

MANITOBA ) Order No. 102/08  
 )  
THE PUBLIC UTILITIES BOARD ACT ) July 11, 2008

BEFORE: Graham Lane, CA, Chairman  
Len Evans, LLD, Member  
Monica Girouard, CGA, Member

CENTRA GAS MANITOBA INC. -  
APPLICATION TO AMEND  
GENERAL TERMS AND CONDITIONS  
UNDER SCHEDULE OF SALES AND TRANSPORTATION  
SERVICES AND RATES

**SUMMARY**

By Order 14/08, the Board approved revised conditions precedent and procedures for gas and combined gas/electric services disconnection and reconnection, for Centra Gas Manitoba Inc. (Centra), a wholly owned subsidiary of Manitoba Hydro (Hydro). Hydro's combined natural gas and electrical utility operation is hereinafter referred to as the "Utility", and the conditions precedent are referred to as the Service Disconnection and Reconnection Policy and Procedures for the discontinuance of service, pursuant to Section 104.1(6) of *The Public Utilities Board Act* (Act).

In order to make operative the terms of Order 14/08, the Board herein approves, on an interim ex parte basis, amended General Terms and Conditions for Centra.

The amended General Terms and Conditions are subject to review and finalization at the next General Rate application.

**APPLICATION:**

On March 26, 2008, Centra applied to the Board to have the General Terms and Conditions related to gas service amended, adding the following clause:

- 6) Authorization to Disconnect Other Service and/or Install Load Limiting Devices**  
Where the Customer has an account comprised of charges for electricity and natural gas service, or is the recipient of both electricity and natural gas service at the same address but billed separately, the Customer authorizes the Company to request that Manitoba Hydro disconnect the electric service or alternately install a load limiting device on the electric service where the charges for natural gas service are in arrears and full payment

or payment arrangements suitable to the Company have not been made. The installation and removal of the load limiting device and/or disconnection and reconnection of service shall be undertaken in accordance with the procedures as defined in the Gas and Combined Gas/Electric Services Disconnection and Reconnection Policy and Procedure as approved from time to time upon Order of the Board.

The Disconnection and Reconnection Policy and Procedures approved by Order 14/08 applies to all customers who have both gas and electric service and are in arrears on the 'single bill' issued by the Utility. The Board's Order allows for the installation of an electrical 'load limiter' at any time of the year when the customer's account is in arrears.

Centra has requested the amendment to the General Terms and Conditions that will allow them to request that Hydro take action notwithstanding the current balance in the electricity account.

**BACKGROUND :**

The Disconnection and Reconnection Policy and Procedures approved in Order 14/08 may apply to any Hydro customer who has both gas and electric service and is in arrears. For this purpose, 'arrears' apply to arrears with respect to either or both natural gas and electric accounts included in the single bill issued by the Utility covering both electricity and natural gas accounts.

Order 14/08 allows Hydro to install an electrical load limiter on the property of any customer who, at any time of the year, is in arrears and has not made payment arrangements with the

Utility. It also allows that in such a case either or both services may be disconnected during the non-heating season (May 15 to September 30).

In the case of a disconnection, Hydro is required to reconnect both the gas and electrical services by October 1 of each year, thereby eliminating the potential risk of harm to a customer because of a lack of heat. However, the reconnected electrical service may have a device applied to it which limits the service to 15 AMPS (load limiter), providing sufficient electricity to allow both for basic electricity service and the furnace to operate. Customers have the right to appeal to the Board, both with respect to disconnection and reconnection, of either or both services, including the installation of the load limiter.

Hydro is obligated to conduct an assessment of a customer's ability to reset the electrical load limiter, as well as assess any other risks to the customer that may arise through the installation of a load limiter. A risk assessment is required for all disconnected customers.

Centra indicated that Hydro's participation in this initiative has been undertaken in cooperation with Centra and the Board staff. Manitoba Hydro has not attorned to the jurisdiction of the Board, but rather has agreed to participate in this initiative in the interest of avoiding disconnection of natural gas service to customers with a combined gas and electric account, and to permit the opportunity for more flexible payment arrangements with customers.

**BOARD FINDINGS:**

By Order 14/08, The Board acted to revise the Disconnection and Reconnection Policy and Procedures out of an abundant concern for the well being of Centra's customers. Order 14/08 provides that all of Centra's residential customers will have heat during the heating (winter) season, even if their account is in arrears. It also provides customers in arrears more time to pay, as the gas service cannot be disconnected prior to the heating season.

Load limiters restrain electricity consumption and, therefore, restrain the level of indebtedness of consumers. Customers in arrears that have a load limiter installed will receive natural gas supply in the winter season, but in a manner that will prevent them from being able to "run-up" their electrical bill.

The Board accepts the reasons provided by Centra and approves on an interim ex parte basis the amended General Terms and Conditions. These shall be subject to review and final approval at the next general rate application.

**IT IS THEREFORE ORDERED THAT:**

The revised General Terms and Conditions, as attached, BE AND ARE HEREBY APPROVED, on an interim ex parte basis, subject to final review and approval at the next general rate application proceeding for Centra Gas Manitoba Inc.

THE PUBLIC UTILITIES BOARD

"GRAHAM F. J. LANE, CA"  
Chairman

"GERRY GAUDREAU, CMA"  
Secretary

Certified a true copy of  
Order No. 102/08 issued by  
The Public Utilities Board

\_\_\_\_\_  
Secretary

**CENTRA GAS MANITOBA INC.**

**Schedule of Sales and Transportation  
Services and Rates**

**INDEX**

I.	Territory Served .....	3
II.	Definition of Terms .....	4
III.	Description of Available Rates and Services .....	9
	A) Optional Service Offerings: .....	9
	1) Western Transportation Service .....	9
	2) Alternate Supply Service .....	9
	3) Backstopping Service .....	10
	4) Short Term Interruptible Transportation Service .....	10
	B) Service Offerings by Service Classification: .....	10
	1) Small General Class ("SGC") .....	10
	2) Large General Class ("LGC") .....	10
	3) High Volume Firm ("HVF") Class .....	11
	4) Co-op ("Co-op") Class .....	11
	5) Interruptible Class ("IC") .....	11
	6) Mainline Class ("MLC") .....	12
	7) Special Contract Class .....	12
	8) Power Station Class .....	12
IV.	General Terms and Conditions .....	13
	A) Contract for Service .....	13
	1) General .....	13
	2) Application for Service .....	13
	3) Termination .....	13
	4) Easements and Rights-of-Way .....	13
	5) Assignment .....	14
	6) Representation .....	14
	7) Resale of Gas .....	14
	8) Rates and Charges .....	14
	9) The Public Utilities Board Act to Prevail .....	14
	B) Service Connection and Charges .....	14
	1) Authority for Work .....	14
	2) Installation Policy .....	14
	3) Right of Refusal to Install .....	15
	4) Location of Service and Meter .....	15
	5) Service Relocation and Alteration .....	15
	6) Meters Installed Within Premises .....	15
	7) Additional Meters Installed Within Premises .....	15
	8) Access to Property .....	15
	9) Commencement of Use of Gas .....	16
	10) Timing of Installation .....	16
	11) Gratuities .....	16
	C) Consumer Contributions in Aid of Construction .....	16
	1) Refundable Contributions .....	16
	2) Non-Refundable Contributions .....	16

## INDEX

D) Measurement Billing and Payment .....	16
1) Meters and Regulators .....	17
2) Testing Measurement Equipment.....	17
3) Meter Reading .....	17
4) Failure of Measurement Equipment to Register Properly.....	17
5) Billing .....	18
6) Authorization to Disconnect Other Service and/or Install Load Limiting Devices .....	19
7) Guarantee Deposit .....	19
8) Budget Billing Plan .....	19
9) Returned Cheques .....	20
10) Taxes.....	20
11) Late Payment Charge.....	20
12) Measurements.....	20
13) Determination of Monthly Billing Demand .....	21
E) Other Services .....	22
F) Equipment.....	22
1) Ownership of Equipment .....	22
2) Measuring Station.....	23
3) Rights of Parties .....	23
4) Care Required .....	23
5) Preservation of Metering Records .....	23
6) Protection of Company -Owned Equipment on Customer's Premises .....	23
7) Moving Meters .....	24
8) Access to Premises .....	24
9) Termination of Service.....	24
10) Rental Equipment .....	24
G) Discontinuance of Service.....	24
1) Requirement of Notice.....	24
2) Reasons for Discontinuance.....	24
3) Reconnect Fees .....	25
H) Responsibility of Parties .....	25
1) Transfer of Risk, Title, and Possession .....	25
2) Damages to Equipment .....	26
3) Force Majeure .....	26
4) Waste of Gas.....	26
I) Consumer Equipment .....	26
1) Description of Installation .....	26
2) Customer's Equipment .....	27
V. Special Terms and Conditions: Transportation Service (T-Service).....	28
VI. Special Terms and Conditions: Interruptible Sales Service and Interruptible Delivery Service.....	32
VII. Special Terms and Conditions: Western Transportation Service .....	35
VIII. Special Terms and Conditions: Agency Billing and Collection Service (ABC Service).....	46
IX. Rate Schedules (Base Rates Only – No Riders).....	49
X. Rate Schedules – Annual Rates (Base Rates Plus Riders) .....	49
XI. Miscellaneous Charges for Service .....	49

1 **I. TERRITORY SERVED**  
 2

3 This Schedule of Sales and Transportation Services and Rates applies to the following territory:  
 4

District	Zone *	Area Definition
<b>Eastman</b>	A	Ste. Anne, Ste. Anne (R.M.), Blumenort, New Bothwell, Niverville, Steinbach (City), Hanover (R.M.), Otterburne, St. Pierre-Jolys (Village), Grunthal, Desalaberry (R.M.), La Broquerie (R.M.), Ritchot (R.M.), Mitchell, St. Malo, Dufrost, Hadashville, La Broquerie, Ste. Agathe, Marchand, Zhoda, Sarto, Kleefeld, Landmark and St. Adolphe for URD locates only; Altona (Town), St. Joseph, Letellier, Montcalm (R.M.), Dominion City, Franklin (R.M.), Elm Creek, Dufferin (R.M.), Carman (Town), Stanley (R.M.), Morden (Town), Winkler (Town), Plum Coulee (Village), Rhineland (R.M.), Rosenort (U.V.D.), Schanzenfeld, Emerson (Town), Gnadenfeld, Gretna (Village), Morris (Town), Reinfeld, Grey (R.M.), Morris (R.M.), St. Jean Baptiste, Beausejour, Chortitz (Village);
<b>Interlake</b>	A	Portage la Prairie (City), Portage la Prairie (R.M.), MacGregor (Village), St. Claude (Village), North Norfolk (R.M.), Grey (R.M.), Southport (C.F.B.), Oakville, Cartier (R.M.), Elie, Starbuck, Dakota TIPI First Nation, Elm Creek;
<b>Parkland</b>	A	Dauphin (Town), Dauphin (R.M.), Gladstone, North Norfolk (R.M.), Westbourne (R.M.);
	B	Gilbert Plains, Gilbert Plains (R.M.), Grandview (Town), Grandview (R.M.), St. Lazare (Village), Neepawa (Town), Miniota (R.M.), Miniota,
	C	Roblin (Town), Shell River (R.M.), Inglis, Shellmouth (R.M.), Boulten (R.M.), Russell (Town), Russell (R.M.), Harrowby, Binscarth (Village), Minnedosa (Town), Ellice (R.M.), Archie (R.M.), Shoal Lake (Town), Shoal Lake (R.M.);
<b>Westman</b>	B	Langford (R.M.), North Cypress (R.M.), Virden, Hartney (Town), Cameron (R.M.), Melita (Town), Arthur (R.M.), Glendwood (R.M.), Pipestone (R.M.), Souris (Town), Odanah (R.M.), Brandon (City), Cornwallis (R.M.), Elton (R.M.), Forrest, Carberry, North Cypress (R.M.), Shilo (C.F.B)
	C	Rivers (Town), 00-ZA-WE-KWUN, Odanah (R.M.), Hamiota (R.M), Wallace (R.M.), Boissevain (Town), Morton (R.M.), Killarney (Town), Turtle Mountain (R.M.), Deloraine (Town), Winchester (R.M.), Elkhorn (Village), Hamiota (Village), Minto (R.M.), Kola;
<b>Winnipeg East</b>	A	Winnipeg, Headingley, Ile Des Chênes, LaSalle, Landmark, Lorette, Dugald, Oakbank, Tyndall, Garson, Stonewall, Stony Mountain, Selkirk, Clandeboye, Petersfield, Matlock, Winnipeg Beach (Town), Gimli (R.M.), East St. Paul (R.M.), West St. Paul (R.M.), Lockport, Birds Hill, Oak Bluff, Brokenhead (R.M.), MacDonald (R.M.), Richot (R.M.), Rockwood (R.M.), Rosser (R.M.), Springfield (R.M.), St. Andrews (R.M.), St. Clements (R.M.), Tache (R.M.), Sandy Hook, St. Adolphe, Gimli (Town), Reynolds (L.G.D.), Sanford, Ste. Agathe, Teulon (Town), Dunnottar (Village), Bifrost (R.M.), Arborg (Town), Riverton (Village), Woodlands (R.M.).

5  
 6 Note: See Section IV General Terms and Conditions D) 11) b).  
 7

1 **II. DEFINITION OF TERMS**  
2

3 Except where the context expressly states another meaning, the following terms, when used in  
4 this Schedule of Sales and Transportation Services and Rates, shall have the following  
5 meanings:  
6

- 7 A) "10<sup>3</sup>m<sup>3</sup>" means 1,000 Cubic Meters of gas.  
8  
9 B) "AGENCY AGREEMENT" means an agreement between a Customer and Broker, which  
10 at a minimum, authorizes and requires the Broker to act on the Customer's behalf with  
11 respect to natural gas service.  
12  
13 C) "AGENCY BILLING AND COLLECTION SERVICE" (or "ABC SERVICE") means a  
14 service wherein the Company bills the Customer for gas sold by the Broker to the  
15 Customer.  
16  
17 D) "AGENT" means a gas supply Broker acting on behalf of a Customer.  
18  
19 E) "ALBERTA BORDER" means the location(s) in Alberta and Saskatchewan, where  
20 natural gas can be accepted into the TransCanada PipeLine system.  
21  
22 F) "ALTERNATE SUPPLY SERVICE" means any supply or source of gas that the  
23 Company may offer from time to time, in lieu of curtailment, to Interruptible Sales Service  
24 Customers.  
25  
26 G) "ANNUAL QUANTITY DIFFERENCE" means, for purposes of Western Transportation  
27 Service, the sum of the monthly Quantity Differences for the twelve months of the Gas  
28 Year.  
29  
30 H) "AUTHORIZED SALES VOLUME" means the volume of gas which the Company agrees  
31 to sell to the Customer on a given day as specified in a Contract.  
32  
33 I) "BACKSTOP GAS" means that quantity of gas agreed upon by the Company and the  
34 Broker and/or Customer which is to supplement, in whole or in part, an impairment to  
35 gas deliveries to the Company by or for the Broker and/or Customer.  
36  
37 J) "BASE RATE" means the rate charged for a Service, not including any rate riders or  
38 other adjustment factors.  
39  
40 K) "BASIC MONTHLY CHARGE" means a fixed monthly charge that reflects a portion of  
41 the costs of being connected to the gas distribution system and is not related to the  
42 volume of gas consumed.  
43  
44 L) "BOARD" means the Public Utilities Board of Manitoba.  
45  
46 M) "BROKER" means an entity authorized by the Public Utilities Board of Manitoba to sell  
47 natural gas commodity.  
48

