

EPCOR Natural Gas Limited Partnership

Cost of Service Application
EB-2024-0130
July 18, 2024

Exhibit 8 – Rate Design

PROVIDING MORE





Contents

8.0	Rate Design	3
8.0.1	Distribution Revenue	4
8.0.2	Change in Rate Design	5
8.1	Bill Impacts.....	11
8.2	Rate Harmonization Plan and Mitigation Issues	16
8.3	Changes to Conditions of Service	17
Appendix A - Current Rate Schedules.....		21
Appendix B - Proposed Draft Rate Schedules.....		40
Appendix C – ENGLP Rate Model and Bill Impact Detail		61
Appendix D – Revised Conditions of Service		62



8.0 Rate Design

1
 2 This Exhibit provides details regarding ENGLP’s proposed changes to rates, proposed volume
 3 and revenue recovery, details regarding changes to proposed rate schedules and detailed annual
 4 bill impacts for the 2025 Test Year.

5 ENGLP has determined its 2025 distribution revenue requirement, (service revenue requirement
 6 less revenue offsets) to be \$7,939,670. The revenue requirement is determined for ENGLP’s 2025
 7 capital and operating forecasts, weather normalized usage, forecasted customer counts and
 8 regulated return on rate base.

9 Table 8.0-1 below summarizes ENGLP’s revenue requirement for 2025.

10
 11 **Table 8.0-1**
 12 **Summary of 2025 Distribution Revenue Requirement (\$)**
 13

	Driver	A 2025T
1	OM&A	\$4,321,958
2	Depreciation	\$1,320,799
3	Property Taxes	\$705,564
4	Income Taxes	\$74,989
5	Cost of Capital	\$643,825
6	Return on Equity	<u>\$980,922</u>
7	Service Revenue Requirement	\$8,048,058
8	<i>Revenue Offsets</i>	<i>(\$108,388)</i>
9	Distribution Revenue Requirement	\$7,939,670

14
 15
 16
 17

1 **8.0.1 Distribution Revenue**

2 Table 8.0.1-1 below summarizes the revenue by rate class under current and proposed rates.
 3 The detailed calculations of current and proposed revenue by rate class can be found further in
 4 this Exhibit (Appendix C) along with the live excel model accompanying this Application
 5 ENGLP_EB-2024-0130_Rate Model).

6 **Table 8.0.1-1**
 7 **Summary – Distribution Revenue by Rate Class (Rebalanced) (\$)**

	Rate Class	A Current Revenue*	B Proposed Revenue	C Variance (\$)	D Variance (%)
1	R1 - Residential	\$4,757,827	\$5,124,352	\$366,525	8%
2	R1 – GS - Commercial	\$804,388	\$866,356	\$61,968	8%
3	R1 – GS - Industrial	\$288,771	\$311,017	\$22,246	8%
4	Rate 2	\$95,440	\$103,189	\$7,748	8%
5	Rate 3	\$271,134	\$292,022	\$20,888	8%
6	Rate 4	\$273,470	\$301,742	\$28,271	10%
7	Rate 5	\$50,704	\$47,004	(\$3,700)	-7%
8	Rate 6	\$830,046	\$893,989	\$63,942	8%
9	Total	\$7,371,781	\$7,939,670	\$567,889	8%

8 * Current rates have been reduced by the equivalent of the PGTVA reference price and system gas fee for comparison
 9 purposes. Further detail is included in the following sections.

10
 11 In addition to changes that are driven by the 2025 Test Year’s proposed revenue requirement,
 12 ENGLP is proposing the following changes to its currently approved rate design:

- 13 1. A segregation of the historical Rate 1 rate class into two distinct rate classes – Rate 1 -
 14 Residential and Rate 1 - General Service;
- 15 2. An increase in the fixed charge for the R1 – Residential by \$3.50 and R1- General Service
 16 rates classes by \$3.00;
- 17 3. Removal of the R1 - Residential second tier as ENGLP’s load forecast shows almost no
 18 usage above tier 1;
- 19 4. Removal of the PGTVA reference price from distribution rates and the creation of a stand-
 20 alone Transportation rate; and
- 21 5. Discontinuance of the system gas fee due to embedding the gas supply function directly
 22 in ENGLP’s revenue requirement.

1 **8.0.2 Change in Rate Design**

2 **Rate 1 Segregation**

3 ENGLP Rate 1 currently serves customers with a wide variety of load profiles and consumption
4 patterns. Historically, these have been classified internally (but not for rate making purposes) as
5 Residential, Commercial and Industrial. A Residential customer is defined as a customer that
6 requires delivery of natural gas to any residential building served through one meter and
7 containing no more than three dwelling units. Commercial customers include restaurants,
8 businesses and other larger multi-unit residential buildings. Customers are classified as Industrial
9 if they are a production facility or process. All customers not choosing a rate structure that is
10 either contracted, interruptible or seasonal are grouped into this category as ENGLP does not
11 currently have a rate class for 'small commercial customers (similar to an electricity 'GS<50kw'
12 rate class).

