (i) A Monthly Firm Delivery Charge for all firm volumes of 4.1359 cents per m³,
- (ii) A Monthly Interruptible Delivery Charge for all interruptible volumes to be negotiated between the company and the customer not to exceed 10.5118 cents per m³ and not to be less than 7.6156 per m³.

Rate Rider for PGTVA recovery 0.1498 cents per m³
– effective for 12 months ending December 31, 2020

- d) Gas Supply Charge and System Gas Refund Rate Rider (if applicable)
Schedule A

- e) Overrun Gas Charges:

Overrun gas is available without penalty provided that it is authorized by the company in advance. The company will not unreasonably withhold authorization.

If, on any day, the customer should take, without the company's approval in advance, a volume of gas in excess of the maximum quantity of gas which the company is obligated to deliver to the customer on such day, or if, on any day, the customer fails to comply with any curtailment notice reducing the customer's take of gas, then,



- (i) the volume of gas taken in excess of the company's maximum delivery obligation for such day, or
- (ii) the volume of gas taken in the period on such day covered by such curtailment notice (as determined by the company in accordance with its usual practice) in excess of the volume of gas authorized to be taken in such period by such curtailment notice,

as the case may be, shall constitute unauthorized overrun volume.

Any unauthorized firm overrun gas taken in any month shall be paid for at the Rate 3 Firm Delivery Charge in effect at the time the overrun occurs. In addition, the Contract Demand level shall be adjusted to the actual maximum daily volume taken and the Demand Charges stated above shall apply for the whole contract year, including retroactively, if necessary, thereby requiring recomputation of bills rendered previously in the contract year.

Any unauthorized interruptible overrun gas taken in any month shall be paid for at the Rate 1 Delivery Charge in effect at the time the overrun occurs plus any Gas Supply Charge applicable.

For any unauthorized overrun gas taken, the customer shall, in addition, indemnify the company in respect of any penalties or additional costs imposed on the company by the company's suppliers, any additional gas cost incurred or any sales margins lost as a consequence of the customer taking the unauthorized overrun volume.

2. In negotiating the Monthly Interruptible Commodity Charge referred to in 1(c)(ii) above, the matters to be considered include:

- a) The volume of gas for which the customer is willing to contract;
- b) The load factor of the customer's anticipated gas consumption, the pattern of annual use, and the minimum annual quantity of gas which the customer is willing to contract to take or in any event pay for;
- c) Interruptible or curtailment provisions; and
- d) Competition.

3. In each contract year, the customer shall take delivery from the company, or in any event pay for it if available and not accepted by the customer, a minimum volume of gas as specified in the contract between the parties. Overrun volumes will not contribute to the minimum volume. The rate applicable to the shortfall from this minimum shall be 3.1530 cents per m³ for firm gas and 5.4412 cents per m³ for interruptible gas.

4. The contract may provide that the Monthly Demand Charge specified in Rate Section 1 above shall not apply on all or part of the daily contracted firm demand used by the customer during the testing, commissioning, phasing in, decommissioning and phasing out of gas-using equipment for a period not to exceed one year (the transition period). In such event, the contract will provide for a Monthly Firm Delivery Commodity Charge to be applied on such volume during the transition of 5.7163 cents per m³ and a gas supply commodity charge as set out in Schedule A, if applicable. Gas purchased under this clause will not contribute to the minimum volume.

Bundled 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 Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to customers who elect said Bundled T transportation service.

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.



Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Effective: January 1, 2020

Implementation: All bills rendered on or after January 1, 2020

EB-2018-0336



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 4 - General Service Peaking

Rate Availability

The entire service area of the company.

Eligibility

All customers whose operations, in the judgment of EPCOR NATURAL GAS LIMITED PARTNERSHIP, can readily accept interruption and restoration of gas service with 24 hours' notice.

Rate

For all gas consumed from:	April 1 through December 31:	January 1 through March 31:
a) Monthly Fixed Charge	\$17.25	\$17.25
Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2020	\$0.27	\$0.27
b) Delivery Charge		
First 1,000 m ³ per month	17.1487 cents per m ³	21.8770 cents per m ³
All over 1,000 m ³ per month	11.0479 cents per m ³	17.7505 cents per m ³
Rate Rider for PGTVA recovery – effective for 12 months ending December 31, 2020	0.1498 cents per m ³	0.1498 cents per m ³
c) Gas Supply Charge and System Gas Refund Rate Rider (if applicable)		Schedule A

Meter Readings

Gas consumption by each customer under this rate schedule shall be determined by monthly meter reading provided that in circumstances beyond the control of the company such as strikes or non-access to a meter, the company may estimate the consumption each month as of the scheduled date of the regular monthly meter reading and render a monthly bill to the customer thereof.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Bundled 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 Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to customers who elect said Bundled T transportation service.

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

Effective: January 1, 2020
 Implementation: All bills rendered on or after January 1, 2020
 EB-2018-0336



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 5 - Interruptible Peaking Contract Rate

Rate Availability

Entire service area of the company.

Eligibility

A customer who enters into a contract with the company for the purchase or transportation of gas:

- a) for a minimum term of one year;
- b) that specifies a daily contracted demand for interruptible service of at least 700 m³; and
- c) a qualifying annual volume of at least 50,000 m³.

Rate

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

- a) Monthly Fixed Charge \$190.00
- Rate Rider for REDA Recovery \$0.27
 – effective for 12 months ending December 31, 2020

b) A Monthly Delivery Charge:

A Monthly Delivery Charge for all interruptible volumes to be negotiated between the company and the customer not to exceed 9.2650 cents per m³ and not to be less than 5.9800 per m³.

Rate Rider for PGTVa recovery 0.1498 cents per m³
 – effective for 12 months ending December 31, 2020

c) Gas Supply Charge and System Gas Refund Rate Rider (if applicable)
 Schedule A

d) Overrun Gas Charge:

Overrun gas is available without penalty provided that it is authorized by the company in advance. The company will not unreasonably withhold authorization.

If, on any day, the customer should take, without the company’s approval in advance, a volume of gas in excess of the maximum quantity of gas which the company is obligated to deliver to the customer on such day, or if, on any day, the customer fails to comply with any curtailment notice reducing the customer’s take of gas, then

- (i) the volume of gas taken in excess of the company’s maximum delivery obligation for such day, or
- (ii) the volume of gas taken in the period on such day covered by such curtailment notice (as determined by the company in accordance with its usual practice) in excess of the volume of gas authorized to be taken in such period by such curtailment notice,

as the case may be, shall constitute unauthorized overrun volume.