- 1 N) "BROKER'S PRIMARY GAS PRICE" means the retail price charged by a Broker to a  
2 Customer for sales of Primary Gas which is used by the Company to bill the Customer  
3 under ABC Service.  
4
- 5 O) "BUSINESS DAY" means any calendar day exclusive of Saturdays and Sundays and  
6 exclusive of days which are statutory or legal holidays under the laws of Manitoba.  
7
- 8 P) "COMPANY" means Centra Gas Manitoba Inc. and its successors and assigns.  
9
- 10 Q) "CONTRACT YEAR" means a period of 12 or fewer consecutive months ending on  
11 October 31.  
12
- 13 R) "CONTRACT" means, for the purposes of these Terms and Conditions of Service and  
14 the Rate Schedules into which they are incorporated, an agreement to provide service  
15 either implied, written, or oral.  
16
- 17 S) "CUBIC METER - DAY" ("m<sup>3</sup>/day") means the maximum volume of gas consumed in a  
18 single 24 hour period.  
19
- 20 T) "CUBIC METER" ("m<sup>3</sup>") means the volume of gas which occupies one cubic meter when  
21 such gas is at a temperature of 15.56 degrees Celsius, and at a pressure of 101.560  
22 kilopascals absolute.  
23
- 24 U) "CUSTOMER" (or "Consumer") shall include any person, firm, or corporation to whom  
25 gas is delivered or any other goods or services, including attachment to the system, are  
26 provided by the Company. No person, firm or corporation is a Customer in relation to  
27 services provided under a "shared services agreement" or services received in the  
28 recipient's capacity as a Broker.  
29
- 30 V) "DAY" means a period of 24 consecutive hours beginning and ending at 9:00 a.m., in the  
31 time zone in which deliveries are made. The reference date for any day shall be the  
32 calendar date on which the 24 hour period shall commence.  
33
- 34 W) "DELIVERY POINT" means the location at which the Company shall deliver gas to the  
35 Customer.  
36
- 37 X) "DELIVERED SERVICE" means natural gas supply purchased by the Company under  
38 an arrangement which includes delivery of the natural gas to the Company's  
39 transmission and distribution system.  
40
- 41 Y) "DELIVERY SERVICE" means the transmission and distribution of natural gas from the  
42 Receipt Point to the designated Delivery Point for the Customer.  
43
- 44 Z) "FIRM DAILY CONTRACT DEMAND" means the maximum volume of gas which the  
45 Company obligates itself to be ready to deliver and/or sell daily to the Customer's  
46 Delivery Point on a Firm Service basis.  
47
- 48 AA) "FIRM SERVICE" means gas service at one Delivery Point and separately metered  
49 where the service may not be curtailed except for Force Majeure.  
50

- 1 BB) "FUEL GAS" means the quantity of gas which is required to transport gas along the  
2 TransCanada PipeLine system, or any other pipeline or storage system that is separate  
3 from the Company's transmission and distribution system.  
4
- 5 CC) "GAS" means natural gas having a gross heating value of not less than 36 megajoules  
6 per Cubic Meter (950 Btu per cubic foot).  
7
- 8 DD) "GAS LOAN" means the quantity of gas that must be exchanged between each  
9 individual Broker on behalf of that Broker's Customer(s) and the Company for purposes  
10 of reconciling differences between Primary Gas Billed and Primary Gas Delivered under  
11 Western Transportation Service.  
12
- 13 EE) "GAS LOAN MECHANISM" means a mechanism for the exchange of Primary Gas and  
14 financial payments between each individual Broker on behalf of that Broker's  
15 Customer(s) and the Company under Western Transportation Service.  
16
- 17 FF) "GAS YEAR" means a period of 365 consecutive days beginning on the first day of  
18 November; provided however, that any such year which contains a date of February 29  
19 shall consist of 366 days.  
20
- 21 GG) "GROSS HEATING VALUE" means the total joules expressed in megajoules per Cubic  
22 Meter (MJ/m<sup>3</sup>) produced by the complete combustion at constant pressure of one (1)  
23 Cubic Meter of gas with air, with the gas free of water vapor and the temperature of the  
24 gas, air and products of combustion to be at standard temperature and all water formed  
25 by combustion reaction to be condensed to the liquid state.  
26
- 27 HH) "GROUP" means a group of Customers designated by a Broker in a single agreement  
28 under Western Transportation Service or ABC Service.  
29
- 30 II) "INTERRUPTIBLE DAILY CONTRACT DEMAND" means the maximum volume of gas  
31 which the Company obligates itself to be ready to deliver and/or sell daily to the  
32 Customer's Delivery Point on an Interruptible Service basis.  
33
- 34 JJ) "INTERRUPTIBLE SERVICE" means gas service at one point of delivery and separately  
35 metered where, at any time, the service may be interrupted at the sole discretion of the  
36 Company.  
37
- 38 KK) "INTERCONNECT POINT" means the point on the TransCanada PipeLine system or  
39 any other pipeline designated by such pipelines as their point of receipt.  
40
- 41 LL) "JOULE" ("J") is the unit of energy measured as the work done when the point of  
42 application of force of one newton is displaced a distance of one meter in the direction of  
43 the force. The terms megajoule and gigajoule means 1 x 10<sup>6</sup> and 1 x 10<sup>9</sup> joules,  
44 respectively.  
45
- 46 MM) "LOAN PRICE" means the unit price used in determining the Value of the Gas Loan  
47 included under Western Transportation Service.  
48
- 49 NN) "MAXIMUM DAILY QUANTITY" means the maximum quantity of gas that the Company  
50 will nominate on behalf of a Customer from the Customer's supplier for Primary Gas

- 1 supply on a given day. The Maximum Daily Quantity does not include Fuel Gas and  
2 may be more than the Customer's Firm Daily Contract Demand.  
3
- 4 OO) "MEDIUM PRESSURE" means the pressure that the Company utilizes in its distribution  
5 system that is no greater than 60 pounds per square inch.  
6
- 7 PP) "MONTH" means the period beginning at 9:00 a.m. on the first Day of the calendar  
8 month and ending at the same hour on the first Day of the next succeeding calendar  
9 month.  
10
- 11 QQ) "MONTHLY BILLING DEMAND" means the highest daily consumption measured in  
12 Cubic Meters on any given day of the month, provided the month is a Winter Month, or in  
13 any Winter Month of the preceding eleven months. For Customers without twelve  
14 months of demand billing data, the Monthly Billing Demand may be estimated or  
15 otherwise specified by the Company.  
16
- 17 RR) "MONTHLY DEMAND CHARGE" means a monthly charge that reflects the Customer's  
18 use of the capacity of the system. The Monthly Demand Charge is calculated as the  
19 Monthly Billing Demand for the month multiplied by the applicable unit demand rate.  
20
- 21 SS) "NOMINATED VOLUME" means the quantity of gas expressed in gigajoules which the  
22 Customer has arranged to deliver to the Receipt Point, and the Company has agreed to  
23 receive, in a given day.  
24
- 25 TT) "NORMAL YEAR GAS REQUIREMENTS" means the annual gas requirements that  
26 would be required under weather conditions determined from a ten-year rolling average  
27 as calculated from time to time by the Company.  
28
- 29 UU) "PREMISES" means the location specified in an application for service, or such other  
30 location to which the Company delivers gas.  
31
- 32 VV) "PRIMARY GAS" means the gas requirements that may be served with gas from  
33 Western Canada which is received at the Alberta Border.  
34
- 35 WW) "PRIMARY GAS BILLED" means the quantity of Primary Gas calculated to have been  
36 consumed, as rendered by the Company on bills to Customers, in accordance with the  
37 Company's practices.  
38
- 39 XX) "PRIMARY GAS DELIVERED" means the quantity of Primary Gas delivered by the  
40 Broker to the Company as part of the Western Transportation Service Agreement.  
41
- 42 YY) "RECEIPT POINT" means the interconnection between the Company's transmission and  
43 distribution system and TransCanada PipeLines transmission system.  
44
- 45 ZZ) "SALES SERVICE" means gas service in which the Company procures gas quantities to  
46 satisfy the Customer's gas requirements.  
47
- 48 AAA) "SERVICE LINE" means that portion of the Company's distribution system used for the  
49 delivery of gas from the main to the inlet side of the meter assigned to the Customer.  
50

- 1 BBB) "STANDARD PRESSURE" means an absolute pressure equal to 101.560 kPa at 15.56  
2 degrees Celsius.  
3
- 4 CCC) "SUPPLEMENTAL" means the quantity of gas, exclusive of Alternate Supply provided to  
5 Interruptible Customers, that is provided by the Company in order to meet gas  
6 requirements in excess of the portion of requirements that can be met by Primary Gas.  
7
- 8 DDD) "TRANSCANADA" means TransCanada PipeLines Limited.  
9
- 10 EEE) "TRANSPORTATION SERVICE (T-SERVICE)" means transmission and/or distribution  
11 of Customer-owned gas on the Company's system as defined in the Contract between  
12 Customer and the Company.  
13
- 14 FFF) "VALUE OF THE GAS LOAN" means the amount of money equal to the quantity of the  
15 Gas Loan multiplied by the Loan Price as part of Western Transportation Service.  
16
- 17 GGG) "QUANTITY DIFFERENCE" means the difference between the Primary Gas Delivered  
18 and the Primary Gas Billed under Western Transportation Service expressed in either  
19 Cubic Meters or Gigajoules.  
20
- 21 HHH) "VOLUMETRIC CHARGE" means a charge based on the volume of natural gas  
22 measured over an extended period of time, such as a monthly billing period.  
23
- 24 III) "WINTER MONTH" means the months of November, December, January, February, and  
25 March.  
26
- 27 JJJ) "YEAR" means a period of 365 consecutive days; provided however, that any such year  
28 which contains a date of February 29 shall consist of 366 days.  
29

1 **III. DESCRIPTION OF AVAILABLE RATES AND SERVICES**

2  
3 This section provides general descriptions of the rates and services offered by the Company  
4 and other related matters. The descriptions provided in this section are not comprehensive and  
5 may be changed by the Company at any time. The characteristics and charges associated with  
6 any of the following services may be changed at any time subject to Board Approval.  
7

8 The Company offers two basic services. These are Sales Service, where the Company provides  
9 some of the Customer's gas requirements, and Transportation Service, where the Company  
10 does not provide any of the Customer's gas requirements.  
11

12 **Sales Service** is a service in which the Company procures and manages gas supplies, and  
13 arranges the delivery of those supplies to the Customer. Sales Service consists of four distinct  
14 components: Primary Gas; Supplemental Gas; Transportation to Centra; and Distribution to  
15 Customer. **Primary Gas** is natural gas procured at the Alberta Border. Sales Customers may  
16 choose to purchase Primary Gas from either the Company or an alternative supplier.  
17 **Supplemental Gas** is natural gas procured from all other sources. The Company provides  
18 Supplemental Gas to all Sales Customers, regardless of the source of the Customer's Primary  
19 Gas. **Transportation to Centra; and Distribution to Customer** includes the management of  
20 all gas, including transportation to Manitoba, and the transmission and delivery of that gas to  
21 Customers. **Transportation Service** ("T-Service") allows a Customer to procure and deliver its  
22 own natural gas supplies to the Company's Receipt Point. The Company's T-Service is the  
23 agreement under which the Company delivers that natural gas from the Receipt Point to the  
24 Customer's facility. Special Terms and Conditions of Transportation Service are covered in  
25 Section V.  
26

27 Sections IX and X set out the specific rates for both Sales Service and T-Service.  
28

29 **A) OPTIONAL SERVICE OFFERINGS:**

30  
31 **1) Western Transportation Service**

32 The Company manages and delivers Broker-provided Primary Gas from the Alberta  
33 Border to the Customer's facility. The Company then delivers this gas to the Customer  
34 or otherwise as appropriate. An Agency Agreement between the Customer and the  
35 Broker, and a separate Western Transportation Service Agreement between the  
36 Customer, the Broker and the Company are required to take this service, which may be  
37 executed on behalf of the Customer by the Broker as the Customer's agent. Western  
38 Transportation Service is subject to the Special Terms and Conditions as set forth in  
39 Section VII hereof. Western Transportation Service Customers are eligible for Alternate  
40 Supply Service and Backstopping Service as described in the Optional Service Offerings  
41 provided herein.  
42

43 Agency Billing and Collection ("ABC") Service is offered in conjunction with Western  
44 Transportation Service. ABC Service allows the Company to bill the Customer for  
45 Primary Gas on behalf of the Broker, using the Broker's Primary Gas Price. The  
46 Customer makes a single payment to the Company.  
47

48 **2) Alternate Supply Service**

49 The Company may provide, on a best efforts basis, Alternate Supply Service on an  
50 interruptible basis to Interruptible Customers requesting such service, who otherwise

1 would be interrupted by the Company for supply reasons. Alternate Supply Service may  
2 be arranged by the Company at prices in accordance with the provisions of Section VI  
3 hereof.  
4

5 **3) Backstopping Service**

6 The Company may provide Backstopping Service, if requested, on a best efforts basis to  
7 T- Service and Western Transportation Service Customers whose gas supply fails or  
8 cannot be delivered to the Company's distribution system.  
9

10 **4) Short Term Interruptible Transportation Service**

11 During periods where curtailment would otherwise be implemented, the Customer may  
12 elect to provide its own gas supply delivered to the Company's Receipt Point in lieu of  
13 Company provided gas supply. The Customer's gas supply will be transported to the  
14 Delivery Point under the Short Term Interruptible Transportation Service.  
15

16 **B) SERVICE OFFERINGS BY SERVICE CLASSIFICATION:**  
17

18 Customers are classified as either Small General Class, Large General Class, High Volume  
19 Firm Class, Co-op Class, Interruptible Class, Mainline Class, Special Contract Class or Power  
20 Station Class.  
21

22 **1) Small General Class ("SGC")**

23 While meter size does not determine which class a Customer is in, SGC Customers, as  
24 general guide, receive gas through one meter of the type and capacity typically installed  
25 for individual residences. Sales Service and the Optional Service offerings associated  
26 therewith are the only services available to these Customers. T- Service is not available.  
27 Service is on a firm basis and the charges include a Basic Monthly Charge, a Primary  
28 Gas charge, a Supplemental Gas charge, a Transportation to Centra charge; and a  
29 Distribution to Customer Volumetric Charge as described in Sections IX and X of this  
30 Schedule of Sales and Transportation Services and Rates. All Customers with annual  
31 consumption of less than 680,000 m<sup>3</sup> are eligible for this rate.  
32

33 Customers that are eligible for this class may elect to be reclassified as Large General  
34 Class instead, however, that election will remain in effect until a subsequent election is  
35 made and each election must remain effective for a minimum of one year.  
36

37 Customers in this class are eligible for Western Transportation Service as described in  
38 the Optional Service Offerings as provided herein.  
39

40 **2) Large General Class ("LGC")**

41 While meter size does not determine which class a Customer is in, LGC Customers, as  
42 a general guide, receive gas through one meter of the type and capacity not commonly  
43 installed for individual residences. These Customers may elect to receive either Firm  
44 Sales Service or Firm Transportation Service. The charges include a Basic Monthly  
45 Charge, a Primary Gas charge, a Supplemental Gas charge, a Transportation to Centra  
46 charge; and a Distribution to Customer Volumetric Charge as described in Sections IX  
47 and X of this Schedule of Sales and Transportation Services and Rates. All Customers  
48 with annual consumption of less than 680,000 m<sup>3</sup> are eligible for this class. Customers  
49 who are eligible for this class may elect to be reclassified as SGC. That election,

1 however, will remain in effect until a subsequent election is made and each election  
2 must remain effective for a minimum of one year.