13 In order to better reflect consumption patterns, volumes and support ENGLP's proposal to
14 increase the fixed / variable ratio inline with the Board approved principle of matching fixed costs
15 with fixed charges for residential customers, ENGLP is proposing to separate Rate 1 into two rate
16 classes:

- 17 • Rate 1 - Residential
18 • Rate 1 - General Service (combined 'Commercial' and 'Industrial' classifications)

19 Both of these classes will have separate and distinct rate designs and fixed to variable cost ratios
20 (as further explained in the next section of this Exhibit). ENGLP believes this structure results in
21 a more equitable split by allowing consistent but separate treatment of cost allocation and revenue
22 requirement recovery while retaining the administrative simplicity and customer transparency
23 inherent in the historical grouping.

24 While historically there have been three categories within the single rate class, ENGLP feels that
25 two rate classes are appropriate for rate design given the potential subjectivity [and the need for
26 a strengthened requirement to manage classification] between commercial and industrial
27 customers (as an example what rate class would a multi-unit residential building or a school fit
28 into) but does recognize that there are differences between baseload and heat-load between
29 customers in this general service category.

1 In order to simplify the Rate 1 – Residential tariff, ENGLP is also proposing to reduce the current
2 two volume tiers to one. ENGLP’s load forecast indicates that less than 1% of Residential usage
3 is charged using the existing second tier. This simplification of the tariff is expected to be slightly
4 favourable to lower usage customers as the single tier will result in a marginally lower overall
5 variable cost/m³.

6 **Rate 1 Fixed to Variable Ratio**

7 This change to the Rate 1 class also enables implementation of ENGLP’s updated Rate 1 Fixed
8 to Variable rate design. ENGLP is proposing to build on the previous Board approval¹ of
9 increasing the fixed to variable ratio in order to continue to better align with the actual cost
10 structure of ENGLP. ENGLP considers all delivery costs as representing fixed costs. The process
11 of increasing the percent of Rate 1 distribution revenue that is fixed began with the previous
12 application as Rate 1 rates were approved to escalate on a \$1/month/customer basis each year.
13 This continued in the mid-term IRM filings as well.

14 ENGLP is requesting in this Application to increase the fixed charge for all Rate 1 customers by
15 \$3.50/month consistent with the principal of the OEB’s electricity residential rate design of aligning
16 of fixed charges with fixed costs². The following discussion by the OEB detailed its thinking
17 regarding the introduction of fixed charges to recover fixed costs:

18 “The OEB released its policy on April 2, 2015, A New Distribution Rate Design for Residential
19 Electricity Customers (the April Report). The policy on residential rates in the April Report
20 emphasized simplicity and increasing customer understanding of the fixed nature of the
21 distribution service. The policy recognizes that customers primarily value connection to
22 distribution services and the essential service of billing. The OEB’s general policy for distribution
23 rate design outlined in the report is to better reflect the relationship between distributor costs and
24 service to customers by increasing the amount of revenue collected through the fixed rate, and
25 reducing the amount of revenue collected through the usage rate. The OEB started this process
26 by a gradual move to fully-fixed distribution rates for residential customers, a process that is now
27 nearly complete.

¹ EB-2018-0336 Application for 2020 Cost of Service & Incentive Rate-setting to 2024, February 1, 2019, Exhibit 8

² EB-2012-0410 A New Distribution Rate Design for Residential Electricity Customers, April 2, 2015.



1 Built to meet the instantaneous needs of all connected customers, there are few costs in the
2 distribution system that change with the energy that flows through the grid. Distribution assets are
3 designed to deliver power reliably and have by their nature long service lives and largely fixed
4 costs.

5
6 Under the current rate design, a customer that lowers its consumption also reduces its volumetric
7 charge. This can lead to the customer not paying the cost of system assets that it may still need
8 as a result of its technology choice or that were built specifically for them. This shifts risk and
9 costs unfairly to other customers.

10
11 The current rate design of fixed and volumetric charges does not align well with the changing use,
12 expectations and value to some customers. It can lead to uneconomic decisions by the customer
13 and shifting of costs to more traditional customers who are either unable to, or choose not to,
14 adopt new technologies.”³

15 The above shows that when the OEB directed electric utilities to implement fixed rate design, they
16 considered impacts on energy conservation, on technology enabled choice for customers, and on
17 customers who are either late adopters or unable to take part in energy programs.