Any unauthorized overrun gas taken in any month shall be paid for at the Rate 1 Delivery Charge in effect at the time the overrun occurs plus any applicable Gas Supply Charge.



For any unauthorized overrun gas taken, the customer shall, in addition, indemnify the company in respect of any penalties or additional costs imposed on the company by the company's suppliers, any additional gas cost incurred or any sales margins lost as a consequence of the customer taking the unauthorized overrun volume.

2. In negotiating the Monthly Interruptible Commodity Charge referred to in 1(c) above, the matters to be considered include:

- a) The volume of gas for which the customer is willing to contract;
- b) The load factor of the customer's anticipated gas consumption and the pattern of annual use and the minimum annual quantity of gas which the customer is willing to contract to take or in any event pay for;
- c) Interruptible or curtailment provisions; and
- d) Competition.

3. In each contract year, the customer shall take delivery from the company, or in any event pay for it if available and not accepted by the customer, a minimum volume of gas of 50,000 m³. Overrun volumes will not contribute to the minimum volume. The rate applicable to the shortfall from this annual minimum shall be 7.1995 cents per m³ for interruptible gas.

Bundled 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 Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to customers who elect said Bundled T transportation service.

Unless otherwise authorized by EPCOR, customers who are delivering gas to EPCOR under direct purchase arrangements must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Effective: January 1, 2020

Implementation: All bills rendered on or after January 1, 2020

EB-2018-0336



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE 6 – Integrated Grain Processors Co-Operative Aylmer Ethanol Production Facility

Rate Availability

Rate 6 is available to the Integrated Grain Processors Co-Operative, Aylmer Ethanol Production Facility only.

Eligibility

Integrated Grain Processors Co-Operative’s (“IGPC”) ethanol production facility located in the Town of Aylmer

Rate

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

- a) Fixed Monthly Charge of \$70,867.97 for firm services

Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2020	\$0.25
Rate Rider for PGTVA recovery – effective for 12 months ending December 31, 2020	\$15,401.75
- b) Gas Supply Charge and System Gas Refund Rate Rider (if applicable) Schedule A
- c) Overrun Gas Charges:

Overrun gas is available without penalty provided that it is authorized by the company in advance. The company will not unreasonably withhold authorization.

If, on any day, IGPC should take, without the company’s approval in advance, a volume of gas in excess of the maximum quantity of gas which the company is obligated to deliver to IGPC on such day, or if, on any day, IGPC fails to comply with any curtailment notice reducing IGPC’s take of gas, then,

- (i) the volume of gas taken in excess of the company’s maximum delivery obligation for such day, or
- (ii) the volume of gas taken in the period on such day covered by such curtailment notice (as determined by the company in accordance with its usual practice) in excess of the volume of gas authorized to be taken in such period by such curtailment notice,

as the case may be, shall constitute unauthorized overrun volume.

Any unauthorized firm overrun gas taken in any month shall be paid for at the Rate 6 Firm Delivery Charge in effect at the time the overrun occurs. In addition, the Contract Demand level shall be adjusted to the actual maximum daily volume taken and the Demand Charges stated above shall apply for the whole contract year, including retroactively, if necessary, thereby requiring recomputation of bills rendered previously in the contract year.

Any unauthorized interruptible overrun gas taken in any month shall be paid for at the Rate 1 Delivery Charge in effect at the time the overrun occurs plus any Gas Supply Charge applicable.



For any unauthorized overrun gas taken, IGPC shall, in addition, indemnify the company in respect of any penalties or additional costs imposed on the company by the company's suppliers, any additional gas cost incurred or any sales margins lost as a consequence of the customer taking the unauthorized overrun volume.

2. In negotiating the Monthly Interruptible Commodity Charge referred to in 1(c)(ii) above, the matters to be considered include:

- a) The volume of gas for which IGPC is willing to contract;
- b) The load factor of IGPC's anticipated gas consumption, the pattern of annual use, and the minimum annual quantity of gas which IGPC is willing to contract to take or in any event pay for;
- c) Interruptible or curtailment provisions; and
- d) Competition.

Purchased Gas Transportation Charges

In addition to the Rates and Charges outlined above, IGPC is responsible for all costs, charges and fees incurred by EPCOR related to gas supplied by Enbridge Gas Inc. to EPCOR's system for IGPC. All actual charges billed to ENGLP by Enbridge Gas Inc. under former Union Gas contract ID SA008936 and SA008937, as amended or replaced from time to time, shall be billed to IGPC by EPCOR when and as billed to EPCOR by Enbridge Gas Inc.

Bundled Direct Purchase Delivery

Where IGPC elects under this rate schedule to directly purchase its gas from a supplier other than EPCOR, IGPC or its agent must enter into a Bundled T-Service Receipt Contract with EPCOR for delivery of gas to EPCOR. Bundled T-Service Receipt Contract rates are described in rate schedule BT1. The gas supply charge will not be applicable to IGPC if it elects said Bundled T transportation service.

Unless otherwise authorized by EPCOR, IGPC, when delivering gas to EPCOR under direct purchase arrangements, must obligate to deliver said gas at a point acceptable to EPCOR, and must acquire and maintain firm transportation on all pipeline systems upstream of Ontario.

Delayed Payment Penalty

When payment is not made in full by the due date noted on the bill, which date shall not be less than 16 calendar days after the date of mailing, hand delivery or electronic transmission of the bill, the balance owing will be increased by 1.5%. Any balance remaining unpaid in subsequent months will be increased by a further 1.5% per month. The minimum delayed payment penalty shall be one dollar (\$1.00).

Effective: January 1, 2020

Implementation: All bills rendered on or after January 1, 2020

EB-2018-0336



EPCOR NATURAL GAS LIMITED PARTNERSHIP

SCHEDULE A – Gas Supply Charges

Rate Availability

Entire service area of the company.

Eligibility

All customers served under Rates 1, 2, 3, 4, 5 and 6.