3  
4 Sales Customers in this class are eligible for Western Transportation Service as  
5 described in the Optional Service Offerings provided herein. Transportation Service  
6 Customers in this class are eligible for Backstopping Service as described in the  
7 Optional Service Offerings provided herein.  
8

9 **3) High Volume Firm (“HVF”) Class**

10 HVF Customers receive gas on a firm basis through one meter, where annual  
11 consumption equals or exceeds 680,000 m<sup>3</sup>. These Customers may elect to receive  
12 either Firm Sales Service or Firm Transportation Service. The charges include a Basic  
13 Monthly Charge, a Monthly Demand Charge, a Primary Gas charge, a Supplemental  
14 Gas charge, a Transportation to Centra charge, and a Distribution to Customer  
15 Volumetric Charge as described in Sections IX and X of this Schedule of Sales and  
16 Transportation Services and Rates. Customers desiring this service must execute a  
17 binding agreement with the Company with a minimum term of one year.  
18

19 Sales Customers in this class are eligible for Western Transportation Service as  
20 described in the Optional Service Offerings provided herein. Transportation Service  
21 Customers in this class are eligible for Backstopping Service as described in the  
22 Optional Service Offerings provided herein.  
23

24 **4) Co-op (“Co-op”) Class**

25 Co-op Customers receive gas through one meter where the Customer is served directly  
26 from the Company’s medium pressure transmission system or through dedicated  
27 distribution facilities at pressures in excess of medium pressure and whose annual gas  
28 requirements are less than 680,000 m<sup>3</sup>. Co-op customers must distribute gas and be  
29 regulated by the PUB. Co-op Customers must contract with the Company for 12 months  
30 or longer for firm year-round service, and have a load factor of less than 40%.  
31

32 Co-op Customers may elect Firm Sales Service, or Firm Transportation Service. The  
33 charges include a Basic Monthly charge, a Monthly Demand charge, a Primary Gas  
34 charge, a Supplemental Gas charge, a Transportation to Centra charge, and a  
35 Distribution to Customer Volumetric Charge as described in Sections IX and X of this  
36 Schedule of Sales and Transportation Services and Rates. This service may be subject  
37 to Special Terms and Conditions as specified in sections V and VI.  
38

39 Sales Customers in this class are eligible for Western Transportation Service as  
40 described in the Optional Service Offerings provided herein. T-Service Customers in  
41 this class are eligible for Backstopping Service as described in the Optional Services  
42 Offerings provided herein.  
43

44 **5) Interruptible Class (“IC”)**

45 Interruptible Customers receive gas through one meter where the service may be  
46 interrupted by the Company from time to time upon notice to the Customer.  
47 Interruptible Service is available only in situations where, in the sole opinion of the  
48 Company, a benefit exists for the Company or other Customers. Interruptible Service is  
49 available to Customers whose annual gas requirements equal or exceed 680,000 m<sup>3</sup>  
50 and who contract for such service for a minimum of one year, or to Customers that have

1 received Interruptible Service continuously since December 31, 1996. Sales Service or  
2 Transportation Service are available. The charges include a Basic Monthly Charge, a  
3 Monthly Demand Charge, a Primary Gas charge, a Supplemental Gas charge, a  
4 Transportation to Centra charge, and a Distribution to Customer Volumetric Charge as  
5 described in Sections IX and X of this Schedule of Sales and Transportation Services  
6 and Rates. Interruptible Service is subject to Special Terms and Conditions of Service  
7 as set out in Sections V and VI, which also includes penalties for failure to comply with  
8 the Terms and Conditions of the service.  
9

10 Sales Customers in this class are eligible for Short Term Interruptible Transportation  
11 Service, Western Transportation Service, and/or Alternate Supply Service as described  
12 in the Optional Service Offerings provided herein. T-Service Customers in this class are  
13 eligible for Backstopping Service as described in the Optional Service Offerings provided  
14 herein.  
15

16 **6) Mainline Class (“MLC”)**

17 Mainline Customers receive gas through one meter where the Customer is served  
18 directly from the Company’s transmission system or through dedicated distribution  
19 facilities at pressures in excess of medium pressure and whose annual gas  
20 requirements equal or exceed 680,000 m<sup>3</sup> and who contract for such service for a  
21 minimum of one year. Mainline Customers may elect Firm Sales Service, Interruptible  
22 Sales Service (in conjunction with Firm Delivery Service), or Firm Transportation  
23 Service. The charges include a Basic Monthly Charge, a Monthly Demand Charge, a  
24 Primary Gas charge, a Supplemental Gas charge, a Transportation to Centra charge,  
25 and a Distribution to Customer Volumetric Charge as described in Sections IX and X of  
26 this Schedule of Sales and Transportation Services and Rates. This service may be  
27 subject to Special Terms and Conditions as specified in sections V and VI.  
28

29 Sales Customers in this class are eligible for Alternate Supply Service, Short Term  
30 Interruptible Transportation Service and/or Western Transportation Service as described  
31 in the Optional Service Offerings provided herein. T-Service Customers in this class are  
32 eligible for Backstopping Service as described in the Optional Service Offerings provided  
33 herein.  
34

35 **7) Special Contract Class**

36 The Company provides Special Contract service through a written agreement between  
37 the Company and a Customer which governs the gas service to the Customer. Special  
38 Contract Service may include Sales Service and/or a Transportation Service. This  
39 service will be governed by the terms of the individual contract.  
40

41 **8) Power Station Class**

42 The Company provides service to electrical generating stations which use natural gas in  
43 the production of electricity through a written agreement between the Company and the  
44 Customer which governs the gas service to the Customer. Power Station Service may  
45 include Sales Service and/or Transportation Service. This service will be governed by  
46 the terms of the individual contract.

1 **IV. GENERAL TERMS AND CONDITIONS**

2  
3 This Section IV deals with sales, delivery, and transportation services provided by the  
4 Company.

5  
6 **A) CONTRACT FOR SERVICE**

7  
8 **1) General**

9 a) These General Terms and Conditions shall apply to all contracts (howsoever  
10 created) for gas service under any of the Company's rate schedules or service  
11 classifications, including Special Contracts; provided that, if the provisions of any  
12 explicit Contract conflict with these Terms and Conditions, the provisions contained  
13 in the explicit Contract shall prevail.

14  
15 b) These General Terms and Conditions may, subject to approval by the Board, be  
16 added to, altered, or amended by the Company from time to time and any such  
17 addition, alteration, or amendment shall become effective upon Order of the Board.

18  
19 **2) Application for Service**

20 a) Application for a service line shall be made on a form provided by the Company. The  
21 application, when signed by the Customer and accepted by the Company, shall  
22 become a contract for gas service.

23  
24 b) Verbal application for gas service to premises having existing facilities may be  
25 accepted by the Company. In such cases, a contract is deemed to be made  
26 between the Company and the Customer.

27  
28 c) When two or more rates and/or services are available to a Customer, the Customer  
29 may elect the rates and/or services to be provided to the Customer. In the event that  
30 an election is not specified, the Company will make an election. The Customer may  
31 make an alternative election at any time subject to reasonable notice. The  
32 Customer, having made an election, must remain with that rate and/or service for a  
33 period of not less than twelve months following the effective date of the election. All  
34 elections are prospective only.

35  
36 **3) Termination**

37 The Customer may terminate the contract by providing no less than seven (7) days  
38 notice to the Company, to be effective on the later of seven (7) days following receipt of  
39 such notice by the Company or the date specified in such notice by the Customer.  
40 Notwithstanding any such termination, the Company retains its rights of access as noted  
41 in Paragraph IV B) 8) to its equipment on or in the Customer's property and the  
42 Customer remains liable to the Company for any amounts payable under the contract of  
43 service up to the latter of the date of termination, or the remaining period of the contract.  
44 Any additional contracts or agreements in place between the Customer and the  
45 Company remain subject to the termination provisions contained therein.

46  
47 **4) Easements and Rights-of-Way**

48 a) If, before the point of entry at the Premises, a service line must cross property owned  
49 by some person other than the Customer, the Company shall obtain from such

1 person a written consent or easement for the installation and maintenance of the  
2 service line and related facilities.

- 3  
4 b) If the Customer is not the registered owner of the Premises, the Customer shall  
5 obtain for the Company from the said owner the necessary consent or easement in  
6 writing for the installation and maintenance in said Premises of all necessary facilities  
7 for supplying gas; provided that the Company may, at its option, itself acquire such  
8 consent or easement.

9  
10 **5) Assignment**

11 All contracts for service shall be binding upon, and inure to the benefit of, the parties  
12 hereto and their respective successors and assigns, but shall not be assigned or be  
13 assignable by the Customer without the consent in writing of the Company first being  
14 obtained which consent may be withheld by the Company.

15  
16 **6) Representation**

17 No agent, representative, or employee of the Company has the authority to make any  
18 promise, agreement, or representation not incorporated within the Company's Schedule  
19 of Sales and Transportation Services and Rates or executed through a contract for  
20 service, and any such promise, agreement, or representation shall not bind the  
21 Company.

22  
23 **7) Resale of Gas**

24 Gas taken by a Customer at a delivery point shall not be resold, except as permitted by  
25 Law.

26  
27 **8) Rates and Charges**

28 In connection with a contract for service, the Customer shall pay the Company at the  
29 rates approved from time to time by the Board or other regulatory body having  
30 jurisdiction, and shall pay any other charges validly in effect from time to time.

31  
32 **9) The Public Utilities Board Act to Prevail**

33 The provisions of these Terms and Conditions of Service are subject at all times to all  
34 applicable Federal, Provincial, and Municipal Legislation including The Public Utilities  
35 Board Act (Manitoba) as amended from time to time, or such other legislation as may be  
36 enacted in replacement thereof and any lawful Orders of the Board. In the event of any  
37 conflict between the provisions of these Terms and Conditions, the provisions of the  
38 aforesaid Legislation, or any lawful Order of the Board, the provisions of the said  
39 Legislation or Order shall prevail.

40  
41 **B) SERVICE CONNECTION AND CHARGES**

42  
43 **1) Authority for Work**

44 No changes, extensions, replacements, repairs, connections, or disconnections to, of, or  
45 from the Company's system shall be made except by the Company's duly authorized  
46 employees, agents, or contractors.

47  
48 **2) Installation Policy**

49 Subject to IV B) 3) hereof, where the Company's main is adjacent to the Customer  
50 Premises, the Company will install, at no additional charge to the Customer, a service

1 line from the main to a meter location selected by the Company, except that where the  
2 distance from the property-line crossed by the service line to the entry-point or meter  
3 exceeds forty-six meters (150 feet), the Company may invoke and the Customer shall  
4 pay an excess distance charge. The Company reserves the right to conduct a feasibility  
5 study on each applicant or project and charge an applicable contribution in aid of  
6 construction for that Customer and/or any and all Customers in a project, which  
7 contribution shall be paid (or suitable arrangements made in lieu thereof to the  
8 satisfaction of the Company) prior to commencement of construction.  
9

10 **3) Right of Refusal to Install**

11 The Company may refuse to install a service line if, in the Company's opinion, such  
12 installation is not reasonable and practical and would not furnish sufficient business to  
13 justify the construction and maintenance thereof, and neither acceptance of an  
14 application from nor any cash deposit from the Customer shall be construed as a  
15 commitment by the Company to install any service line.  
16

17 **4) Location of Service and Meter**

18 The Company will designate the location of the service lines, meters, and regulators,  
19 and will determine the amount of space that must be left unobstructed for the installation  
20 and maintenance of such equipment.  
21

22 **5) Service Relocation and Alteration**

23 Where the Customer requests, or where the Customer's conduct requires, that the  
24 meter, regulator and/or service line either enter the Premises at a point or follow a route  
25 different from that chosen by the Company or alters the existing configuration, it must  
26 conform to existing codes and regulations. The Company may charge and the Customer  
27 shall pay for all extra costs incurred for the installation or alteration in accordance with  
28 the Customer's request, or as made necessary by the Customer's conduct, provided that  
29 nothing herein obligates the Company to make the requested or required changes.  
30

31 **6) Meters Installed Within Premises**

32 If the Company has designated an inside meter location, the meter will be installed as  
33 close to the service entry point as allowed by existing codes and regulations. Where the  
34 Customer desires a meter location other than that chosen by the Company, it must  
35 conform to existing codes and regulations, and the Customer will be charged the cost of  
36 installing all piping in excess of the amount required by the Company's choice of  
37 location. All piping, and other equipment if any, between the main and the meter remains  
38 the property of the Company.  
39

40 **7) Additional Meters Installed Within Premises**

41 Additional meters may be installed on request at the Customer's expense. The Company  
42 reserves the right to refuse installation of additional meters where such installation is not  
43 reasonably necessary for the Customer's purposes.  
44

45 **8) Access to Property**

46 The Customer grants the Company full power, right, and liberty to enter the lands upon  
47 which the Premises are situated to break the surface and make necessary excavations  
48 for the purpose of locating, installing, repairing, replacing, maintaining, and inspecting all  
49 facilities on the said lands. The Company shall do as little damage and cause as little  
50 inconvenience as is reasonably possible in doing such work, and shall restore the

1 property as nearly as is reasonably practical, to its former state provided at all times that  
2 the Company shall not be obligated to remove its pipelines or other equipment.  
3

4 **9) Commencement of Use of Gas**

5 The Customer agrees to commence using gas on the Premises within six (6) months of  
6 the date of installation of the facilities. Failing to so commence, after the sixth month the  
7 Customer shall pay the Company's approved Basic Monthly Charge, or at the  
8 Company's option, shall pay the full cost of the installation and removal of services.  
9

10 **10) Timing of Installation**

11 The Company reserves the right to determine the timing of the installation of service  
12 when by reason of weather, conditions of excavation, and/or other circumstances  
13 beyond its control, it is deemed inadvisable to install facilities.  
14

15 **11) Gratuities**

16 Employees of the Company are expressly forbidden to solicit or accept any gratuities  
17 from the Customer.  
18

19 **C) CONSUMER CONTRIBUTIONS IN AID OF CONSTRUCTION**

20 **1) Refundable Contributions**

21  
22  
23 Where the Company deems anticipated revenue from the Customer insufficient to justify  
24 an extension of its distribution system, it may require the Customer to pay a contribution  
25 in aid of construction of the extension. The contribution will be refunded after the end of  
26 the fifth year under the following circumstances:  
27

- 28 a) Full Refund: if, in the sole opinion of the Company, sufficient new Customers or  
29 loads are attached to the extension to make it economically feasible, a full refund of  
30 the original contribution will be made.  
31  
32 b) Partial Refund: if, in the sole opinion of the Company, new Customers or loads are  
33 attached to the extension, but total anticipated revenue from the extension is  
34 insufficient to prevent it from being a burden to the Company's other existing  
35 Customers, the additional loads will be considered in re-evaluating the original  
36 contribution and such re-evaluation may enable a refund to the original Customer to  
37 a maximum of the original contribution. Any portion of the refundable contribution not  
38 refunded at the end of five (5) years will become a non-refundable contribution.  
39  
40 c) Any refund that may be due to the Customer will first be applied to any outstanding  
41 amounts due to the Company by the Customer. Any remaining balance will be  
42 refunded to the Customer.  
43

44 **2) Non-Refundable Contributions**

45 Where the Company deems that projected revenue from all potential added connections  
46 will be inadequate to prevent an undue burden on existing Customers, it may require the  
47 Customer to pay a non-refundable contribution in aid of construction of the extension.  
48

49 **D) MEASUREMENT BILLING AND PAYMENT**

50

1           **1) Meters and Regulators**

2           The Company shall install on the Customer's Premises, at a point to be selected by the  
3           Company, such meter(s), regulator(s), and/or other equipment as the Company deems  
4           necessary, which shall be and remain the property of the Company.  
5

6           **2) Testing Measurement Equipment**

7           a) In the event that the Customer requests under the Electricity and Gas Inspection Act  
8           for the testing of the measurement equipment, and by such testing it is found that the  
9           measurement equipment is recording within the allowable tolerances as specified in  
10           the Regulations under the said Act, all previous readings shall be deemed to be  
11           correct and the Customer shall pay to the Company its charge for testing and  
12           changing the equipment. If the measurement equipment is found to be recording  
13           outside of allowable tolerances, the cost of testing and changing the meter will be  
14           borne by the Company and a correction in billing shall be made as set out in IV D) 4)  
15           hereof.