18 Similar to the rationale provided in the decision (page 10):

19 “The actual cost to provide distribution service to a residential customer does not change much if
20 the customer’s usage goes up or down. For example, no matter how much electricity a residential
21 customer uses, that customer still needs a meter, a connection to the nearest distribution pole,
22 the poles and wires that bring electricity from the bulk system, and a place in the customer service
23 computer system.”

24 ENGLP’s natural gas distribution system has the same overall design structure and cost structure
25 for all residential customers. The cost to connect and serve a residential customer does not
26 significantly vary based on usage.

27 While ENGLP is proposing a similar dollar increase to both the R1-Residential and R1-General
28 Service classes, this new rate design segregation allows for the fixed to variable ratio to continue

³ EB-2015-0043, Staff Report to the Board, February 21, 2019, pp.2-3.

1 to increase towards a fully fixed Residential rate without undue hardship on residential customers
 2 that would result with the existing grouping. The existing R1 rate class includes high volume
 3 Industrial (average annual usage of 33,165m³) and Commercial (average annual usage of 10,498
 4 m³) customers as well as lower volume Residential (average annual usage of 2,065m³)
 5 customers. If the three groups of customers remained in a single rate class, the rate impact on
 6 Residential customers would be amplified as internal rebalancing of the usage tier charges takes
 7 place to address the increase in the fixed monthly charge (ignoring the impacts of inflation), while
 8 the Industrial and Commercial customers would end up contributing significantly less. See Table
 9 8.0.2-1 below.

10 **Table 8.0.2-1 – Distribution Revenue Impacts**
 11 **Fifteen Percent Annual Increase in Fixed Charge Status Quo - Rate 1 Design**

Residential	2025	2026	2027	2028	2029
Distribution Fixed	\$288	\$331	\$381	\$438	\$504
Distribution Variable	<u>\$252</u>	<u>\$219</u>	<u>\$181</u>	<u>\$136</u>	<u>\$95</u>
Total	\$540	\$550	\$561	\$575	\$599
% Fixed Distribution	53%	60%	68%	76%	84%
% Variable Distribution	47%	40%	32%	24%	16%
Increase in Fixed Revenue Percentage	17%	15%	15%	15%	15%
Increase in Distribution Revenue		2%	2%	2%	4%

Commercial	2025	2026	2027	2028	2029
Distribution Fixed	\$288	\$331	\$381	\$438	\$504
Distribution Variable	<u>\$1,124</u>	<u>\$976</u>	<u>\$805</u>	<u>\$608</u>	<u>\$425</u>
Total	\$1,412	\$1,307	\$1,186	\$1,046	\$928
% Fixed Distribution	20%	25%	32%	42%	54%
% Variable Distribution	80%	75%	68%	58%	46%
Increase in Fixed Revenue Percentage	17%	15%	15%	15%	15%
Increase in Distribution Revenue	4%	-7%	-9%	-12%	-11%

Industrial	2025	2026	2027	2028	2029
Distribution Fixed	\$288	\$331	\$381	\$438	\$504
Distribution Variable	<u>\$3,339</u>	<u>\$2,898</u>	<u>\$2,390</u>	<u>\$1,807</u>	<u>\$1,261</u>
Total	\$3,627	\$3,229	\$2,771	\$2,245	\$1,765
% Fixed Distribution	8%	10%	14%	20%	29%
% Variable Distribution	92%	90%	86%	80%	71%
Increase in Fixed Revenue Percentage	17%	15%	15%	15%	15%
Increase in Distribution Revenue	2%	-11%	-14%	-19%	-21%

12

13 Additional information regarding ENGLP's IRM proposal can be found in Exhibit 10



1 **Transportation Revenue**

2 As introduced in Exhibits 3 and 4, ENGLP incurs gas transportation costs (to/from Enbridge) for
 3 storage, load balancing, and transportation across Enbridge’s system to ENGLP’s distribution
 4 system. ENGLP is proposing to create a stand-alone Purchased Gas Transportation rate for Rate
 5 1-5 customers, which would remove the requirement for an embedded reference price within
 6 distribution rates, and allow for a more transparent view of the transportation costs as part of the
 7 IRM filing. This is a treatment consistent with the current ENGLP Southern Bruce rate structure
 8 (EB-2018-0264) and could also be compared to the treatment of Transmission rates for
 9 embedded electricity distributors (most recently approved in EB-2023-0222).