Rate

The Gas Supply Charge applicable to all sales customers shall be made up of the following charges:

PGCVA Reference Price	(EB-2018-0324)	18.6050 cents per m ³
GPRA Recovery Rate	(EB-2018-0324)	(0.6778) cents per m ³
System Gas Fee	(EB-2018-0336)	<u>0.0435</u> cents per m ³
Total Gas Supply Charge		<u>17.9707</u> cents per m ³

Note:

PGCVA means Purchased Gas Commodity Variance Account

GPRA means Gas Purchase Rebalancing Account

Effective: January 1, 2020

Implementation: All bills rendered on or after January 1, 2020

EB-2018-0336



EPCOR NATURAL GAS LIMITED PARTNERSHIP

RATE BT1 – Bundled Direct Purchase Contract Rate

Availability

Rate BT1 is available to all customers or their agent who enter into a Receipt Contract for delivery of gas to EPCOR. The availability of this option is subject to EPCOR obtaining a satisfactory agreement or arrangement with Enbridge Gas Inc. and EPCOR's gas supplier for direct purchase volume and DCQ offsets.

Eligibility

All customers electing to purchase gas directly from a supplier other than EPCOR must enter into a Bundled T-Service Receipt Contract with EPCOR either directly or through their agent, for delivery of gas to EPCOR at a mutually acceptable delivery point.

Rate

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

Note:

Ontario Point of Delivery means Dawn or Parkway on the Enbridge Gas Inc. (Union South) System as agreed to by EPCOR and EPCOR's customer or their agent.

Effective: January 1, 2020

Implementation: All bills rendered on or after January 1, 2020

EB-2018-0336



EPCOR NATURAL GAS LIMITED PARTNERSHIP

Transmission Service

Availability

Transmission Service charges shall be applied to all natural gas producers that sell gas into Enbridge Gas' Union South system via ENGLP's distribution system.

Eligibility

All natural gas producers, transporting gas through ENGLP's system for sale into Enbridge Gas' Union South system shall be charged the Transmission Service Rate and associated Administrative Charge. Rates and Charges will be applied only in those months that a natural gas producer delivers gas to a delivery point on ENGLP's system for sale into Enbridge Gas' Union South system.

Rate

Administrative Charge	\$250/month
Transmission Service Rate	\$0.95/mcf

Effective: January 1, 2020

Implementation: All bills rendered on or after January 1, 2020

EB-2018-0336



ENGLP
Schedule of Miscellaneous and Service Charges

A		B
Service		Fee
1	Service Work	
2	During normal working hours	
3	Minimum charge (up to 60 minutes)	\$100.00
4	Each additional hour (or part thereof)	\$100.00
5	Outside normal working hours	
6	Minimum charge (up to 60 minutes)	\$130.00
7	Each additional hour (or part thereof)	\$105.00
8		
9	Miscellaneous Charges	
10	Returned Cheque / Payment	\$48.00
11	Replies to a request for account information	\$25.00
12	Bill Reprint / Statement Print Requests	\$20.00
13	Consumption Summary Requests	\$20.00
14	Customer Transfer / Connection Charge	\$35.00
15		
16	Disconnection and Reconnection Charge	\$85.00
17		
18	Inactive Account Charge	ENGLP's cost to install service
19		
20	Late Payment Charge	1.5% / month, 19.56% / year (effective rate of 0.04896% compounded daily)
21		
22	Meter Tested at Customer Request Found to be Accurate	Charge based on actual costs
23		
24	Installation of Service Lateral	\$100 (minimum). Additional if pipe length exceeds length used to set fee.

Note: Applicable taxes will be added to the above charges

NATURAL RESOURCE GAS LIMITED

NATURAL GAS SERVICE

RULES & REGULATIONS

Effective August 1, 1995

Revised October 1, 2009

TABLE OF CONTENTS

1	Initiation of Service	Page
1.1	Applications	1
1.2	Security Deposits	1
1.3	Main Extension	4
1.4	Service Lateral Installations	4
1.5	Customer Piping	5
1.6	Inspection of New Installations	5
2	Maintenance of Service	
2.1	Maintenance	6
2.2	Testing Meters	6
2.3	Service Department Charges	6
2.4	Customer Service Work	7
3	Rental Equipment	
3.1	Monthly Rentals	8
3.2	Installation Costs	8
3.3	Rental Agreement	8
4	Billings & Collections	
4.1	Billings & Collections	9
4.2	Delayed Payment	10
4.3	Payment by Mail	10
4.4	Budget Billing Plan	10
4.5	Group Billings	11

5 Disconnection & Reconnection of Service

5.1	Disconnection & Reconnection	11
5.2	Discontinuance for Cause Other Than Non-Payment	12
5.3	Discontinuance on Customer's Order	13
5.4	Temporary Disconnection of Service	13
5.5	Disconnection & Reconnection Charges	13
Schedule 1A	- Application for Gas	14
Schedule 1B	- Credit Application	15
Schedule 2	- Rental Agreement	16
Schedule 3	- Service Policy	17
Schedule 4	- Miscellaneous Charges	18

1. INITIATION OF SERVICE

1.1 APPLICATIONS

The Company may, at its discretion, accept applications for gas service on existing service laterals or new service laterals. Each applicant must complete an Application for Gas Service in the form attached as Schedule 1A. Any business or company making application must also complete a Credit Application in the form attached as Schedule 1B. The applicant must complete both sides of the blue copy and will receive the yellow copy for their records after approval.

The only exception to the above shall be in the case of contract rate customers. Contract rate customers are required to execute a contract for a specified term of not less than one year.

The Company will charge a \$30.00 transfer/connection charge, plus applicable taxes, on all approved applications, which will be charged on the first gas billing.

1.2 SECURITY DEPOSITS (as per EB 2008-0413)

General:

After an application for Gas Service is completed, the Credit Department will run a credit check and determine if a security deposit is required (outlined further below). The Security Deposit must be paid before connection can occur.

Determination of Security Deposit (All Residential & Commercial Customers)

The security deposit is determined based on the average monthly consumption of gas during the last 12 consecutive months, within the past two years, at the specific address in which the gas service is installed or will be installed. Note this is for new customers or for customers who no longer have a good payment history (defined below).

The maximum amount of a security deposit NRG may require a consumer to pay shall be calculated as follows:

Billing cycle factor 2.5 X average annual consumption over past 12 consecutive months or consumers estimated consumption, or a reasonable estimate made by NRG.