16  
17           b) The accuracy of measuring equipment shall be verified by the Company at  
18           reasonable intervals, but shall not be required more frequently than once in any  
19           thirty-day period. In the event either party shall notify the other that it desires a  
20           special test of any measuring equipment the parties shall co-operate to secure a  
21           prompt verification of the accuracy of such equipment. The expense of any such  
22           special test shall be borne by the requesting party if the equipment tested is found to  
23           be in error by not more than 2%.

24  
25           c) If, upon test, any measuring equipment is found to be in error by not more than 2%,  
26           then previous recordings of such equipment shall be considered accurate in  
27           computing deliveries of gas. However, the equipment shall be adjusted at once to  
28           read as accurately as possible.  
29

30           d) If, for the period since the last preceding test, it is determined that any measuring  
31           equipment is found to be inaccurate by an amount exceeding 2% for such period,  
32           then the previous readings of measurement equipment shall be corrected for any  
33           period during which the measuring equipment was known to be inaccurate. In such  
34           situations, corrections for billing purposes shall be in accordance with section IV D)  
35           4).  
36

37           **3) Meter Reading**

38           Meters shall be read with such frequency as the Company may decide. The Company  
39           shall have the right at any time to estimate Customer consumption and to render a bill  
40           based upon such estimated consumption. Should the number of consecutive estimated  
41           readings exceed five (5), the Company shall, subject to its ability to gain access to the  
42           Customer's Premises, read the meter. Notwithstanding the foregoing, the Company  
43           may, at its option, require the Customer to read the meter and report such reading in the  
44           manner specified by the Company.  
45

46           **4) Failure of Measurement Equipment to Register Properly**

47           If the measurement equipment ceases to register properly, the quantity of gas used will  
48           be determined by the most appropriate method, as determined in the sole opinion of the  
49           Company. Such methods may include but not be limited to:  
50

- 1 a) mathematical calculations and comparisons including prevailing ratio with a parallel  
2 meter,  
3  
4 b) the use of the Customer's check measuring equipment, and  
5  
6 c) the amount consumed during the corresponding period of the previous month(s) or  
7 year(s), giving due consideration to the weather, processing, and connected load, or  
8  
9 d) if no such information exists, the Company's best estimate, having regard to the  
10 circumstances.

11  
12 A correction in billing shall be made for the period that the measurement equipment  
13 failed to register properly, not exceeding two (2) years retroactive from the date of  
14 discovery.

15  
16 **5) Billing**

17 a) **General:** Bills will be rendered monthly or by such other period as the Company may  
18 determine and the Customer shall pay rendered accounts by the due date specified on  
19 the bill. The Company shall assess, and the Customer shall pay, a late payment charge  
20 as specified in the rate schedule on all accounts remaining unpaid after the due date.  
21 The Company's records of the date of mailing or delivery of bills shall be conclusive  
22 evidence of the date of rendering. For purposes of computing monthly bills, "month" shall  
23 mean a billing period of approximately thirty (30) days. Bills computed for periods longer  
24 or shorter than one month in this context shall be prorated, including fixed charges such  
25 as the Basic Monthly Charge and the Monthly Demand Charge where applicable.

26  
27 Where bills have been rendered, and it is subsequently determined that they have been  
28 incorrectly calculated for reasons other than Failure of Measurement Equipment to  
29 Register Properly, they shall be recalculated and submitted for payment by the  
30 Customer or Refund by the Company. In such situations the recalculations may be  
31 retroactive for a maximum period of six years. No penalty or interest shall be included on  
32 such rebilled amounts during the retroactive period. Interest charges and/or late  
33 payment charges may begin after the due date as specified on the bill when rendered for  
34 the corrected amounts.

35  
36 b) **Application of Payments/Credits to Electricity and Gas Accounts and Other**  
37 **Indebtedness:** Where a Customer pays less than the full balance due on an account  
38 which is comprised of charges for the supply of natural gas and electricity including  
39 related late payment charges and/or an amount for items other than gas or electricity  
40 services and related late payment charges (the "Other Indebtedness"), or receives a  
41 credit on the account, in the absence of a specific direction from the Customer, such  
42 payment/credit shall be applied in the following order:

- 43 i. first to the oldest arrears. Where arrears are of equal vintage,  
44 payments shall be applied pro rata to natural gas charges, including  
45 related late payment charges, electricity charges, including related  
46 late payment charges and to the Other Indebtedness, including  
47 related late payment charges;  
48 ii. where there are payments/credits in excess of the amount required to  
49 pay the oldest arrears, payments/credits shall be next applied to the  
50 next oldest arrears (pro rata in accordance with subparagraph (i) if

- 1                                   there is more than one service with arrears of equal vintage), and so  
2                                   on until all arrears are paid;  
3                   iii.       if there are no other arrears, to current charges, pro rata.  
4  
5

6       **6) Authorization to Disconnect Other Service and/or Install Load Limiting Devices**

7       Where the Customer has an account comprised of charges for electricity and natural gas  
8       service, or is the recipient of both electricity and natural gas service at the same address  
9       but billed separately, the Customer authorizes the Company to request that Manitoba  
10       Hydro disconnect the electric service or alternately install a load limiting device on the  
11       electric service where the charges for natural gas service are in arrears and full payment  
12       or payment arrangements suitable to the Company have not been made. The  
13       installation and removal of the load limiting device and/or disconnection and  
14       reconnection of service shall be undertaken in accordance with the procedures as  
15       defined in the Gas and Combined Gas/Electric Services Disconnection and  
16       Reconnection Policy and Procedure as approved from time to time upon Order of the  
17       Board.  
18

19       **7) Guarantee Deposit**

20       Applicants for service may, at the option of the Company, be required to provide a  
21       guarantee of payment in the form of a deposit, letter of credit, or other guarantee  
22       suitable to the Company. The amount of such guarantee shall not normally exceed the  
23       total of estimated billings to the Customer for the three (3) month period of maximum  
24       consumption. Guarantee amounts may be assessed at the discretion of the Company.  
25       The guarantee is security against any outstanding indebtedness of the Customer, and  
26       may, at the Company's discretion, be held by the Company until the Customer  
27       discontinues the use of gas at the Premises and the contract is terminated, or the  
28       guarantee or part thereof may be applied from time to time against the outstanding  
29       indebtedness of the Customer and any amount so applied shall forthwith be paid to the  
30       Company by the Customer to replenish such guarantee. The amount of such guarantee  
31       is not transferable or assignable.  
32

33       If the guarantee is provided by way of a deposit, the Company shall annually credit  
34       interest on the deposit at the Company's average short-term borrowing cost, as updated  
35       from time to time.  
36

37       The deposit shall cease to draw interest at the earliest of; the date it is returned to the  
38       Customer, the date notice is sent to the Customer's last known address that the  
39       guarantee is no longer required, the date the deposit is applied against the outstanding  
40       indebtedness of the Customer, or the date when service is final billed.  
41

42       In the event of termination of the contract between the Company and the Customer,  
43       such deposit plus accrued interest, less any amount owed to the Company, will be  
44       refunded.  
45

46       **8) Budget Billing Plan**

47       The Company may, at its discretion, permit the Customer to pay fixed monthly  
48       installments on account of services and/or gas consumed or to be consumed by the  
49       Customer during all or any part of a period.  
50

1 The Company shall fix the amount of the monthly installments on the basis that the  
2 installments to be paid shall total the sum which would be payable under the Company's  
3 rate schedule for the amount of gas or services which the Company estimates would be  
4 consumed on the Premises during the period in which the Customer is to pay such  
5 installments (herein called, "the budget period").  
6

7 The Customer may terminate the Budget Billing Plan at any time by giving seven (7)  
8 days' prior notice of termination to the Company and the Company may terminate the  
9 Budget Billing Plan at any time in the event that the Customer ceases to be a Customer,  
10 or if the Customer has not maintained payment of installments to the Company's  
11 satisfaction.  
12

13 Upon the expiration of the budget period or its earlier termination as referred to above,  
14 the amount that would be payable to the Company by the Customer pursuant to the rate  
15 schedule for gas actually consumed from the beginning of the budget period to its end or  
16 earlier termination, shall be compared with the aggregate of the monthly installments  
17 actually paid by the Customer during such time, and if the amount payable exceeds the  
18 aggregate of the amounts actually paid, such excess shall be paid by the Customer to  
19 the Company, or if the amount actually paid exceeds the amount payable, such excess  
20 shall be paid or credited by the Company to the Customer.  
21

22 The Company may, at any time, revise its estimate of a Customer's gas consumption,  
23 and accordingly, may increase or decrease the amount of monthly installments payable  
24 by the Customer. In addition, the monthly installments may be adjusted to reflect  
25 approved rate changes.  
26

27 **9) Returned Cheques**

28 When a Customer's cheque is returned by banks or other financial institutions for any  
29 reason, a returned cheque charge will be assessed to the Customer. The amount of this  
30 charge will be as determined from time to time by the Company, subject to Board  
31 approval.  
32

33 **10) Taxes**

34 The rates and charges referred to in these Terms and Conditions do not include taxes or  
35 other amounts which the Company may be required to collect from Customers.  
36

37 **11) Late Payment Charge**

38 A late payment charge shall be charged on the dollar amount owing after each billing  
39 due date. The due date will be at least 14 days after the mailing of the bills.  
40

41 **12) Measurements**

42 The volume and gross heating value of gas shall be determined as follows:  
43

- 44 a) **Unit of Gas:** The unit of gas sold to or transported for the Customer shall be a  
45 volume of gas measured according to Boyle's Law for the measurement of gas under  
46 varying pressures and on the measurement basis set out in paragraph b) below.  
47 Where appropriate, proper corrections shall be made for the specific gravity and  
48 flowing temperatures of the gas and for deviation from Boyle's Law as provided in  
49 paragraph b) below.  
50

1 b) **Determination of Volume**, for the purpose of measurement, the unit of volume shall  
2 be one Cubic Meter of gas at a temperature of 15.56 degrees Celsius and at a  
3 pressure of 101.560 kilopascals absolute. For the purpose of measurement of gas  
4 delivered by the Company the average absolute atmospheric (barometric) pressure  
5 at such delivery points shall be assumed to be constant during the term thereof,  
6 regardless of variations in actual barometric pressure from time to time, and shall be  
7 assumed to be the following for each delivery point within the applicable Manitoba  
8 Sales Districts and Zones (see Section I: Territory Served):  
9

<u>Zone</u>	<u>Average Absolute Atmospheric (Barometric) Pressure (PSIA)</u>
A	14.30
B	14.05
C	13.87
D	14.18

10  
11  
12 c) **The gross heating value** of the gas per Cubic Meter at any delivery point shall be  
13 as determined by TransCanada PipeLines Limited ("TCPL").

14  
15 d) **The flowing temperature** of the gas shall be, in the case of non-orifice  
16 measurement devices, in accordance with the recommendation of the equipment's  
17 manufacturer. Integrating devices for automatically correcting volumes for flowing  
18 temperature may be used as the Company deems necessary.

19  
20 e) **The specific gravity** of the gas delivered shall be as determined by TCPL.

21  
22 f) **When gas is measured** by means of an orifice meter or meters, the factor for  
23 correction for deviation from Boyle's Law shall be computed in accordance with the  
24 American Gas Association's Tables published for that purpose together with  
25 amendments and supplements, using the daily arithmetic averages of temperatures,  
26 pressure, specific gravity, and a representative gas analysis as required by the  
27 tables. When gas is measured by means other than an orifice meter, the factor for  
28 correction for deviation from Boyle's Law shall be the square of the factor determined  
29 by following the above described method for use with orifice meters.  
30

31 **13) Determination of Monthly Billing Demand**

32 The Monthly Billing Demand that will be used to calculate the Customer's Monthly  
33 Demand Charge shall be determined as follows:

34  
35 a) **Monthly Billing Demand** will be the highest daily consumption, subject to sections  
36 V F) 3), V G) 6), VI C) 4), and VI D) 7), measured in Cubic Meters on any given day  
37 of the month, provided the month is a Winter Month, or in any Winter Month of the  
38 preceding eleven months. For Customers without twelve months of demand billing

1 data, the Monthly Billing Demand may be estimated or otherwise specified by the  
2 Company.

- 3  
4 b) **Exception:** During the months of November and March, the Company may (at its  
5 sole discretion) authorize certain Customers to use gas without invoking a higher  
6 Monthly Billing Demand. This flexibility will be available only to those Customers  
7 who do not regularly require significant volumes of gas in the Winter season, but  
8 whose non-winter requirements may extend into the Winter season for a short  
9 duration either at the start or at the end of the Winter season. Such flexibility may be  
10 provided at the sole discretion of the Company.

11  
12 **E) OTHER SERVICES**

13 The Company may provide the following services:

- 14  
15 a) Locate and mark at no direct charge, all Company owned underground plants on  
16 request to facilitate excavation or other construction.  
17  
18 b) Respond, at no charge, on a 24-hour emergency basis to reports of, explosion, fire,  
19 gas odour, leaks, fumes, over-pressure, overheating of natural gas space heating  
20 equipment or damaged plant, or any other service which, in the Company's opinion,  
21 is required for the maintenance and security of Company equipment.  
22  
23 c) Provide safety inspections, safety related adjustments and/or repairs to the gas  
24 burning portion of all residential appliances and commercial appliances under  
25 400,000 Btu/h (422 MJ/h). This includes, but is not limited to, repair of minor gas  
26 leaks, and the adjustment and replacement of controls and control parts. The Small  
27 General Class Customer will be responsible for the cost of parts. All other Customers  
28 will be responsible for the cost of parts and labour.  
29  
30 d) Service to commercial or industrial equipment over 400,000 Btu/h (422 MJ/h) will not  
31 normally be undertaken. The Company will respond, however, to commercial  
32 emergencies where business might be adversely affected by prolonged interruption  
33 of service. The Customer will be responsible for the cost of parts and labour.  
34  
35 e) Provide customers or customers' agents with basic billing. Routine queries for which  
36 a response can be developed with the commitment of 30 minutes or less of staff time  
37 will be addressed at no charge. For more complex inquiries, which require more  
38 than 30 minutes staff time, the customer will be responsible for the cost of labour,  
39 which will be billed at the approved Company Labour Rate (see Section XI,  
40 Company Labour Rate).

41  
42 All "Other Services" provided by the Company to the Customer shall be charged to the  
43 Customer at rates in effect from time to time.

44  
45 **F) EQUIPMENT**

46  
47 **1) Ownership of Equipment**

48 The title to and ownership of all service lines, meters, regulators, attachments, and other  
49 Company equipment placed on the Customer's Premises shall remain in the Company,  
50 with right of removal, and no charge shall be made by the Customer for use of Premises

1 occupied thereby. This paragraph shall not apply to equipment sold directly to the  
2 Customer by the Company.  
3

4 **2) Measuring Station**

5 The Company will install, maintain, and operate, at or near each delivery point, a  
6 measuring station properly equipped with a meter or meters and other necessary  
7 equipment for properly measuring the gas delivered.  
8

9 Positive displacement and turbine meters together with auxiliary equipment shall be of a  
10 type approved for use by the Department of Consumer and Corporate Affairs, Standards  
11 Branch, pursuant to the Electricity and Gas Inspection Act (Canada). When positive  
12 displacement and turbine meters are used they shall be equipped with a counting device  
13 for indicating the actual volume of gas passing through the meter. A device for  
14 integrating the product of the volume of gas measured multiplied by the pressure and  
15 temperature corrections and indicating the volume of gas delivered may be used. If an  
16 integrating device is used, correction for the deviation from Boyle's Law may be built into  
17 the device; otherwise such correction shall be applied to the volume of gas indicated at  
18 the Company's sole discretion.  
19

20 The Customer may install, maintain, and operate, at its own expense, such check  
21 measuring, pressure, or volume control equipment as desired, provided that such  
22 equipment shall be installed and/or operated so as not to interfere with the operation of  
23 the Company's equipment.  
24

25 **3) Rights of Parties**

26 The measuring equipment so installed by either party together with any building erected  
27 by it for such equipment, shall be and remain its property. However, the Company and  
28 the Customer shall have the right to have a representative present at the time of any  
29 installing, reading, cleaning, changing, repairing, inspecting, testing, calibrating, or  
30 adjusting done in connection with the other's equipment. The records from such  
31 equipment shall remain the property of their owner, but upon request each will submit to  
32 the other its records and charts, together with calculations therefrom, for inspection and  
33 verification, subject to return within ten days after receipt thereof.  
34

35 **4) Care Required**

36 All installation of equipment applying to or affecting deliveries of gas shall be made in  
37 such manner as to permit an accurate determination of the quantity of gas delivered and  
38 ready verification of the accuracy of measurement. Care shall be exercised by both  
39 parties in the installation, maintenance, and operation of equipment so as to prevent any  
40 inaccuracy in the determination of the volume of gas delivered.  
41

42 **5) Preservation of Metering Records**

43 The Company, and where the Customer has installed check equipment, the Customer,  
44 shall each preserve for a period of at least six years all test data, charts, and other  
45 similar records. Microfilms of the original documents shall be considered true records.  
46

47 **6) Protection of Company -Owned Equipment on Customer's Premises**

48 a) Maintenance of service lines, meters, and regulators or any other Company-owned  
49 equipment shall be the responsibility of the Company. The Customer shall be

1 responsible for all damage to equipment on the Premises except for deterioration  
2 from normal usage.

