



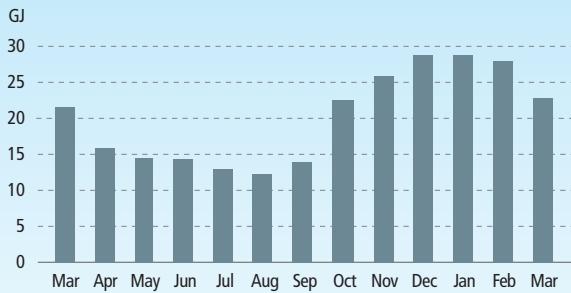
Customer Service ..... 780 123 4567  
 Toll-free ..... 800 123 4567  
 Emergency ..... 780 123 3333  
 Website ..... www.company.ca

**Your use this month**

Days billed 28  
 GJ used 14.920  
 Average GJ/day 0.533  
 Average cost/day 4.48  
 Rate Feb 3.545\$/GJ  
 Rate Mar 3.207\$/GJ

**Your use this year**

Includes actual and estimated use.



Your natural gas bill

Bill date March 18, 2012

**You owe 167.28**  
**Pay by March 28, 2012**

Your last bill	180.19
We processed your payment Jan 25	-150.00
<b>You still owe</b>	<b>30.19</b>
Natural gas charges	125.56
Late payment fee	5.00
GST	6.53
<b>Total new charges</b>	<b>137.09</b>
<b>Total you owe now</b>	<b>167.28</b>
After March 28 pay	175.30

**Important**  
**You are behind in your payment.**  
 Please contact us or send in your payment.  
 We'd like to avoid cutting off your service.

**Jane Doe**  
 456 Main St  
 Somewhere AB T1J 1J1  
**Account number 123456789**

▼ Return this stub with your payment ▼



PO Box 100  
 Edmonton AB T2J 2Y2

Jane Doe  
 456 Main St  
 Somewhere AB T1J 1J1

**Amount due 167.28**  
**Pay by March 28, 2012**  
 After March 28 pay 175.30

**Amount paid**

Account number 123456789



Gas site ID 003011443851  
 Meter number T00320-Z91761

## Meter readings

Jan 30 estimate 311.000  
 Mar 10 actual 326.000  
 GJ used 14.920  
 Conversion factor 0.99467

If your reading was estimated, your bill will be adjusted when we get your next actual reading.

## Helpful information

### Distribution services inquiries

Alberta Company 780-123-4567

### Meter readings

Alberta Company 780-123-4567

### Moving

Please let us know three business days before you move. This gives us time to close your account. Call Customer Service at 780-123-4567. If you don't call to cancel, you continue to pay for service.

### How to pay

The easiest way to pay is automatic withdrawal, which means you're never late. You can also pay by phone, internet, bank, or cheque mailed to PO Box 100, Edmonton AB T2J 2Y2.

### Paying your bill on time

Please make sure your payment gets to us before the due date. We charge 1.5% interest monthly (19.56% per year), compounded monthly on late payments. Some banks take up to four business days to get payments to us.

### NSF cheques

We charge a fee if cheques don't clear.

### Terms and conditions

The AUC approves the terms and conditions of this bill. You can get more information by calling Customer Service.

## Natural gas charges Feb 5 to Mar 4

### Charges to buy gas from (retailer name)

Gas use Feb 5 to Feb 28 (11.730 GJ x \$3.545/GJ)	41.58
Gas use Mar 1 to Mar 4 (3.190 GJ x \$3.207/GJ)	10.23
Administration fee	14.09
<b>Total</b>	<b>65.90</b>

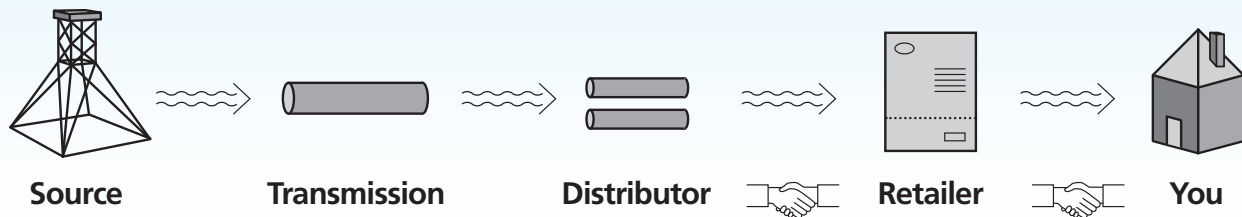
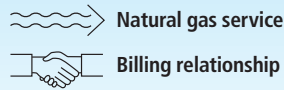
### Charges to deliver gas from (distributor name)

Transmission charge	16.23
Distribution charge	28.50
Municipal franchise fee	10.80
Rider B	4.13
<b>Total</b>	<b>59.66</b>

**Total natural gas charges 125.56**



# Understanding your natural gas service



## You have a retailer and a distributor

Each plays a role in bringing natural gas to you.