Security deposits will not be required:

- If a consumer is residential or general service, and a satisfactory credit check has been conducted, at the time of application. A beacon score of 680 + and a credit utilization of less than 50% will be required.
- If a consumer can provide a letter from another gas/ electricity distributor in Canada confirming good payment history.

- A good payment history (definition below): 1 year residential/ 5 years general service/ 7 years for other
- Definitions: "general service consumer" means a consumer that is not a residential consumer and that annually consumes no more than 100,000m³ of gas.
- The time period that makes up a good payment history is the most recent period of time, and must have occurred in the past 24 months

Unconditional "Letters of Credit" from a customer's banker in an appropriate amount or a personal guarantee from the owners may be accepted in lieu of cash security on commercial and industrial accounts.

Definition of Good Payment History:

- If a consumer has received more than one disconnection notice from NRG, or another gas vendor in the past 12 months
- If a consumer has more than one NSF cheque: returned by reason of insufficient funds.
- If a consumer has more than one NSF cheque from a pre- authorized payment plan
- If a consumer has had at least one visit, from NRG, to the consumer's premises, for purpose of payment of an overdue amount, or to shut off or limit the gas supply to the consumer's premises for non-payment.

Security Deposit Refunds

- Annual reviews are conducted on all accounts to determine if consumer is entitled to a refund, or an adjustment is required.
- Requests for a refund of security deposits can be made after 1 year of service (residential) / 5 years (General accounts) 7 years (Other accounts) must be made in writing to our Credit department.
- Security deposit will not be refunded if the customer does not have a good payment history (as defined above).
- Security deposit will either be given by a cheque or a credit to the customer.

Interest on Security Deposits

Interest accrued on security deposits will be credited to the customers' account on an annual basis. The interest rate shall be the Prime Business Rate published on the Bank of Canada Website less 2 % updated quarterly.

For any quarter that the PBR is 2 percent or less the interest rate will be 0.

Security Deposits and Cancellation of Service

When a customer discontinues service, a Cancellation Service form is filled out. After the final billing period has been processed, and the account is settled in full, the Security Deposit will be refunded to the customer.

If the customer's account is not settled in full prior to requesting the refund, the Security deposit will be applied to unpaid balance and any remaining Security Deposit will be refunded to the customer.

Transfer of Security Deposits

If a customer should move to another location that is serviced by Natural Resource Gas Limited the Security Deposit is reviewed, and adjusted according to the for Security Deposits requirements. A Security Deposit may increase or decrease depending on the consumption of the new location, and past history of the consumer's account.

Third Party Security Deposits

As per The Ontario Energy Board amendments to the gas distribution access rule (GDAR IN EB) 2008-0413 APPENDIX B MAY5/2009

Where all or part of a security deposit has been paid by a third party on behalf of a consumer, NRG shall return the amount of the security deposit paid by the third party, including interest where applicable, to the third party. This obligation shall apply where and to the extent that:

- (a) The third party paid all or part (as applicable) of the security deposit **directly**, to NRG;
- (b) The third party has requested, at the time the security deposit was paid or within a reasonable time thereafter, that NRG return all or part (as applicable) of the security deposit to them rather than to the consumer; and
- (c) There, is not then any amount overdue for payment by the consumer, that, NRG is permitted by this Rule to off set using the security deposit.

1.3 MAIN EXTENSIONS

The Company will make extensions of its mains to some applicants when, in the sole discretion of the Company, the main extension is economically feasible.

When the extension is not economically feasible, the applicant will be required to pay an "Aid to Construction" in an amount determined by the Company to make the project economically feasible.

1.4 SERVICE LATERAL INSTALLATIONS

Service laterals will only be installed provided that:

- (i) an application (contract) has been properly completed and approved,
- (ii) any deposit required has been collected,
- (iii) any main extension can be justified in accordance with the Company's line extension practice, and
- (iv) any charges for service lateral installation in accordance with the following have been paid

All Customers - A gas service lateral extending from the property line to the meter location selected by the Company will be installed for a fee of \$ 100.00 for the first 20 meters plus an additional charge of \$ 10.00 per meter thereafter.

Meter Set Locations are determined as follows:

- a) For residential customers, meters may be located on the front or on either side of the dwelling in which it serves. If the meter is located along one of the sides of the dwelling, the distance from the front corner to the meter location cannot exceed 10 feet.
- b) All meter set locations must comply with the Technical Standards and Safety Act and Codes and Standards Adopted by Regulation.
- c) When the distance from the property line to a dwelling or building requiring the gas service exceeds 100 meters, it may be required that the meter be located near the property line. In these cases, a cost estimate must be done to determine the outlet cost of underground piping from the meter set to the building.

1.5 CUSTOMER PIPING

Applicants for service shall, at their own expense, equip their premises with all piping and attachments from the meter to the appliances or equipment served. It is the customer's responsibility to maintain the piping and equipment beyond the outlet side of the meter. Such piping and attachments shall be installed and maintained in accordance with the rules of the Company and the Technical Standards and Safety Act and Codes and Standards Adopted by Regulation.

Meters will not be connected with customer's piping when that piping and/or appliances or heating equipment attached thereto are known by the Company to be defective or not in accordance with applicable rules and regulations, ordinances or codes. The Company reserves the right to discontinue service at any time it finds the piping, venting, appliances or other gas-fired equipment on customer's premises defective or in an unsafe condition.

The customer is expected to immediately notify the Company of any leakage or escape of gas on his premises.

1.6 INSPECTION OF NEW AND EXISTING INSTALLATIONS

All inspections shall conform to the "Ontario Energy Act" and the "Technical Standards and Safety Act and Codes and Standards Adopted by Regulation" and amendments in force at the time of inspection.

All new installations of supply piping and gas appliances on premises served with gas for the first time require inspection to ensure that they are in accordance with legislative requirements.

A general inspection will be made of gas appliances and installations:

- (a) whenever a meter is initially installed,
- (b) whenever a meter is changed,
- (c) whenever a meter is physically reset on an inactive service or account, or
- (d) in accordance with the requirements of the Ontario Energy Act

A modified inspection will be made of vented gas appliances:

- (a) whenever a previously inactive account is reactivated,
- (b) when a meter is turned on after credit lock offs, seasonal turn offs or routine repairs to mains or services, or
- (c) when vented equipment is lit up after component replacement

2. MAINTENANCE OF SERVICE

2.1 MAINTENANCE

The Company and its authorized representatives shall have the right to enter upon the premises of the customer at all reasonable times, upon reasonable notice, to read, inspect, test, repair, replace or remove meter and regulator equipment.