- 3  
4 b) If the Customer undertakes to renovate, reconstruct, or modify the Premises in such  
5 a way as to render Company equipment non-compliant with any existing codes or  
6 regulations, the Company will make any corrections necessary to its equipment so  
7 that it conforms to the said codes and regulations and the Customer shall be  
8 responsible for the cost of such corrections.  
9

10 **7) Moving Meters**

11 The Company may charge the Customer the cost of moving a meter from one location to  
12 another in the event such move is made at the request of the Customer.  
13

14 **8) Access to Premises**

15 In cases of perceived emergency, or for reasons of safety, or if the premises are  
16 uninhabited, the Company is authorized to enter upon the Premises in the absence of  
17 the Customer and is authorized to use such force as may be necessary to obtain access  
18 to its equipment for inspection, disconnection, and repair. All such instances shall be  
19 reported to the local police authorities immediately by the Company.  
20

21 **9) Termination of Service**

22 If the supply of gas is terminated for any reason, the Company may, but shall not be  
23 obligated to, remove any or all Company owned equipment. Where the equipment is not  
24 removed, the Company shall effectively seal it off in compliance with applicable codes,  
25 regulations, and industry practices.  
26

27 **10) Rental Equipment**

28 The title to all equipment supplied by the Company under a Rental Agreement and  
29 placed on the Customer's Premises shall remain with the Company with right of removal,  
30 and no charge shall be made by the Customer for use of Premises occupied thereby.  
31

32 **G) DISCONTINUANCE OF SERVICE**

33  
34 **1) Requirement of Notice**

35 If the Customer desires to discontinue the use of gas or to move from the Premises or in  
36 any way to terminate the contract, the Customer shall notify the Company of such  
37 intention and provide the Company with reasonable notice of discontinuance.  
38

39 **2) Reasons for Discontinuance**

40 The Company reserves the right to temporarily or permanently discontinue the supply of  
41 and/or delivery of gas and/or to remove its property from the Customer's Premises, for  
42 any of the following reasons:  
43

- 44 a) Failure, temporary or permanent, of the availability of gas;  
45  
46 b) Necessary repairs on any point on its system;  
47  
48 c) Non-payment by the Customer of any indebtedness to the Company when due;  
49

- 1 d) Failure of the Customer to pay any guarantee deposit or increase thereof forthwith
- 2 on demand;
- 3
- 4 e) Bankruptcy or insolvency of the Customer;
- 5
- 6 f) Use by the Customer of defective pipe, appliances, gas fittings, or installations
- 7 contravening prescribed codes and regulations, or the demand by the Customer for
- 8 the supplying of gas in such a manner as may, in the Company's opinion, be likely to
- 9 lead to a dangerous situation;
- 10
- 11 g) Use of gas contrary to the terms of these Terms and Conditions or to any explicit
- 12 Contract made with the Customer;
- 13
- 14 h) Misrepresentation by the Customer in relation to the use of gas or the amount
- 15 consumed;
- 16
- 17 i) Moving of Customer from the Premises;
- 18
- 19 j) Inability of the Company to gain admittance to the Premises to replace the meter as
- 20 required, or read the meter for a period of six (6) consecutive months;
- 21
- 22 k) Termination in any manner of the contract of service;
- 23
- 24 l) Discontinuance of the use of gas on the Premises;
- 25
- 26 m) Fire, flood, explosion, or other emergency in order to safeguard persons or property
- 27 against the possibility of injury or damage;
- 28
- 29 n) Theft of Company property, services, and/or gas.
- 30

31 **3) Reconnect Fees**

32 On each occasion when gas service is discontinued at the Customer's request or as a  
33 result of failure of the Customer to comply with these Terms and Conditions, and the  
34 Customer subsequently requests that service be resumed to the Customer at the same  
35 Premises, a reconnect fee may be charged in addition to the Customers Basic Monthly  
36 Charge (if applicable) and Monthly Demand Charge (if applicable) for the period of  
37 discontinued service. In the event that the meter and regulating equipment and/or  
38 service line are removed and replaced on the same Premises within five years of  
39 removal, the Company may charge a fee for resetting the meter, regulator and  
40 installation of the service line. Until such charges, together with any other indebtedness  
41 of the Customer to the Company are paid, the Company may, at its discretion, refuse to  
42 reconnect the service or to supply gas.

43  
44 **H) RESPONSIBILITY OF PARTIES**

45  
46 **1) Transfer of Risk, Title, and Possession**

1 With the exception of Customer owned gas, title to the gas and all risk in respect thereto  
2 shall remain with the Company until the gas is delivered to the Customer at the Delivery  
3 Point, at which point title and risk shall pass to the Customer. The Company shall have  
4 the right to commingle gas delivered to it by or for a Customer with gas owned by the  
5 Company or others.  
6

7 **2) Damages to Equipment**

8 The Customer shall be responsible for all damage to Company property on the Premises  
9 and agrees to notify the Company immediately of any damage occurring thereto, and  
10 shall pay the cost of any repairs to such Company property except where such damage  
11 or cost of repairs is attributable to normal usage.  
12

13 **3) Force Majeure**

14 Notwithstanding any other term or condition contained within the Company's Schedule of  
15 Sales and Transportation Services and Rates or contracts for service, neither party shall  
16 be liable to the other for failure to carry out its obligations hereunder when such failure is  
17 caused by force majeure as hereunder defined. The term "force majeure" means civil  
18 disturbances, industrial disturbances (including strikes and lockouts), arrests and  
19 restraints of rulers or people, interruptions by government or court orders, present or  
20 future valid orders of any regulatory body having proper jurisdiction, acts of the public  
21 enemy, wars, riots, blockades, insurrections, failure or inability to secure materials,  
22 permits, or labour by reason of priority regulations or orders of government, serious  
23 epidemics, landslides, lightning, earthquakes, fires, storms, flood washouts, explosions,  
24 breakage or accident to machinery or lines of pipes or pipelines, temporary failure of gas  
25 supply, an act or omission (including failure to deliver gas) of a supplier of gas to the  
26 Company, or any other causes or circumstances to the extent that such cause or  
27 circumstance was beyond the control of and occurred without negligence on the part of  
28 the party prevented from carrying out its obligations by the act of force majeure.  
29

30 Any causes or contingencies which entitle a party to claim force majeure shall not relieve  
31 it from liability in the event of its concurring negligence, or in the event of its failure to use  
32 due diligence to remedy the situation or remove the cause in an adequate manner and  
33 with all reasonable dispatch, nor shall such causes and contingencies affecting the  
34 performance of the obligations hereunder relieve either party from the obligations to  
35 make payments of amounts then due or thereafter accruing due hereunder. It is  
36 understood and agreed that the settlement of strikes and lockouts shall be entirely within  
37 the discretion of the party affected.  
38

39 Provided always however, that when the Customers consumption or ability to consume  
40 is not affected, the Customer shall not be entitled to rely upon the aforesaid Force  
41 Majeure provisions.  
42

43 **4) Waste of Gas**

44 The Customer shall use due care to prevent any waste of gas and will immediately notify  
45 the Company in case of failure or deficiency of supply or leakage of gas.  
46

47 **I) CONSUMER EQUIPMENT**

48 **1) Description of Installation**  
49

1           In those cases where the Company deems it necessary, the Customer shall present, in  
2           writing, complete specifications of equipment, loads, location plans, piping, regulators,  
3           and other data required.

4  
5           **2) Customer's Equipment**

6           Gas piping, fixtures, and appliances on the Customer's Premises must be installed at the  
7           expense of the Customer or owner of the property.

8  
9           The Company may delay the construction of an extension and/or service until the  
10          Customer has completed the piping and installation of equipment necessary to receive  
11          and use service.

12

**V. SPECIAL TERMS AND CONDITIONS: TRANSPORTATION SERVICE (T-SERVICE)**

A) A Transportation Service agreement setting out Customer specific information shall be established between the Company and the Customer for Transportation Service under the Large General Class, High Volume Firm Class, Mainline Class, or Interruptible Class, having a minimum term of one year. The agreement shall remain in effect for successive periods of one year, unless written notice of termination is given by either party to the other at least 90 days prior to the expiration of the agreement or any renewal thereof.

B) The T-Service Customer shall deliver to the Company at the designated Receipt Point(s) and the Company shall receive from the T-Service Customer and transport a volume of gas, as determined in accordance with subsection C) hereof, from said Receipt Point(s) to the designated Delivery Point(s).

C) The volume of gas delivered by the T-Service Customer and received and transported by the Company shall, on each day, equal the quantity of gas consumed by the Customer at its facility on such day as determined by the Company's measuring stations located at or near the Delivery Point, less the volume of Backstop Gas (if any) sold to the Customer by the Company on such day pursuant to subsection F) hereof.

D) The Company shall not be obligated to transport, in any one day, any gas in excess of the Daily Contract Demand designated for delivery to each designated Delivery Point for each type of service.

E) The T-Service Customer shall pay for all gas delivered by the T-Service Customer and received and transported by the Company at the T-Service Rates approved from time to time by the Board.

F) In the event that a T-Service Customer fails or anticipates failure to deliver the necessary volume of gas to the designated Receipt Point:

1) The T-Service Customer shall promptly notify the Company if the Customer has reason to believe that deliveries of gas by or for the Customer to the Company at the Receipt Point(s) will be impaired in whole or in part. At such time, the Customer shall indicate whether it will require gas from the Company and the volume required during such period of impairment. If the Company is unable to provide Backstop Gas as requested by the Customer, the Customer shall be obligated to restrict its consumption to the volume of gas it can deliver into the system.

2) On any day when, as a result of impairment, the T-Service Customer requires gas from the Company, the Company may, subject to availability of supply, sell to the Customer such quantity of Backstop Gas as is agreed between the parties, and the Customer shall pay for any Backstop Gas the greater of:

a) its appropriate share pro-rata with other T-Service Customers purchasing Backstop Gas, on such day, of the total cost, including all costs associated with purchasing and having that supply delivered to the Receipt Point. These charges are in addition to the normal T-Service Volumetric Charges; or

- 1                   b) the equivalent Sales Service Volumetric Rate.  
2  
3                   On such day, the Backstop Gas shall be deemed to be the first volumes delivered to  
4                   the Customer.  
5  
6                   3) Volumes delivered to the Customer as Backstop Gas shall be included in the  
7                   determination of the Monthly Billing Demand.  
8  
9                   G) The provisions of this paragraph shall only be applicable if service hereunder is pursuant  
10                   to one of the Company's Interruptible Transportation services.  
11  
12                   1) The Company may, at its sole option, on notice to the T-Service Customer, curtail or  
13                   discontinue service hereunder down to the level of Firm Transportation Service (if  
14                   any) to which the T-Service Customer is entitled. Such notice shall be made by  
15                   telephone, electronic, or other communication device, or in person, and the  
16                   Customer shall curtail its consumption of gas to the extent requested by the  
17                   Company within two (2) hours of receipt of notice.  
18  
19                   2) In recognition of the Customer's service as Interruptible Transportation Service  
20                   furnished by the Company hereunder, the Company shall not be liable for damages  
21                   to person or property resulting from curtailment of service, or the Customer's failure  
22                   to provide adequate stand-by equipment and fuel, or to use such equipment properly  
23                   and sufficiently.  
24  
25                   3) In the event that the T-Service Customer fails to comply with any such notice of  
26                   curtailment, then the Company may at its option:  
27  
28                   a) Physically discontinue Transportation Service hereunder during any period of  
29                   curtailment; and/or  
30  
31                   b) Charge and collect from the Customer for all gas received and transported  
32                   hereunder during any such period at the Penalty Delivery Charge, or such lesser  
33                   amount per m<sup>3</sup> as the Company, in its sole discretion, may decide upon.  
34  
35                   c) Charge and collect from the Customer the Firm T-Service Delivery rates for a 12  
36                   month period subsequent to the failure to interrupt. This provision shall not  
37                   relieve the Customer from continuing to operate as, and meet all of the  
38                   obligations of, an Interruptible Customer during this 12 month period. Continued  
39                   failure to abide by the terms of Interruptible Service shall entitle the Company to  
40                   return the Customer to Firm Transportation Service on a permanent basis.  
41  
42                   4) The Company shall have the further right to curtail the transportation of gas  
43                   hereunder without notice and without any liability whatsoever for any resultant  
44                   damage to the Customer for any one or more of the following reasons:  
45  
46                   a) Repairs to its distribution system; or  
47  
48                   b) Transportation of gas being prevented or interrupted for any cause reasonably  
49                   beyond the control of the Company.  
50

- 1                   c) For breach by the Customer of any of the terms and conditions hereof;  
2
- 3                   5) With respect to each Delivery Point(s), the T-Service Customer shall be subject to a  
4                   monthly bill equal to the Basic Monthly Charge, the applicable Monthly Demand  
5                   Charge, and Volumetric Charges for volumes delivered.  
6
- 7                   6) Volumes taken by the Customer in contravention of curtailment notice shall be  
8                   included in the determination of the Monthly Billing Demand.  
9
- 10                H) Where the T-Service Customer is entitled to both Firm and Interruptible Transportation  
11                Service to a particular Delivery Point, the volume of gas transported by the Company to  
12                such Delivery Point on any day shall be deemed to be transported firstly under Firm  
13                Service up to the level of Firm Daily Contract Demand, and secondly under Interruptible  
14                Service; provided, however, that if on any day, the Customer's Interruptible Service is  
15                curtailed, the gas under Firm Service shall be deemed to have been transported, up to  
16                the time of curtailment, at an even hourly flow at a rate equal to the Firm Daily Contract  
17                Demand, divided by 24.  
18
- 19                I) The T-Service Customer shall notify the Company by e-mail or fax, no later than 2:00  
20                p.m. Winnipeg time on the day prior to delivery (except during periods when the  
21                Customer has advised the Company that no transportation service is required) of:  
22
- 23                   1) The Customer's nomination for the following day with TCPL; and  
24
- 25                   2) The Customer's forecasted gas consumption and Nominated Volume for the  
26                   following day.  
27
- 28                Such Nominated Volume and forecasted consumption shall be deemed to remain in  
29                effect from day to day unless changed by the Customer and notice of such change is  
30                given to the Company in the manner aforesaid. If on any day in the event that the T-  
31                Service Customer's actual gas consumption for that day is to deviate from the forecasted  
32                gas consumption and Nominated Volume identified in I). 2. above the Customer shall  
33                notify the Company at the earliest opportunity of any such deviation, and the T-Service  
34                Customer shall make reasonable efforts to make the necessary forecast and nomination  
35                adjustments required with TCPL and the Company.  
36  
37
- 38                J) Prior to 10:00 a.m. Winnipeg time each day, the T-Service Customer will advise the  
39                Company by telephone, fax or e-mail of the meter reading at each Delivery Point as at  
40                9:00 a.m. Winnipeg time on that day.  
41
- 42                K) The T-Service Customer shall provide notice to the Company advising of the particulars  
43                of any authorized agent at law it has appointed to carry forth its obligations pursuant to  
44                the Transportation Service agreement identified in sub-section A.) hereof. Until further  
45                notice is provided by the T-Service Customer to the Company advising of any change to  
46                or termination of such agency appointment, the Company shall be entitled to rely upon  
47                any act or thing done, or document executed by the authorized agent pursuant to the  
48                Transportation Service agreement in the same manner and as though such act or thing  
49                had been done, or such document has been executed by the T-Service Customer. The  
50                T-Service Customer shall indemnify and hold the Company harmless against any and all