### Your retailer

Your retailer buys natural gas on the market and sells to you, the customer. Your retailer also bills you and manages your account.

There are two kinds of retailers. Regulated retailers set their rate using a formula approved by the Alberta Utilities Commission. Competitive retailers set their rate independently. You choose the kind of retailer and which company to buy your energy from. For more information, or to compare retailers, visit the Utilities Consumer Advocate website, [ucahelps.alberta.ca](http://ucahelps.alberta.ca)

### Your distributor

Your distributor delivers gas to customers, answers emergency calls, and does meter readings.

### Your bill

Your bill comes from your retailer, but it includes your delivery charges as well. The delivery charges on your bill come from your distributor, not from your retailer.

### Who to call with questions

Call your retailer if you have questions about your bill. Call your distributor if you have an outage or emergency. Phone numbers for both companies are on your bill.

## Organizations involved in your service

### Alberta Utilities Commission (AUC)

The AUC regulates natural gas and electricity utilities and markets to protect Albertans' social, economic, and environmental interests where competitive market forces do not.

### Utilities Consumer Advocate (UCA)

The UCA is a government agency that educates consumers about their utility options. The UCA represents consumer interests at AUC rate hearings and mediates between consumers and retailers or distributors when they can't resolve issues through the company.

Go to [ucahelps.alberta.ca](http://ucahelps.alberta.ca) for more information.

# Understanding the language on your gas bill

## Measuring your use

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### **GJ**

Gigajoule is a standard measure of energy use. An average family uses roughly 120 GJ of energy in natural gas in a year.

### **Meter readings**

Your meter readings are either actual or estimated. An actual meter reading is taken from the meter at your house or site. If distributors don't get an actual reading, they estimate the reading, based on past use and number of days in the period. The estimate also considers temperature during the period.

### **Site ID and meter number**

These two numbers identify the meter in your house. Site ID is like the address or location of the meter, and the meter number is on the meter itself.

### **Conversion factor**

A gas meter measures volume. The conversion factor converts volume into the units of energy, or GJ, used to calculate your charges.

## Charges from your retailer

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### **Retailer**

Your retailer buys gas on the market and sells to you, the customer. Your retailer also bills you and manages your account.

### **Charges to buy gas**

These are charges from your retailer for the amount of natural gas you use. These charges are the rate multiplied by number of GJ you use.

### **Rate**

Your rate is how much you pay your retailer per GJ for natural gas you use, shown in cents or dollars.

### **Administration fee**

Your retailer charges this fee to cover billing costs and customer care.

### **Cancel, rebill, or adjustments** (charge or credit)

Retailers sometimes need to adjust your bill for a meter reading or other reason. To make sure your bill is right, your retailer "cancels" the original amount and "rebill" the correct amount. If the correction applies to several months, you may have several lines of cancel and rebill or adjustments, but it doesn't mean you're being charged more than once.

## Charges from your distributor

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### **Distributor**

Your distributor delivers gas to customers, answers emergency calls, and does meter readings.

### **Charges to deliver gas**

These charges are not for the natural gas itself, but for delivery from the source to your home. They are charges from your distributor and are sometimes separated into transmission and distribution.

*Transmission:* Moving gas over long distances from the source to your local area.

*Distribution:* Moving gas within your area, usually within your city or town.

### **Municipal franchise fee**

Your distributor pays a fee to the local government to use municipal land for gas pipelines and infrastructure. The fee also gives your distributor the right to provide gas to your community and covers municipal taxes on property and land. The fee is shared by all customers in your area. Each local government sets the fee based on provincial law.

### **Rider**

A rider is a charge or a credit that adjusts your distributor charges. Riders exist for various reasons. They cover changes in circumstances since the Alberta Utilities Commission (AUC) last approved your distributor's charges. They are also AUC-approved. You may have more than one rider on your bill at a time.