2.2 TESTING METERS

Meters will be tested at the Company's option or at the request of the customer or when required by legislative requirements. When a meter is tested at the customer's request, the Company will collect from the customer any cost involved in the removal, testing, Government inspection and meter replacement where it is determined that the meter was within acceptable tolerances.

2.3 SERVICE DEPARTMENT CHARGES

The Company provides regular service during the normal working hours, and emergency service 24 hours per day.

(i) Charge for Service to Customer Owned Appliances

Repairs will be performed on a time and material basis in accordance with the Company's prevailing parts and labour prices, except when covered by Company or manufacturer's warranties.

(ii) Charge for Service to Company Owned Appliances

The Company agrees to supply such maintenance as in the judgement of the Company is required for the proper use of the appliance at no charge to the customer.

(iii) The Company does not charge for leak complaints, insufficient gas supply, and inspection of appliances in accordance with Government Regulations. Repairs required to remedy gas leaks and insufficient supply of gas from causes downstream of the meter will be charged on a time and material basis.

2.4 CUSTOMER SERVICE WORK

The following are the rates currently in effect by the company. These rates are subject to

amendment from time to time.

Regular Hours

Minimum charge (up to 60 minutes)	\$67.00
each additional half hour (or part thereof)	\$30.00

After Hours

Minimum charge (up to 60 minutes)	\$110.90
each additional half hour (or part thereof)	\$58.10

Disconnection- Non Payment or Discontinuance of Service (i.e. seasonal)

Flat Fee	\$78.00
----------	---------

Customer Transfer/Connection Charge

Flat Fee	\$30.00
----------	---------

Applicable taxes will also be added to the above charges.

3. RENTAL EQUIPMENT

3.1 MONTHLY RENTALS

The Company rents water heaters. Water softeners are also rented on a rent to own basis. The rates for water heaters are as indicated below:

Conventional Models

40 US Gallon	\$ 10.75 monthly
50 US Gallon	\$ 12.50 monthly
60 US Gallon	\$ 15.00 monthly

Power Vented or Direct

40 US Gallon	\$19.00 monthly
50 US Gallon	\$21.00 monthly
60 US Gallon	\$22.00 monthly
50/65 US Gallon	\$23.00 monthly
50 DV US Gallon	\$21.00 monthly
Tankless Water Heater	\$34.50 monthly

The rental for water heaters other than those listed above will be calculated by the General Manager.

3.2 INSTALLATION COSTS

The customer bears the initial installation cost of all equipment. Such installation done by NRG is generally done on a quoted basis. NRG may, from time to time, offer installation assistance through its marketing and promotion efforts. The cost of installing replacement units still under warranty is borne by the Company.

3.3 RENTAL AGREEMENT

Prior to installation of a rental water heater, or removal from inventory for rental, a Rental Agreement form must be completed by the customer in the form attached as Schedule 2. The blue copy remains in the office, the yellow copy is returned to the customer after insertion of the installation and contract dates, and serial and Company numbers.

A Rental Agreement must also be completed by an applicant who is moving into a property where a rental water heater exists. The form can be fully completed at the time of application, and the yellow copy may be given to the customer at that time for his records.

4. BILLINGS & COLLECTIONS

4.1 BILLINGS & COLLECTIONS

Bills will be issued and payable monthly and must be paid at or mailed to the office of the Company, an established collection agency of the Company, or at any chartered bank authorized by the Company.

Bills for gas service furnished by the Company are due when rendered. For customers paying their bill after sixteen days from the billing date, a late payment charge will apply (see section 4.2).

Bills will be mailed to the customer at the last known address as shown on the Company records, unless the customer has directed the Company to send the bill to another address.

Gas consumed will be based on meter readings, or estimates with an estimated bill issued for interim months, and will be computed on the applicable rate schedule approved by the Ontario Energy Board. Any necessary adjustments due to estimated bills will be made on the next regular billing.

A claim for an error in billing should be made by the customer as soon as discovered. If in the opinion of the Company the claim is valid, the Company will make a proper adjustment to the bill.

Where billing errors have resulted in overbilling, the customer will be credited with the amount erroneously paid for a period not exceeding six years.

Where billing errors have resulted in under-billing, the customer shall be charged with the amount erroneously not billed for a period not exceeding:

- (a) two years, in the case of an individual residential customer who was not responsible for the error, and
- (b) six years, in other cases.

The timing for billings and notices etc., will be as follows. The days represent the days after the end of a billing cycle (e.g. if a normal billing cycle ended on the 14th of the month, day one would commence on the 15th).

Day 1 to 3 Reading, billing and mailing of invoices

Day 13 to 15 Bills due

Day 30 Final Disconnection Notices are mailed for past due accounts.
See comments in section 5.1 Disconnection & Reconnection – non-payment.

Day 45 Credit department determines if customer is to be disconnected.
See section 5 Disconnection & Reconnection of Service.

4.2 DELAYED PAYMENT

Payments made after sixteen days after the billing date will be considered late and those accounts will have their balances increased by 1.5% of the amount unpaid after sixteen days. Payments made at any chartered bank will be considered paid on the date payment is made to the bank. Any amounts unpaid for subsequent months will be increased by a further 1.5% for each billing cycle that the balance remains unpaid. The minimum increase will be \$1.00.

4.3 PAYMENT BY MAIL

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

4.4 BUDGET BILLING PLAN

The budget plan for payment of gas bills is designed to equalize the monthly payments for gas service of residential customers using gas for heating purposes and is available to any heating customer who can establish satisfactory credit with the Company.

New residential heating customers and existing heating customers with satisfactory credit and no balance outstanding may be enrolled in the plan at their request. Customers may withdraw from the plan at any time upon notification to the Company.

The Company will estimate the aggregate amount of the customer's bill for gas service for a normal year's operation from June to April. Such estimated amount will then be divided by eleven, rounded up to the next \$5.00 or \$10.00 amount, and shall be the monthly budget instalment the customer will pay in lieu of the regular monthly billing

Bills for the month of May will be computed for settlement of the account either by the customer paying the excess of actual charges incurred over the sum of budget payments made, or by the Company crediting to the customer any credit balance then existing. This budget to actual difference will be added or subtracted, as the case may be, to the actual gas charges incurred on bills for the month of May.