- 1 claims relating to, arising out of or resulting from the actions of the authorized agent  
2 pursuant to the Transportation Service agreement.  
3
- 4 L) In the event that a Sales Service Customer elects to become a T-Service Customer, the  
5 Customer will indemnify and save the Company harmless against any costs incurred by  
6 the Company upstream of the Receipt Point for which the Company is unable to obtain  
7 relief. The Company reserves the right to determine the level of capacity that may be  
8 released to the Customer or his agent.  
9
- 10 M) The T-Service Customer hereby releases the Company from the Company's obligation  
11 to supply gas (except in accordance herewith) to the Customer for so long as the  
12 Transportation Service Agreement remains in force. If the Customer wishes to  
13 recommence purchasing gas from the Company, the Customer acknowledges and  
14 agrees that it will be treated in the same manner as a new Customer applying for Sales  
15 Service.  
16
- 17 N) If the T- Service Customer or its authorized agent causes delivery imbalances relating to  
18 the delivery of gas to the Company's distribution system, the Company may impose any  
19 imbalancing costs or charges on the Customer.  
20

1 **VI. SPECIAL TERMS AND CONDITIONS: INTERRUPTIBLE SALES SERVICE AND INTERRUPTIBLE**  
2 **DELIVERY SERVICE**

3 The provisions of this Section VI pertains to Interruptible Sales Customers (taking  
4 corresponding Interruptible Delivery Service) and Mainline Customers electing  
5 Interruptible Sales (in conjunction with Firm Delivery Service) provided by the Company.  
6

7 A) A contract setting out Customer specific information shall be established between the  
8 Company and the Customer having a minimum term of one year. The agreement shall  
9 remain in effect for successive periods of one year, unless written notice of termination is  
10 given by either party to the other at least 90 days prior to the expiration of the agreement  
11 or any renewal thereof.  
12

13 B) Subject to subsection VI D) hereof, the Company shall sell and deliver to the Customer  
14 and the Customer shall purchase from the Company at the Delivery Point, natural gas  
15 for consumption by the Customer at its premises; provided that the Company shall not  
16 be obligated to sell or deliver to the Customer, on any one day, any gas in excess of the  
17 Interruptible Daily Contract Demand as specified in a separate agreement, or in any one  
18 hour, any gas in excess of the Maximum Hourly Flow.  
19

20 C) In the event that the Company determines, in its sole discretion, that it cannot provide  
21 Interruptible Sales Service from its available supplies, the following provisions will apply:  
22

23 1) If, prior to the commencement of any day or at any time during any day, the  
24 Company reasonably believes that it will, on that day, be curtailing Interruptible Sales  
25 and/or offering Alternate Supply gas at a price higher than the Base Rate for  
26 Supplemental Gas to Interruptible Customers, it shall notify the Customer to this  
27 effect and of the sale price of such Alternate Supply gas. The Customer may elect to  
28 purchase Alternate Supply gas on that day or decline service for that day, or portion  
29 thereof, and the Customer shall promptly notify the Company of its decision. If the  
30 Customer declines service for that day or portion thereof it shall cease consuming  
31 gas on such day or portion thereof;  
32

33 2) If the Company is able to offer Alternate Supply gas to the Interruptible Customer at  
34 a price that is equal to or less than the Base Rate for Supplemental Gas to  
35 Interruptible Customers, the Company may provide Alternate Supply service without  
36 notice to the Interruptible Customer, and the Customer shall pay the sale price of that  
37 gas supply plus the Alternate Supply Service Delivery Rate.  
38

39 3) If, on any day, the Customer elects to purchase the Alternate Supply gas, the  
40 Customer shall pay the sale price of that gas supply plus the Alternate Supply  
41 Service Delivery Rate.  
42

43 4) If, on any day, the Customer elects to purchase Alternate Supply the volumes  
44 delivered on that day shall not be included in the determination of the Monthly Billing  
45 Demand.  
46

47 5) If, on any day, the Company is providing Alternate Supply Service and the Customer,  
48 having declined such service, continues to consume gas on that day, the Customer  
49 shall be subject to section D) 3) below;  
50

- 1 D) The following provisions shall apply to the interruption of service under these Services:  
2  
3 1) The Company may, at its sole option, on notice to the Customer, curtail or  
4 discontinue service hereunder down to the level of firm service to which the  
5 Customer is entitled (if any). Such notice shall be made by telephone, electronic or  
6 other communication device, or in person, and the Customer shall curtail its  
7 consumption of gas to the extent requested by the Company within two (2) hours of  
8 receipt of the notice;  
9  
10 2) In recognition of the Customer's service as Interruptible Service furnished by the  
11 Company hereunder, the Company shall not be liable for damages to person or  
12 property resulting from curtailment of service, or the Customer's failure to provide  
13 adequate stand-by equipment and fuel, or to use such equipment properly and  
14 sufficiently;  
15  
16 3) In the event that the Customer shall fail to comply with any such notice of  
17 curtailment, then the Company may, at its option:  
18  
19 a) Physically discontinue service hereunder during such period of curtailment; or  
20  
21 b) Charge and collect from the Customer for all gas delivered to the Customer  
22 during any such period at the Penalty Gas Charge and/or Penalty Delivery  
23 Charge, or such lesser amount per m<sup>3</sup> as the Company, in its sole discretion,  
24 may decide;  
25  
26 c) Charge and collect from the Interruptible Customer the High Volume Firm  
27 Service rates or other Firm Service rates as decided by the Company, for a 12  
28 month period subsequent to the failure to interrupt. This provision shall not  
29 relieve the Customer from continuing to operate as, and meet all of the  
30 obligations of, an Interruptible Customer during this 12 month period;  
31  
32 d) Continued failure to abide by the terms of Interruptible Service shall entitle the  
33 Company to reclassify the Customer to Firm Sales Service on a permanent  
34 basis.  
35  
36 4) The Company shall have the further right, without notice to the Customer, to curtail  
37 service hereunder for any of the following reasons:  
38  
39 a) For repairs to its distribution system;  
40  
41 b) By reason of service hereunder being prevented or interrupted for any cause  
42 reasonably beyond the control of the Company; or  
43  
44 c) For breach by the Customer of any of the terms and conditions hereof;  
45  
46 5) With respect to each delivery point, the Customer shall pay a monthly bill equal to  
47 the Basic Monthly Charge, the applicable Monthly Demand Charge, and Volumetric  
48 Charges for any and all volumes delivered;  
49

- 1           6) The Company shall not be liable for damages, costs, loss or expense, whether  
2           direct, consequential, or otherwise, to person or property, resulting from curtailment  
3           of service hereunder or the Customer's failure to provide adequate stand-by  
4           equipment fuel, or to use such equipment properly and sufficiently.  
5
- 6           7) Volumes taken by the Customer in contravention of curtailment shall be included in  
7           the determination of the Monthly Billing Demand.  
8
- 9   E)    The provisions of these "Special Terms and Conditions" may be superseded by any  
10       requirements contained in the Interruptible Service Contract as required in paragraph A)  
11       herein.  
12
- 13   F)    Where the Customer is entitled to both Firm and Interruptible Sales and/or Delivery  
14       Service hereunder to a particular Delivery Point, the volume of gas transported by the  
15       Company to such Delivery Point on any day shall be deemed to be transported firstly  
16       under Firm Service up to the level of Firm Daily Contract Demand as specified in a  
17       separate agreement, and secondly under Interruptible Service; provided, however, that if  
18       on any day, the Customer's Interruptible Service is curtailed, the gas under Firm Service  
19       shall be deemed to have been transported, up to the time of curtailment, at an even  
20       hourly flow at a rate equal to the Firm Daily Contract Demand, divided by 24.  
21

1 VII. SPECIAL TERMS AND CONDITIONS: WESTERN TRANSPORTATION SERVICE

2  
3 A) Western Transportation Service provides for the transportation, storage, transmission,  
4 and distribution as appropriate, of Customer-owned Primary Gas from the Alberta border  
5 to the Customer's premises. The Company provides mandatory Supplemental Gas in  
6 conjunction with this service.  
7

8 B) An executed Western Transportation Service Agreement is required to take this service.  
9 Customers in all classes are eligible for this service.

10  
11 1) The Customer must be represented by a Broker authorized by the Board to sell  
12 natural gas.  
13

14 2) The Customer must sign an Agency Agreement to be represented by that Broker.  
15 The Agency Agreement must, at a minimum, appoint the Broker as the Customer's  
16 sole and exclusive Agent to contract for the Customer's Primary Gas Supply,  
17 authorize the Broker to execute an Agreement for Western Transportation Service on  
18 behalf of the Customer, and where ABC Service is desired, authorize the Broker to  
19 execute an Agency Billing & Collection Agreement with the Company on behalf of  
20 the Customer. In the event that a Customer has signed multiple Agency Agreements  
21 with different Brokers, the Company shall accept the Broker firstly appointed by the  
22 Customer.  
23

24 3) The Broker must sign and execute an Agreement for Western Transportation Service  
25 on behalf of the Customer and on its own behalf.  
26

27 4) In the event that the Broker does not maintain Standard & Poor's BBB grade credit  
28 rating (or its equivalent of B++ or Baa) or better, ABC Service is mandatory.  
29

30 5) Customers that wish to act as their own Broker must have estimated annual  
31 consumption of equal to or greater than 680,000 m<sup>3</sup> and must be authorized by the  
32 Board.  
33

34 C) A Broker must have a minimum Customer load totaling 310,000 m<sup>3</sup> per year for each  
35 Western Transportation Service Agreement.  
36

37 1) A Broker may not aggregate Customers with other Brokers to meet the minimum  
38 Customer load requirements.  
39

40 2) A Broker must meet the minimum Customer load requirements in order to  
41 commence service to Customers.  
42

43 3) A Broker that fails to maintain the minimum Customer sales requirements will be  
44 required to return its Customers to the Company's Sale Service for Primary Gas  
45 effective with the first day of the next Gas Year.  
46

47 a) The Company will notify any Broker who fails to maintain the minimum Customer  
48 load requirements as soon as the Company determines the shortfall.  
49  
50

- 1           b) A Broker who falls below the minimum Customer load requirement during the  
2           Gas Year may submit enrollment applications no less than 45 days prior to  
3           November 1 for additional Customers in order to re-establish the minimum  
4           Customer load requirement.  
5  
6           c) A Broker who fails to maintain the minimum Customer load requirements and  
7           either fails or is not eligible to enroll additional Customers to meet the  
8           requirements, must notify its existing Customers that the Broker will no longer be  
9           eligible to serve them, and will remain ineligible to serve them for a period of one  
10          year. Notification to Customers must be provided as soon as possible after the  
11          Company's notification to the Broker or by no less than 45 days prior to the end  
12          of the then current Gas Year, whichever is later.  
13  
14          d) A Customer whose Broker is no longer eligible to serve them may enroll with a  
15          different Broker during the prescribed enrollment periods set out in Section D).  
16          The Company will return Customers to the Company's Sales Service for Primary  
17          Gas on a best-efforts basis unless the Customer becomes enrolled with another  
18          eligible Broker effective with the beginning of the next Gas Year.  
19  
20   D)      Participation in Western Transportation Service will commence on the first day of each  
21      calendar month.  
22  
23          1) Brokers will submit enrollment applications on behalf of Customers. The Company  
24          will notify the Broker if a Customer enrollment application is unacceptable to the  
25          Company.  
26  
27          2) Enrollment applications must be submitted using a format acceptable to the  
28          Company, acting reasonably, and copies of the Agency Agreements must be  
29          provided to the Company at the same time, in an electronic format.  
30  
31          3) Brokers may submit enrollment applications no earlier than 75 days prior to the  
32          requested date for commencement of service.  
33  
34          4) Enrollment applications must be received by the Company no less than 45 days prior  
35          to the requested date for commencement of service.  
36  
37          5) A Customer's participation in Western Transportation Service with one Broker must  
38          be terminated by that Broker before the Customer can participate in that Service with  
39          a different Broker.  
40  
41          6) The Company will send a notification letter to each Customer whose enrollment is  
42          acceptable to the Company.  
43  
44   E)      Brokers who choose to participate in Western Transportation Service must do so  
45      through to the end of each Gas Year.  
46  
47   F)      A Customer's enrollment in Western Transportation Service is subject to the following:  
48  
49          1) A Customer may return to the Company's Sales Service for Primary Gas effective  
50          with the start of any calendar month, subject to the Company's ability to provide

- 1 Backstop Gas on a best efforts basis and the Customer's requirement to pay any  
2 and all incremental costs related to the Company's provision of that Backstop Gas.  
3
- 4 2) The Company will provide Backstop Gas on a best-efforts basis to any Customer  
5 whose Western Transportation Service Agreement is terminated, through the end of  
6 the current calendar month, after which time the Customer may return to the  
7 Company's Sales Service for Primary Gas in accordance with Article VII F) 1), or to  
8 Western Transportation Service.  
9
- 10 3) A Customer may switch Brokers effective with the start of any calendar month,  
11 subject to the terms of their Agency Agreement.  
12
- 13 4) A Customer may, through the enrollment process, switch between Western  
14 Transportation Service Agreements with the same Broker effective with the start of  
15 any calendar month.  
16
- 17 G) The Broker is responsible for securing firm supply of Primary Gas and transportation to  
18 the Alberta Border.  
19
- 20 1) The firm supply and necessary transportation to the Alberta Border must be  
21 adequate to meet the Maximum Daily Quantity established by the Company for  
22 Primary Gas, plus the amount needed to supply related Fuel Gas on the  
23 TransCanada PipeLine from the Alberta Border to the Company's distribution  
24 system. The ability to supply and transport the Maximum Daily Quantity must be  
25 maintained for every day that service is provided.  
26
- 27 2) The Company may direct, dispatch or dispose of the firm supply in any manner it  
28 sees fit, consistent with prudent utility practice, and shall be entitled to pass good title  
29 in such gas.  
30
- 31 3) The Company is not responsible for the cost of the firm supply or related  
32 transportation to the Alberta Border, or for any financial or other performance  
33 penalties that may be associated with such firm supply or related transportation.  
34
- 35 H) The Company shall on each day nominate a quantity of Primary Gas (plus Fuel Gas) to  
36 be delivered on the next day by the Broker and accepted by the Company at the Alberta  
37 Border or at a designated point(s) of receipt acceptable to the Company in its sole  
38 discretion in accordance with the following terms:  
39
- 40 1) Prior to any deliveries being made in accordance with the terms of this Service, the  
41 Broker shall provide the Company with the name, address, telephone number,  
42 facsimile number and e-mail address(es) of the Supplier[s], and the point[s] of receipt  
43 for deliveries. Such information shall be immediately updated as changes occur.  
44
- 45 2) Where there are two or more Suppliers, the Broker shall indicate to the Company  
46 what percentage of total daily nominations is to be made to each supplier. Such  
47 percentage must be sufficient to result in a minimum annual nomination of  
48 310,000 m<sup>3</sup>. Such information shall be immediately updated as changes occur.  
49

- 1           3) The Company shall nominate by 12:00 noon Winnipeg time each day. The quantity  
2           that is nominated will be determined by the Company, taking into account the total  
3           gas requirements of the Broker (on behalf of the Broker's Customer(s)), its Maximum  
4           Daily Quantity, system operating conditions, the quantity of Fuel Gas required to  
5           transport Primary Gas from the Alberta Border to the Receipt Point, the availability of  
6           transportation on TransCanada and nominations required under its system supply  
7           contracts and other gas purchase agreements under which the Company obtains  
8           gas. The required quantity of Fuel Gas will be determined in accordance with the  
9           applicable TransCanada fuel ratio in effect from time to time, as approved by the  
10          National Energy Board of Canada. Such nomination may be changed from time to  
11          time during the Day, and the Broker shall promptly adjust its deliveries to  
12          accommodate such changes.  
13
- 14          4) The Company will nominate directly to the Supplier. The Broker agrees to inform the  
15          Supplier in writing that all nominations made in accordance with this Service by the  
16          Company to the Supplier for the delivery of gas to the Company, shall be received by  
17          the Supplier as if made by the Broker, and that all gas delivered by the Supplier to  
18          the Company pursuant to such nominations shall be to the account of the Broker. If  
19          for any reason the Supplier is unwilling or unable to accept such nominations, the  
20          Company shall be entitled to make in its discretion such nominations directly to the  
21          Broker.  
22
- 23          5) The Company will nominate the Broker's supplies in approximately the same  
24          proportion to the total gas requirements of the Broker (on behalf of the Broker's  
25          Customer(s)) as the Company's nominations of Primary Gas in relation to total  
26          requirements for the Company's Sales (including Western Transportation Service)  
27          Customers.  
28
- 29          6) Unless otherwise agreed to by the Broker (on behalf of the Broker's Customer(s)),  
30          the maximum quantity of gas that the Company may nominate on any day is the  
31          Maximum Daily Quantity, plus Fuel Gas.  
32
- 33          7) The Broker shall immediately notify the Company if the anticipated quantity of gas to  
34          be consumed by the Broker's Customer(s) significantly changes for any reason.  
35
- 36          8)
- 37
- 38          a) The Broker or its Supplier shall notify the Company as soon as possible, after  
39          receipt of the nomination, or change in nomination, if such nomination cannot be  
40          satisfied. In addition, the Broker shall notify the Company immediately upon  
41          becoming aware of any event that will alter or affect the deliveries of gas under  
42          this Service.  
43
- 44          b) Notice provided in accordance with paragraph a) above does not relieve the  
45          Broker from their obligations hereunder.  
46
- 47          9) All such confirmations or notifications shall be made by telephone, facsimile or e-  
48          mail, and if given orally, shall be effective only if they are confirmed the same day in  
49          writing by way of facsimile or e-mail.  
50

1 10) Where a Supplier notifies the Company that nominations relating to more than one  
2 such Broker will not be wholly satisfied, the Company shall allocate the shortfall  
3 among such Brokers in accordance with the instructions of that Supplier. Where the  
4 Supplier does not provide such instructions to the Company, the Company shall  
5 allocate the shortfall among the Brokers in proportion to each Broker's respective  
6 share of the total nomination made by the Company to that Supplier.  
7

8 11) If, with respect to any day, a nomination is not accepted or if for any other reason,  
9 the Broker fails to deliver any of the nominated gas, then the special provisions for  
10 Backstop Gas under Western Transportation Service shall apply.  
11

12 I) A monthly Gas Loan Mechanism will provide for cash payments between the Company  
13 and each Broker for the value of the difference between Primary Gas Delivered by a  
14 Broker and Primary Gas Billed to that Broker's Customers. The Gas Loan will be  
15 reconciled for each Gas Year, within two months following the end of that Gas Year,  
16

17 1) The Gas Loan will be tracked separately for each Broker.  
18

19 2) For each Broker, the Company will calculate the Quantity Difference between  
20 Primary Gas Delivered and Primary Gas Billed for each month.  
21

22 a) Primary Gas Delivered in the month will be measured as the quantity of gas  
23 received from Brokers at the Alberta Border during the month, but not including  
24 Fuel Gas provided by the Brokers.  
25

26 b) Primary Gas Billed in the month will be measured as the quantity of Primary Gas  
27 reported on bills issued by the Company to the Broker's Customers during that  
28 calendar month. Primary Gas Billed in the month may include consumption in a  
29 prior period, in accordance with the Company's billing practices.  
30

31 c) Where Primary Gas is measured in Gigajoules, the quantity of Primary Gas in  
32 Cubic Meters will be determined using the Gross Heating Value as determined  
33 by TransCanada.  
34

35 3) The Value of the Gas Loan for each month will be calculated as the Quantity  
36 Difference in each month multiplied by the Company's average unit cost of Primary  
37 Gas in storage inventory at the commencement of the gas year.  
38

39 4) The Value of the Gas Loan shall be payable each month.  
40

41 a) If the quantity of Primary Gas Delivered in a month exceeds the quantity of  
42 Primary Gas Billed in that month, the Company shall pay the Value of the Gas  
43 Loan to the Broker.  
44

45 b) If the quantity of Primary Gas Delivered in a month is less than the quantity of  
46 Primary Gas Billed in that month, the Broker shall pay the Value of the Gas Loan  
47 to the Company.  
48

49 c) The Company will issue a statement for the amount payable by the Company or  
50 the Broker, as the case may be, on the 15th day of the month following the

1 month in which gas is delivered. If such day is not a Business day, such  
2 statement shall be issued on the first Business Day following such day.  
3

- 4 d) Remittances will be due and payable on the 20th day of the month following the  
5 month in which gas is delivered. If such day is not a Business day, such amount  
6 shall be due and payable on the first Business day following such day.  
7

- 8 5) Following the end of each Gas Year, the Company will perform a reconciliation on  
9 the Gas Loan.  
10

- 11 a) The Annual Quantity Difference will be calculated by the Company as the sum of  
12 the Quantity Differences during the Gas Year plus any Annual Quantity  
13 Difference carried over from the prior Gas Year. This Annual Quantity Difference  
14 may be further adjusted for differences between Primary Gas consumed in the  
15 Gas Year and Primary Gas Billed in the Gas Year.  
16

- 17 b) The Annual Quantity Difference may at the option of the Broker be carried over  
18 into the following Gas Year, subject to the following conditions. The Annual  
19 Quantity Difference may be either positive or negative.  
20

- 21 i) The Company will include the Annual Quantity Difference from one Gas Year  
22 in the determination of the next Gas Year's annual supply requirements.  
23

- 24 ii) The Company will nominate, and the Broker will deliver, appropriate  
25 quantities to satisfy current Gas Year consumption requirements as well as  
26 any Annual Quantity Difference (positive or negative) carried over from the  
27 prior Gas Year.  
28

- 29 iii) If, for any reason, the Broker will not be providing Primary Gas in the  
30 following Gas Year, the Annual Quantity Difference will not be carried over  
31 into the following Gas Year. The Company will charge or credit the Broker for  
32 the Value of the Annual Quantity Difference as part of the annual financial  
33 reconciliation.  
34

- 35 c) For purposes of the annual financial reconciliation, the remaining Value of the  
36 Gas Loan will be calculated as the sum of the monthly payments related to the  
37 Value of the Gas Loan for the current Gas Year, plus the value of any Annual  
38 Quantity Differences carried over into the next Gas Year.  
39

- 40 i) The value of the Annual Quantity Differences carried over into the following  
41 year will be calculated by multiplying the Annual Quantity Difference for the  
42 current Gas Year being reconciled, by the Company's average unit cost of  
43 Primary Gas in storage inventory at the commencement of the Gas Year  
44 following the Gas Year being reconciled.  
45

- 46 ii) If, for any reason, the Annual Quantity Difference will not be carried over into  
47 the following Gas Year, the annual financial reconciliation will consist of a  
48 final payment that completely offsets the sum of the monthly payments  
49 related to the Value of the Gas Loan for the Gas Year, plus a final payment  
50 equal to the Value of the Annual Quantity Difference. The value of the Annual

1 Quantity Difference will be calculated by multiplying the Annual Quantity  
2 Difference for the Gas Year by the Company's average unit cost of Primary  
3 Gas in storage inventory at the commencement of the Gas Year being  
4 reconciled.

5  
6 d) If the remaining Value of the Gas Loan indicates an overpayment by the Broker,  
7 the Company shall pay that amount to the Broker with the next scheduled  
8 monthly transaction following completion of the reconciliation calculations.

9  
10 e) If the remaining Value of the Gas Loan indicates an underpayment by the Broker,  
11 the Broker shall pay that amount to the Company with the next scheduled  
12 monthly transaction following completion of the reconciliation calculations.

13  
14 6) With respect to the Gas Loan Mechanism, no interest will be charged or credited by  
15 the Company for the Value of the Gas Loan, except for interest that will be calculated  
16 on late payments.

17  
18 J) BILLING AND PAYMENT

19  
20 1) Sales Customers will be billed monthly for Supplemental Gas, Transportation to  
21 Centra, and Distribution to Customer at rates, as approved by the Board from time to  
22 time. Bills will be issued on the regular billing cycle established by the Company.  
23 Subject to the provision of Agency Billing and Collection Service as noted later  
24 herein, unless the Broker signs an Agency Billing and Collection Agreement with the  
25 Company, the Broker shall be responsible for billing the Customer for Primary Gas.  
26 Failure by the Customer who does not utilize the ABC service to pay that Broker's bill  
27 will not result in termination of service by the Company.

28  
29 2) The Customer is responsible for all charges related to Western Transportation  
30 Service, including charges incurred by their Broker when acting as the agent for the  
31 Customer. Such charges include:

32  
33 a) Gas supplies nominated by the Company at the Alberta Border, or at designated  
34 point(s) of receipt as acceptable to the Company in its sole discretion, on behalf  
35 of the Customer.

36  
37 b) Payments for gas loaned to the Broker by the Company under the Gas Loan  
38 Mechanism, including interest where applicable.

39  
40 c) Payments for Backstop Gas provided to the Broker by the Company, including  
41 interest where applicable.

42  
43 d) Reimbursement of any penalties or charges imposed on the Company as a result  
44 of the Broker's malfeasance or nonperformance.

45  
46 e) Service fees charged to the Broker by the Company.

47  
48 3) The liability of a Broker's Customers in relation to an obligation of their Broker shall  
49 be prorated by the Company among the Customers of that Broker, based upon the

- 1 Company's determination of any relevant factors and circumstances. Each  
2 Customer's liability will be limited to its pro rata share, so determined.  
3
- 4 4) Should the Broker fail to pay all of the amount of the Gas Loan Mechanism as herein  
5 provided when such an amount is due, interest shall accrue on the unpaid portion of  
6 the statement at a rate per annum equal to the Company's average short-term  
7 borrowing cost, as updated from time to time. If such failure to pay continues for ten  
8 days after such amount is due, the Company may use any financial security provided  
9 by the Broker to meet that obligation and may deduct and set-off such amounts from  
10 and against Primary Gas revenues collected by the Company on behalf of the  
11 Broker.  
12
- 13 5) All remittances for the Gas Loan Mechanism will be accomplished via Electronic  
14 Funds Transfer. Remittances related to the Gas Loan Mechanism may be added to  
15 or netted against remittances related to ABC Service in order to accomplish a single  
16 transaction on the scheduled day in each month.  
17
- 18 6) In the event an error is discovered in the amount billed for the Gas Loan in any  
19 statement deemed to be rendered, such error shall be adjusted within thirty (30) days  
20 of the determination thereof, provided that such claim shall have been made within  
21 sixty (60) days from the date of discovery of the error.  
22
- 23 a) Errors discovered within the same Gas Year will be included in the monthly  
24 Quantity Difference and Value of the Gas Loan during that Gas Year.  
25
- 26 b) Errors discovered after the close of the Gas Year will be treated as an Annual  
27 Quantity Difference, subject to the same conditions as specified for the Gas Loan  
28 Mechanism.  
29
- 30 K) Broker participation in Western Transportation Service is subject to the following:  
31
- 32 1) Only Brokers licensed and registered to do business in the Province of Manitoba,  
33 and authorized by the Manitoba Public Utilities Board to operate as a Broker in  
34 Manitoba are eligible to participate;  
35
- 36 2) The Agency Agreement creating a valid agency relationship between the Broker and  
37 the Customer must be provided by the Broker to the Company upon request. A copy  
38 of the Agency Agreement must be in an electronic format and provided at the same  
39 time that the customer enrollment applications are submitted to the Company;  
40
- 41 3) The Agency Agreement must authorize the Broker to fulfill all requirements otherwise  
42 required to be met by the Customer under this Part VII Special Terms and  
43 Conditions: Western Transportation Service and be enforceable;  
44
- 45 4) The Broker must execute a Western Transportation Service Agreement with the  
46 Company on behalf of the Customer;  
47
- 48 5) Brokers must obtain, and maintain in good standing, firm supply contracts and  
49 transportation to the Alberta Border, or at designated point(s) of receipt as  
50 acceptable to the Company in its sole discretion, sufficient to meet the Maximum

- 1 Daily Quantity requirements, plus Fuel Gas on TCPL from the Alberta Border to the  
2 interconnect between TCPL and the Company, and the allowed annual Primary Gas  
3 requirements for each Customer as determined by the Company;  
4
- 5 6) Representations and warranties, satisfactory to the Company, that the Broker  
6 complies with the licensing requirements of the Board, including regulation relating to  
7 gas supply and transportation, as may be amended from time to time;  
8
- 9 7) The Company may reject service elections from Brokers whose supply is not  
10 documented or confirmed to the Company's satisfaction;  
11
- 12 8) The Company is not responsible for damages to the Customer should the Broker fail  
13 to perform; and  
14
- 15 9)
- 16 a) The Broker must have a Standard & Poor's BBB grade credit rating (or its  
17 equivalent of either B++ or Baa) or better, or alternatively, or in addition to, a form  
18 of guarantee acceptable to the Company from a parent corporation with a  
19 Standard & Poor's BBB grade credit rating (or its equivalent of either B++ or Baa)  
20 or better, from a Canadian or United States credit rating agency recognized by  
21 the Company.  
22
- 23 b) Alternatively, if the Broker is unable to meet the requirements set out in  
24 subparagraph 9 a) above, the Broker must provide credit support as reasonably  
25 determined and requested by the Company from time to time.  
26
- 27 c) The Broker shall immediately notify the Company in writing in the event that such  
28 credit rating of either the Broker or its parent, whatever the case may be, falls  
29 below the aforementioned minimum credit standard.  
30
- 31 L) The Company will remain the natural gas provider of last resort.  
32
- 33 1) The Company will provide Backstop Gas on a best-efforts basis to Customers of  
34 Brokers whose registrations are revoked or whose Western Transportation Service  
35 Agreements are terminated.  
36
- 37 2) Both the Customer and the Broker remain responsible for all obligations that arise by  
38 virtue of their participation in the Western Transportation Service, prior to the  
39 Customer's return to either the Company's Sales Service for Primary Gas, or to  
40 Western Transportation Service with a different Broker.  
41
- 42 M) The Company will provide Backstop Gas in case of a failure of Broker supply on a best-  
43 efforts basis as follows:  
44
- 45 1) If on any day, a nomination is not accepted or if for any other reason, the Broker fails  
46 to deliver gas to the Alberta Border, or at designated point(s) of receipt as acceptable  
47 to the Company in its sole discretion, then the Company shall use its best efforts to  
48 acquire gas to replace the failed supply with Backstop Gas.  
49

- 1           2) In this event, the Company shall, in its discretion, charge the Broker and the Broker  
2           shall pay for all Backstop Gas acquired on its behalf at a rate which shall not exceed  
3           two times the incremental cost of the gas. The Broker and Customer acknowledge  
4           that this is not a penalty, but a reasonable pre-estimate of liquidated damages and  
5           organizational costs incurred by the Company.  
6
- 7           3) If the Company is unable to acquire Backstop Gas then the Customer, on notice from  
8           the Company, shall immediately curtail the use of gas at its facility. Customers who  
9           continue to consume gas after notice from the Company will be subject to the  
10          Penalty Gas Charge and the Penalty Delivery Charge as defined in the Schedule of  
11          Sales and Transportation Services and Rates.  
12
- 13          4) All obligations of the Broker and Customer to make up used but undelivered  
14          quantities of gas remain in place and other obligations and amounts due to the  
15          Company remain due and payable.  
16
- 17          5) The Company shall report all instances where Backstop Gas is supplied, or  
18          requested but not supplied, to the Public Utilities Board.  
19