Any estimate furnished by the Company in connection with such payment plan shall not be construed as a guarantee or assurance that the total actual charges will not exceed the estimates. The Company may at any time submit a revised estimate to the customer and require that the customer pay the revised monthly budget instalment as a condition to the continuation of the budget payment plan for that customer.

Such estimates shall apply only to the premises then occupied by the customer. If the customer

vacates such premises, the budget payment plan with respect to those premises, and for that customer, shall immediately terminate and any amount payable by the customer shall be paid or any amount due to the customer by the Company shall be refunded.

Non-payment of budget will result in the customer receiving a disconnection notice and possibly removed from the budget plan. The account will be reconciled on the following billing cycle, and the customer will be responsible to bring the account up to-date.

4.5 GROUP BILLINGS

Combinations of reading from several meters may be done at the Company's sole discretion.

Group billing will be permitted only in special situations at the discretion of the Company.

5. DISCONNECTION & RECONNECTION OF SERVICE

5.1 DISCONNECTION & RECONNECTION - NON PAYMENT

Disconnection notices are mailed on Day 34 after the end of billing cycle. The customer is given until Day 45 to pay balance due before they are disconnected. In addition, Credit Department will call all customers 2 days before disconnection date if payment has not been received. If customer can still not pay by due date or no effort to work out a repayment plan can be made the customer will be disconnected.

DISCONNECTION OF SERVICE FOR NON PAYMENT

- If it has been determined that a customer will not pay and the account must be locked for non payment.
- A lock form is prepared and authorized by the Credit Department and Approved by the General Manager.
- A copy of the Lockout form is given to service to set the call to lock the account.
- Customers receive a hand delivered notice at time of locking the meter explaining the disconnection of service

If a customer should be disconnected for non-payment and then reconnected, the following charges will be added to the account

- Disconnection charge 78.00
 - Reconnection charge 78.00
- plus Applicable taxes

Payment of the reconnection charge must be made before reconnection can occur and an increase in security deposit or a security deposit may be required before reconnection of service is made. Amount is determined as outlined in section 1.2.

Non-Payment of Accounts

Definition of Accounts = past work orders, accounts locked for non-payment and customers that have moved and have a balance outstanding.

If the customer is unresponsive, or refuses to pay further collection action may take place, which is outlined below:

- If a customer refuses to pay on the account or does not follow a payment schedule legal action will commence.
- Customers will be notified that a claim has been issued for small Claims court.
- Court Documents will be filed, and Court procedures used to collect money owing
- Any court costs, incurred by Natural Resource Gas Limited, for the collection of money will be added to the customer's debt, as allowed by Small Claims Court.
- Will be forwarded to the Credit Bureau of St. Thomas for collections and the debt will be reported to Equifax on the customers credit file.

5.2 DISCONTINUANCE FOR CAUSE OTHER THAN NON-PAYMENT

Service may be discontinued by the Company at any time to prevent fraudulent use or to protect its property.

The Company further reserves the right upon discovery of any condition of the customer's appliance or piping which is, in the opinion of the Company, immediately hazardous to life and property, to discontinue gas service until such time as the hazardous conditions shall be remedied.

5.3 DISCONTINUANCE ON CUSTOMER'S ORDER

The agreement between the customer and the Company created by the acceptance of the customer's request for gas service, where no contract for a main extension or term of service is involved, shall continue in full force and effect until terminated by the customer (except as provided under Sections 5.1 and 5.2) giving sufficient notice to a Company business office relative to the intent to discontinue service. The customer shall be liable for all gas supplied to the premises and safe custody of the Company's property until service is discontinued in accordance with the customer's instructions. When a customer requests disconnection of service within 90 days of connection, a disconnection charge of \$78.00 plus applicable taxes will be applied to the final billing.

5.4 TEMPORARY DISCONTINUANCE OF SERVICE

Customers who temporarily discontinue service during any twelve consecutive months without payment of a monthly fixed charge for the months, in which the gas is temporarily disconnected, shall pay for disconnection and reconnection.



Natural Resource Gas Limited
PO Box 307, 39 Beech St. E.
Aylmer, Ont. N5H 2S1

Natural Resource Gas Limited Application for Gas Service

Service Department
Aylmer: 519-773-5321
Fax: 519-773-5335

_____ 20 _____

I/WE _____ (the "Customer")

apply to Natural Resource Gas Limited ("the Company") for gas service at _____

_____ (the "premises")

according to the following terms and conditions:

1. The Customer agrees to pay accounts when due.
2. Customer agrees that a meter connection will be established immediately after the installation of the service line and will be subject to the monthly fixed charge from that date.
3. Customers intending to vacate premises supplied with gas or to discontinue the use of gas shall give notice to the Company at 39 Beech Street E., Aylmer, Ontario or other such address as customer may be advised, fifteen (15) days before the Customer intends to discontinue service and in default of providing such notice, the Customer will remain liable for all gas which passes through the meter until such notice is given. In the event accounts for natural gas, rentals or other services are not paid in accordance with this agreement and collection procedures are made by the Company and/or its agent, Customers will be liable for collection costs incurred by the Company and/or its agent. _____ X
4. If the Customer discontinues service within ninety (90) days of application for gas service, there will be a charge for removal plus GST, or such charge as is currently in effect by the Company which will be added to the final billing and/or deducted from the original deposit.
5. The Company may discontinue service and disconnect and remove the meter for repair, lack of supply and/or non-payment of bills (including late penalty charges) when due. The original deposit will be refunded upon full payment of any outstanding amount.
6. Gas will be supplied to a meter installed by the Company. If that meter should fail to register the quantity of gas consumed or if access to read the meter cannot be made, the account of the Customer will be estimated by the Company.
7. Customer agrees to give immediate notice at the office of the Company of any escape of gas. In case of a leak, the stop-cock at the meter must be immediately closed and no light taken near the escape until after free and full ventilation.
8. Except in the case of an emergency, the Company and/or its authorized agent shall at all reasonable hours, have access to the premises for the purposes of examining, regulating or repairing the gas apparatus installed, ascertaining the quantity of gas consumed or supplied and/or to discontinue or remove the meter. In the case of an emergency, the Company and/or its authorized agents shall have access to the premises at any hour.
9. The Company shall not be liable for any damages or losses resulting from any failure to supply. The Customer agrees with the Company that the Company will not be held liable by the Customer for any loss, damage, injury or delay to any person or to any property resulting from the transportation, storing or any use of the gas supplied to the premises including any damage or loss from explosion or fire. Further the Customer agrees to indemnify and save harmless the Company from and against all claims and demands arising out of the transportation, storing or use of the gas supplied to the Customer's premises including any loss or damage from explosion or fire made by any person and from and against all damages, losses, costs, charges and expenses which the Company may sustain or incur and be liable for as a consequence of any such claim or demand.
10. The Customer acknowledges that there will be a late charge on the past due amount (minimum \$1.00) if the bill is not paid within sixteen (16) days of rendering and there will be a monthly fixed charge of \$_____ . _____ X
Both of the charges are subject to revision and approval by the Ontario Energy Board.
11. The Customer acknowledges that there will be a transfer/connection charge of \$30 plus GST, or as may be ordered by the _____ X
Ontario Energy Board, which will be charged on the first billing.

SIGNATURE OF APPLICANT _____

DEPOSIT RECEIVED: \$ _____ DEPOSIT RECEIVED BY: _____

PREMISES OWNED BY: _____

SEE REVERSE FOR CREDIT APPLICATION

APPLICATION FOR GAS SERVICE

Date of Application: _____ Date Service Req'd: _____ 20__

Residential
 Commercial
 Industrial
 Seasonal

Last Name	First Name	Initial	Date of Birth MM/DD/YY	Martial Status Married <input type="checkbox"/> Single <input type="checkbox"/>	Spouse Name	No. of Dependents
Service Address					Home Phone #	
Mailing Address				Drivers Lic. No.		
Name of Landlord & Address (if Applicable)				Social Ins. No.		
Employer Name & Address			Position	How Long	Business Phone #	
Spouse's Employer Name & Address			Position	How Long	Business Phone #	
Previous Address					How Long	
Previous Employer Name & Address				Position	How Long	
Spouse's Previous Employer Name & Address				Position	How Long	
Bank		Credit Cards				
Name		Name		Name		
Branch		Branch		Branch		
Nearest Relative (Not Living with Applicant)		Relationship	Address		Phone #	
Other Personal Reference		Relationship	Address		Phone #	

Some of the information contained in this application constitutes "personal information" and is thereby covered under Federal privacy legislation. NRG obtains this information in order to bill for the products identified in this agreement, repairs and service to the equipment and for collections of arrears of amounts owing under this agreement. NRG does not share this information with third parties with the exception of consultants, professional advisors and regulatory bodies. All of these parties are bound by their own privacy obligations which restricts further dissemination of such information.

The undersigned agree(s) that a personal investigation may be conducted or a credit report obtained in respect of this contract

Signature of Applicant: _____

Notes

NATURAL RESOURCE GAS LIMITED - RENTAL AGREEMENT

NRG, please supply the following goods to:				Owner	Tenant	Builder	Telephone Number
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Address		City		Postal Code		Contract Date	
Installation Address (if other than above)		City		Postal Code		Bill as Rental Only	

ADDITIONS	Gas to Gas <input type="checkbox"/>	Builder <input type="checkbox"/>	Other Fuel to Gas <input type="checkbox"/>	Other <input type="checkbox"/>
REPLACEMENTS GAS TO GAS	Upgrade <input type="checkbox"/>	Leaker <input type="checkbox"/>	Lined Up <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
DELETIONS	Demolitions <input type="checkbox"/>	Rental to Sale <input type="checkbox"/>	Gas to Gas <input type="checkbox"/>	Gas to Other Fuel <input type="checkbox"/>
				Other <input type="checkbox"/>

Natural Resource Gas (hereinafter called NRG) leases to the Customer and the Customer rents from NRG the following:

Equipment	Res. <input type="checkbox"/>	Comm. <input type="checkbox"/>	Ind. <input type="checkbox"/>	Water Heater Size	Description of Equipment	Monthly Rental \$	TAX	Yes	No	
							GST	<input type="checkbox"/>	<input type="checkbox"/>	
							PST	<input type="checkbox"/>	<input type="checkbox"/>	
Other Equipment		Description of Equipment				Monthly Rental \$	GST <input type="checkbox"/>	PST <input type="checkbox"/>		
Model Number (Commercial & Industrial Equipment Only)					Original Date of Installation	Year 20	Month	Day	Min. # Bills	
ISSUE	Qty	Stock Number	Make	Mfg Code	Serial Number	Account Number				

"(hereinafter called the Appliance) from the date hereof, for a monthly rental of \$_____ (plus applicable sales taxes), which monthly rental amount shall be subject to increase by NRG on at least thirty (30) days prior written notice and subject to the Conditions on the reverse side hereof."

Natural Resource Gas (hereinafter called NRG) leases to the Customer and the Customer rents from NRG the following:

Equipment	Res. <input type="checkbox"/>	Comm. <input type="checkbox"/>	Ind. <input type="checkbox"/>	Water Heater Size	Description of Equipment other than Water Heater	Monthly Rental \$	TAX	Yes	No	
							GST	<input type="checkbox"/>	<input type="checkbox"/>	
							PST	<input type="checkbox"/>	<input type="checkbox"/>	
Removal Date - Year 20		Month	Day	Original Installation Date - Year 20		Month	Day	Storeroom	Original Contract #	
RETURN	Qty	Stock Number	Make	Mfg Code	Serial Number	Account Number				

Scrapped In Inventory

ALL CONDITIONS OF RENTAL AGREEMENT ON REVERSE SIDE

Executed in duplicate this _____ day of _____ 20____

Customer Signature _____

Sales Department Signature _____

NRG not responsible for any damages resulting from tank leakage.

I hereby consent to the supply of service and installation of the equipment in the above premises, owned by me and agree to the conditions set forth herein. Any equipment of the Owner's removed by NRG in accordance with this authorization shall be left by NRG in the said premises and NRG shall have no further responsibility with respect to same.