20 N)       SUSPENSION AND TERMINATION

- 21
- 22          1) The Company may, without prejudice to its right of termination, suspend its  
23          obligations hereunder with respect to any Customer which itself or through its Broker  
24          falls into arrears in any payments required under this Service by more than sixty (60)  
25          days, such suspension to last until payment is made to the Company of any  
26          outstanding amount. During such period of suspension, the Company shall, subject  
27          to its right to disconnect service to the Customer under the provisions of The Public  
28          Utilities Board Act, use its best efforts to acquire and sell gas to the Customer as  
29          Backstop Gas, with any alterations as may be necessary.  
30
- 31          2) Except as otherwise provided in the Terms and Conditions of this Service, the  
32          Company may terminate its obligations if there is a material breach or default of any  
33          representation, warranty, or obligation of the Customer or Broker under the Terms  
34          and Conditions of this Service or any Western Transportation Service Agreement,  
35          which is not remedied within 10 days of the Company giving written notice of the  
36          breach or default to the Customer or Broker.  
37
- 38          3) The Company may immediately terminate its obligations under this Service if one of  
39          the following events occurs:  
40
- 41                  a) Performance by the Company of its obligations hereunder would be in  
42                  contravention of any law or regulation or any order or decision of a regulatory  
43                  body or governmental authority having jurisdiction; or  
44
- 45                  b) The Broker shall be declared or adjudged bankrupt, or if an application is made  
46                  in respect of the Broker under the Companies Creditors Arrangements Act  
47                  (Canada), or if a liquidator, trustee in bankruptcy, custodian, receiver, receiver  
48                  and manager, moderator or any other officer with similar powers shall be  
49                  appointed in place of or for the Broker, or if the Broker shall commit any act of  
50                  bankruptcy or institute proceedings to be adjudged bankrupt or insolvent or

1 consents to the appointment or the institution of such proceedings or admits in  
2 writing to an inability to pay debts generally as they become due or becomes an  
3 insolvent person as such term is defined in the Bankruptcy and Insolvency Act  
4 (Canada); or if the Broker shall have liquidated, dissolved, wound up its affairs or  
5 otherwise ceased doing business.  
6

7 4) In the event that the Company exercises its rights of termination under paragraph 2  
8 or 3 of these provisions, the Company shall concurrently with the termination, or as  
9 soon as reasonably possible thereafter, give written notice to the Customer of the  
10 termination.  
11

12 5) In the event that this Service or the Agreement under which it is provided is  
13 terminated, all outstanding obligations incurred under this Service by the Company,  
14 the Broker and/or the Customer which arise by virtue of the Broker's or the  
15 Customer's participation in this Service prior to such termination remain in full force  
16 and effect. The Company and the Broker shall have the right to withhold any  
17 payments due to the other party until its obligations accruing from the terminating  
18 Customer are met. As between the Company and the Broker, each shall have the  
19 right to set off any payments due to it by virtue of the Termination of the WTS  
20 Agreement against amounts owing to the other pursuant to any Western  
21 Transportation Service/Agency Billing and Collection Agreement, or the Gas Loan  
22 Mechanism operated thereunder.  
23

24 6) No waiver by either party or any default by the other party under this Service shall  
25 operate as a waiver of any future default, whether of a like or different nature.  
26

1 **VIII. SPECIAL TERMS AND CONDITIONS: AGENCY BILLING AND COLLECTION SERVICE (ABC**  
2 **SERVICE)**  
3

4 A) ABC Service allows a Broker to assign to the Company the right to render bills to  
5 Western Transportation Service Customers in respect of the amount payable by the  
6 Customers to the Broker for Primary Gas, and to collect from Western Transportation  
7 Service Customers the amounts so billed. The Company will provide a single bill to  
8 Customers that includes charges for volumes consumed by the Customer as Primary  
9 Gas, as well as the Company's charges for services provided by the Company.

10  
11 1) In the event that the Broker does not maintain Standard & Poor's BBB grade credit  
12 rating (or its equivalent of B++ or Baa) or better, ABC Service is mandatory.

13  
14 2) The Broker must sign an ABC Service Agreement with the Company in order to  
15 receive this Service.

16  
17 3) Provision of this Service in no way makes the Company liable for any obligation  
18 incurred by a Broker.

19  
20 4) The Company will be entitled to deal with Primary Gas charges collected from  
21 Western Transportation Service Customers in the same manner as it deals with its  
22 own funds. These funds shall not, at any time, be construed to be trust funds.

23  
24 B) The Broker will provide to the Company the Broker's Primary Gas Price to be charged to  
25 the Broker's Customers.

26  
27 1) The Broker's Primary Gas Price must be expressed in dollars per Cubic Meter of  
28 Primary Gas consumed by the Broker's Customers.

29  
30 2) The Broker's Primary Gas Price for Customers may be changed effective with the  
31 beginning of each calendar month.

32  
33 3) Changes to the Broker's Primary Gas Price must be provided to the Company 45  
34 days prior to the effective date of such change.

35  
36 C) Brokers may enroll Customers in ABC Service at the same time the Customers are  
37 enrolled in Western Transportation Service. Enrollment in ABC Service will automatically  
38 end when Western Transportation Service is terminated by the Customer, the Broker or  
39 the Company.

40  
41 1) Brokers must group Customers such that all Customers in the Group are charged the  
42 same Broker's Primary Gas Price.

43  
44 2) Changes in enrollment for ABC Service may be requested using the enrollment  
45 process for Western Transportation Service. The Company will inform the Broker  
46 whether it can accommodate the change in enrollment.

47  
48 3) The Company will bill the Customer for gas sold by the Broker to the Customer. A  
49 tariff of \$0.25 per customer per month will be paid by the Broker to the Company for  
50 the provision of this service.

- 1  
2 D) Bills to any Customer will be issued according to the Company's billing cycle applicable  
3 to that Customer.  
4  
5 1) The Company will include the Broker's charges for Primary Gas on every bill for  
6 natural gas service which the Company renders to the Customer.  
7  
8 2) The Company will calculate the Broker's charges for Primary Gas in the same  
9 manner as it calculates its own Charges for Primary Gas, including the provisions for  
10 pro-ration of price changes during billing periods.  
11  
12 3) The Customer will make a remittance to the Company based on the total amount of  
13 charges on the bill.  
14  
15 4) The Company will be responsible for collecting the total amount of charges on the  
16 bill.  
17  
18 5) Payments made by Customers to the Company pursuant to bills rendered by the  
19 Company shall be made without any right of deduction or set-off and regardless of  
20 any rights the Customers may have against the Broker.  
21  
22 6) Nonpayment of any amounts designated as Primary Gas charges on the bill shall  
23 entitle the Company to the same recourse as non-payment of the Company's  
24 charges, and may result in termination of service by the Company.  
25  
26 7) The Company's late payment charges to Customers will apply equally to Primary  
27 Gas charges and other charges contained on the bill. No portion of these late  
28 payment charges will be remitted to the Broker.  
29  
30 E) The Company will remit to the Broker an amount equivalent to the Broker's charges for  
31 Primary Gas subject to the Company's right to deduct and set off any amounts owing to  
32 the Company by the Broker. Remittance shall be made by the Company to the Broker  
33 for a calendar month on or before the 20th day of the month following such calendar  
34 month. If such day is not a Business Day, such amount shall be due and payable on the  
35 first Business Day following such day.  
36  
37 1) Remittances will be based on the total Broker's charges for Primary Gas billed by the  
38 Company to the Broker's Customers in that calendar month. The remittance payable  
39 by the Company to the Broker for any calendar month will be calculated as the sum  
40 of total Broker charges for Primary Gas and any amounts payable for that month by  
41 the Company to the Broker under the Gas Loan Mechanism, less any amounts  
42 payable by the Broker to the Company, including but not limited to payments  
43 required pursuant to the Gas Loan Mechanism.  
44  
45 2) Where the amounts to be deducted under subparagraph (1) are greater than the sum  
46 of Primary Gas charges billed to the Broker's Customers and Gas Loan payments  
47 due from the Company to the Broker, the Company will invoice the Broker for the net  
48 amount to be paid by the Broker to the Company. Remittance shall be made by the  
49 Broker to the Company for a calendar month on or before the 20th day of the month

- 1 following such calendar month. If such day is not a Business Day, such amount shall  
2 be due and payable on the first Business Day following such day.  
3
- 4 3) Remittance under ABC Service will be made regardless of the payment status on the  
5 Customer's bill.  
6
- 7 4) Remittance shall be made via electronic funds transfer.  
8
- 9 5) The Company will issue a statement of the Primary Gas charges billed to the  
10 Broker's Customers on the 15th day of the month following the month in which gas is  
11 delivered. If such day is not a Business day, such statement shall be issued on the  
12 first Business Day following such day.  
13
- 14 6) Any amount to be remitted hereunder and not remitted on or before the date on  
15 which it is due (the "due date") shall thereafter bear interest at an annual rate equal  
16 to the cost of the Company's average short-term borrowing cost, as updated from  
17 time to time.  
18
- 19 7) Any taxes (other than the Company's income taxes) and other charges which may  
20 become payable on or in respect of any Billing Service Fee payable by the Broker  
21 hereunder shall be borne and paid by the Broker.  
22
- 23 8) Nothing contained in these Special Terms and Conditions of Agency Billing and  
24 Collection Service shall operate to assign to the Company, or require the Company  
25 to bill or collect or remit, any amounts payable as between the Customer and the  
26 Broker, save and except such charges for Primary Gas as the Company shall  
27 calculate hereunder using the Broker's Primary Gas Price effective pursuant to this  
28 Service.  
29
- 30 9) The Company may terminate service under this Service for reasons other than  
31 Customer non-payment if the Broker shall be declared or adjudged bankrupt, or if an  
32 application is made in respect of the Broker under the Companies Creditors  
33 Arrangements Act (Canada), or if a liquidator, trustee in bankruptcy, custodian,  
34 receiver, receiver and manager, moderator or any other officer with similar powers  
35 shall be appointed in place of or for the Broker, or if the Broker shall commit any act  
36 of bankruptcy or institute proceedings to be adjudged bankrupt or insolvent or  
37 consents to sue, appointment or the institution of such proceedings or admits in  
38 writing to an inability to pay debts generally as they become due or becomes an  
39 insolvent person as such term is defined in the Bankruptcy and Insolvency Act  
40 (Canada); or if the Broker shall have liquidated, dissolved, wound up its affairs or  
41 otherwise ceased doing business. In addition, the Company may immediately  
42 terminate this Service in the event of a breach of the Agency Billing and Collection  
43 Service Agreement that is not remedied within ten (10) days of the notice of such  
44 breach being provided. Notwithstanding the termination of ABC Service, each party  
45 shall continue to be liable to pay, on the terms herein specified, any amount accrued  
46 or accruing due by such party to the other at the time of termination, regardless of  
47 when such amount becomes payable.  
48

**IX. RATE SCHEDULES (BASE RATES ONLY – NO RIDERS)**

Please see pages 1 and 2 of Appendix A as attached.

**X. RATE SCHEDULES – ANNUAL RATES (BASE RATES PLUS RIDERS)**

Please see pages 3 and 4 of Appendix A as attached.

**XI. MISCELLANEOUS CHARGES FOR SERVICE**

**ABC SERVICE FEE**

\$0.25 per customer per month

**COMPANY LABOUR RATES:**

Please see Appendix B as attached.

**DAMAGE TO COMPANY EQUIPMENT:**

Materials, labour, equipment and cost of gas.

**EQUIPMENT RENTAL RATE:**

Various rates depending on equipment and customer class.

**FINANCE EQUIPMENT INTEREST:**

12.9%

**FURNACE SAFETY CHECK:**

The charge for a safety check and tune-up of a natural gas furnace will be \$50. There is no charge for the Company to investigate a situation involving the potential leakage of gas.

**INSPECTION/REINSPECTION FEES:**

Inspection or reinspection of a single replacement or additional residential appliance will be \$35.00. All other inspections or reinspections (minimum charge of 1 hour) will be \$55.00 per hour.

**LATE PAYMENT CHARGE:**

A late payment charge of 1 ¼% per month shall be charged on the dollar amount owing after each billing due date. The due date will be at least 14 days after the mailing of the bills.

**MATERIALS:**

Manufacturer's listed price plus freight and taxes.

**METER RELOCATIONS:**

Various rates depending on size of meter.

1 METER TEST:

2 When a Customer requests a test for the meter, the charge will be \$35 for a Residential  
3 Meter or \$130 for a Commercial Meter. This charge includes the cost of the test  
4 performed, and the removal and replacement of the natural gas meter.  
5

6 PENALTY DELIVERY CHARGE:

7 For delivery service taken in contravention of the Company's notice of curtailment, the  
8 applicable Penalty Delivery Charge shall be equal to the greater of: firm LGS volumetric  
9 rate for Transportation to Centra and Distribution to Customer Service, or; a pro rata  
10 share with any other Customers in contravention of the Company's notice of curtailment  
11 of any incremental costs incurred directly or indirectly as a result of such contravention.  
12

13 PENALTY GAS CHARGE:

14 For gas taken in contravention of any conditions set forth in these terms and conditions  
15 of service, the maximum that the Company may charge shall be the sum of (1) and (2)  
16 as follows: (1) the applicable delivery charge; (2) the greater of \$0.5295/m<sup>3</sup> or the cost to  
17 the Company of obtaining replacement gas for delivery to the designated receipt point  
18 on that day.  
19

20 RECONNECT FEES:

21  
22 On each occasion when gas service is discontinued and subsequently resumed to the  
23 same Consumer at the same Premises, a reconnect fee will be charged in addition to:  
24 (a) the Basic Monthly Charge, except where a customer is disconnected in accordance  
25 with Section G) 2) of the Terms and Conditions of Service; and (b) the Demand Charge  
26 (if applicable) for the period of disconnection. For purposes of establishing the Monthly  
27 Demand Charge, the Demand Charge billed during the last month that service was  
28 provided will apply.  
29

30 Where a service reconnection takes place during regular business hours, a reconnect  
31 fee of \$50 (plus GST) shall be charged. Where a service reconnection takes place  
32 outside of regular working hours a reconnect fee of \$65 (plus GST) shall be charged.  
33

34 In the event that the meter, regulation equipment and/or service line are removed and  
35 replaced on the same Premises within five years of removal, the Company may charge  
36 an additional fee equal to the cost of resetting the meter and regulator and installation of  
37 the new service line.  
38

39 RETURNED CHEQUE CHARGE:

40 When a Consumer's cheque is returned by banks or other financial institutions for  
41 reasons beyond the control of the Company, a returned cheque charge of \$20.00 will be  
42 assessed to the Customer.  
43

44 SECURITY DEPOSITS:

45 Three highest months consumption to a maximum of \$225.  
46  
47

1 TEMPORARY DISCONNECTION:  
2 In situations where a Premise is renovated, demolished or altered such that temporary  
3 removal of the Company's equipment is required, the Company may charge a cost  
4 based fee for re-establishing the natural gas service.  
5

6 SERVICE RELOCATIONS AND ALTERATIONS  
7 Where a customer requests, or where the customer's conduct requires, that an existing  
8 meter, regulator and/or service line be altered or relocated (so that it follows a different  
9 route from that chosen by the Company when it was initially installed or alters the  
10 existing configuration), the Company may require and the Customer shall pay all costs  
11 associated with the alteration or relocation, including the material, labour, and equipment  
12 required to perform the alteration or relocation.  
13

14 YARD SERVICES:  
15 Materials plus 40% plus labour.  
16