Owner's Signature _____

Owner's Address _____

CONDITIONS OF RENTAL AGREEMENT

1. The CUSTOMER agrees to permit and keep the Appliance at the above address or at such other address as NRG may agree to in writing. The CUSTOMER agrees to protect the Appliance from any lien or encumbrance of any nature whatsoever and the CUSTOMER agrees not to sublet or assign his interest hereunder or part with possession of the Appliance without the written consent of NRG. The CUSTOMER shall supply adequately sized and properly charged water conditioning equipment, as specified by NRG. In the event the CUSTOMER fails to supply and maintain adequately sized equipment, the CUSTOMER shall reimburse NRG for all costs incurred as a result of such failure. The CUSTOMER further agrees to keep the Appliance insured for the full insurable value thereof. EXCEPT AS SPECIFICALLY PROVIDED HEREIN THE APPLIANCE SHALL BE OPERATED AT THE RISK OF THE CUSTOMER AND CUSTOMER AGREES TO INDEMNIFY AND SAVE HARMLESS NRG FROM ANY AND ALL CLAIMS AND DAMAGES HOWSOEVER CAUSED ARISING OUT OF THE USE OR THE INSTALLATION OF THE APPLIANCE.
2. Ownership of the Appliance shall at all times remain in NRG.
3. NRG shall maintain and repair the Appliance at its own expense provided that the CUSTOMER will indemnify NRG from any such costs or expenses arising as a result of damage to or destruction of the Appliance from any cause, reasonable wear and tear excepted.
4. If the CUSTOMER discontinues using gas supplied by NRG or fails to perform or observe any of the conditions herein, NRG may forthwith terminate this agreement and without any previous notice or demand or process of law enter the premises wherein the Appliance is situated to repossess the same. If the Appliance is removed by NRG as aforesaid, NRG shall not be liable for any damages resulting from such removal. If the CUSTOMER defaults within twelve months from the installation date, then in addition to any other rights NRG may have, the rental for the remaining months shall, at NRG's option, be due and payable immediately.
5. It is agreed by the CUSTOMER and NRG that the Appliance shall remain personalty.
6. Time is of the essence.
7. The terms of this Agreement constitute the entire Agreement between the parties and, except the monthly rental amount which is subject to increase by NRG, no modification to this Agreement shall be made except in writing signed by both parties.
8. Some of the information contained in this application constitutes "personal information" and is thereby covered under Federal privacy legislation. NRG obtains this information in order to bill for the rental of the products identified in this agreement, repairs and service to the equipment and for collections of arrears of amounts owing under this agreement. NRG does not share this information with third parties with the exception of consultants, professional advisors and regulatory bodies. All of these parties are bound by their own privacy obligations which restricts further dissemination of such information.



Natural Resource Gas Limited

P.O. Box 307, 39 Beech Street East
Aylmer, ON N5H 2S1

Phone: 519-773-5321

SCHEDULE 3

Page 17

SERVICE POLICY

Regular Hours Calls

See section 2.4 for rates to be charged.

All service calls to be done on a time and material basis except for the following:

1. New equipment sold by NRG, no charge for the first year except for parts that are not guaranteed for one year.
2. No charge for service of any kind on any call due to failure of Company equipment.
3. After hours calls (see section 2.4 for rates).
4. All charges to be collected at time of call, unless otherwise authorized.

SCHEDULE 4

Page 18

MISCELLANEOUS CHARGES

1. Returned Cheques

Account Closed	
Cannot Trace	
Funds Not Cleared	
More Than One Signature Required	
No Chequing Privileges	\$ 20.00/each + taxes
Not Sufficient Funds	
Present Again	
Refer to Drawer	
Signature Required	
Signature Irregular	
Body & Figures Differ	

2. Lawyer's Letters

Reply to request for account information	\$ 20.00 + taxes
--	------------------



EPCOR Natural Gas Limited Partnership - Aylmer Natural Gas Operations

Conditions of Service

**Effective January 1, 2020
EB-2018-0336**

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.....	20
	Schedule 1 – Service Charges and Miscellaneous Charges.....	23
	Schedule 2 – Forms.....	25

1 PREAMBLE

EPCOR Natural Gas Limited Partnership's Aylmer Operations ("EPCOR") sells and distributes natural gas to approximately 8,800 Customers in and around Aylmer, Ontario. EPCOR's franchise areas extend from just south of Highway 401 (in the north) to the shores of Lake Erie (in the south), and from Port Bruce (in the west) to Clear Creek (in the east).

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 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 \$35.00 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. 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 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 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 will 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

This is the cost associated with the distribution and transportation of gas from the source to you. This includes any carbon tax or similar abatement program, clean fuel, green, carbon 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 19.56% per year (effective rate of 0.04896% compounded daily) 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 14 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 The Salvation Army - St Thomas Branch 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 The Salvation Army - St Thomas Branch:

- 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:

Salvation Army St.Thomas at 519-631-6202 or 519-631-9208

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 EPCOR's website at 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 does not meet the minimum volume criteria to qualify for special rates. General service Customers, along with Residential Customers, fall into EPCOR’s Rate 1 class in EPCOR’s Rate Schedules.

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) \$ 100.00
Each additional hour (or part thereof) \$ 100.00

Outside of normal working hours:

Minimum charge (up to 60 minutes) \$ 130.00
Each additional hour (or part thereof) \$ 105.00

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- \$25.00
- Bill Reprint/Statement Print Requests - \$20.00
- Consumption Summary Requests - \$20.00
- Customer Transfer/Connection Charge - \$ 35.00

Disconnection and Reconnection Charges

Each instance of disconnection or reconnection of service for the following reasons the fee is \$85.00 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 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.

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 # _____

Application for Natural Gas Service

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 #:	Concession #:	
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:

Application for Natural Gas Service
EPCOR Natural Gas Limited Partnership

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;

Application for Natural Gas Service**EPCOR Natural Gas Limited Partnership**

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;

Application for Natural Gas Service
EPCOR Natural Gas Limited Partnership

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 _____

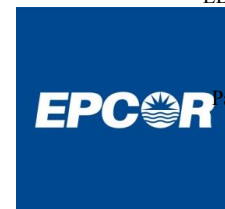
** Wherever I/my/me is used it is inferred we/our/us if there is more than one signature.*

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.

Owner(s) Initials

For Office Use Only:

Deposit received: \$ _____ Deposit received by _____



Meter Size and Location Request Form

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)



Identify:

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

Meter Size and Location Request Form
EPCOR Natural Gas Limited Partnership

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: <i>and/or</i> 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