10 **Table 8.0.2-1 – Historical Transportation Costs**

	2020T	2021A	2021A	2022A	2023A	2024B	2025T
Purchase Cost	\$675,544	\$773,297	\$834,054	\$1,018,535	\$957,123	\$1,039,369	\$1,061,196
Volumes (000's m ³)	<u>28,475</u>	<u>28,756</u>	<u>29,877</u>	<u>32,935</u>	<u>31,889</u>	<u>34,338</u>	<u>36,391</u>
Cost per m ³	\$0.023724	\$0.026891	\$0.027916	\$0.030925	\$0.030014	\$0.030269	\$0.029161
YOY Variance		13%	4%	11%	-3%	1%	-4%

11
 12 Transportation costs have increased significantly since the 2020 Test year, resulting in an annual
 13 shortfall accumulated in the related Purchased Gas Transportation Variance Account (PGTVA).

14 Over the current COS term, there has been shortfall of approximately \$650K collected from
 15 customers, which was subsequently recovered via the PGTVA deferral account, including \$35K
 16 in carrying charges. As mentioned in Exhibit 10, ENGLP is proposing to update the Transportation
 17 rate as part of its IRM filing with the rate of inflation in order to continue to mitigate this shortfall
 18 and reduce the carrying charges that customers ultimately end up paying.

19
 20



1 **Table 8.0.2-1 – PGTVA Disposition**

Principal Balance Year Ending	Application	Balance	Carrying Charges	Total Disposition
2020	EB-2021-0183	\$91,078	\$298	\$91,377
2021	EB-2022-0183	\$125,249	\$2,103	\$127,352
2022	EB-2023-0160	\$237,179	\$15,406	\$252,585
2023	(Current Application)	\$200,589	\$16,793	\$217,382
Total		\$654,095	\$34,601	\$688,696

2

3 **System Gas Fee Discontinuance**

4 As part of its previous cost of service application, ENGLP was approved for a system gas fee of
 5 \$0.0435 cents per m³. This fee was calculated in connection with the provision of system gas for
 6 non-direct purchase customers for:

7

- 8 1. 2020 Regulatory expenses totalling \$8,405 for consulting services related to QRAM
 9 submissions; and
- 10 2. \$3,096 for Wages of EPCOR staff.

11 ENGLP is not requesting to include the continuance of the system gas fee in this Application as
 12 the functions of the Gas Supply manager and team have changed significantly since the previous
 13 filing, benefiting all customers, not just those using system gas. The Gas Procurement support
 14 function has expanded since the previous filing due to increased regulatory obligations (such as
 15 the requirement for a Gas Supply Plan as outlined in section 4.1 and the Federal Carbon Pricing
 16 Plan) along with increased administration and monitoring of the ENGLP direct purchase program.
 17 As the gas distribution network expands, there is also increased importance of the procurement
 18 of local gas supply including ENGLP’s first connection to a renewable natural gas supplier and
 19 complex customer connections (such as a large greenhouse and gas-powered generation plant).
 20 The combined portfolio of Southern Bruce and Aylmer is better served by consistent staff
 21 oversight as opposed to the use of contractors (further evidenced by taking the Aylmer QRAM
 22 process in house in 2024). Due to the all of this, there’s no longer a need for a dedicated
 23 charge directly for system gas customers.



8.1 Bill Impacts

1
2 The following tables provide a summary of bill impacts of the proposed changes to rates for 2025
3 and the proposed rate riders for each rate class assuming the average consumption level of the
4 rate class based on the 2025 Load Forecast as presented in Exhibit 3. The bill impacts provided
5 assumes a full 12 months of distribution service and consumption. Further details on the bill
6 impacts summarized below are provided in Appendix C in this Exhibit along with the 2025 Rate
7 Model included in this submission.



1
2

Table 8.1-1 Customer Bill Impacts

Rate Class	Change in Delivery Charge (\$ / year / customer)	Change in Delivery Charge (%)	Change in Transportation (\$ / year / customer)	Change in Transportation (%)	Change in Rate Riders (\$ / year / customer)	Change in Rate Riders (%)	Change in Total Bill (\$ / year / customer)	Change in Total Bill (%)
R1 - Residential	\$38	8%	\$10	21%	\$29	180%	\$78	6%
R1 - Residential - Bottom 10 Percentile	\$41	12%	\$3	21%	\$8	170%	\$52	10%
R1- General Service	\$126	8%	\$53	21%	\$148	183%	\$326	6%
<i>R1-GS - Commercial</i>	\$106	8%	\$53	21%	\$148	183%	\$307	6%
<i>R1-GS - Commercial - Bottom 10 Percentile</i>	\$39	12%	\$2	21%	\$7	167%	\$48	10%
<i>R1-GS - Commercial - Top 10 Percentile</i>	\$400	7%	\$262	21%	\$741	184%	\$1,403	6%
<i>R1-GS - Industrial</i>	\$266	7%	\$166	21%	\$469	184%	\$900	6%
<i>R1-GS - Industrial - Bottom 10 Percentile</i>	\$46	10%	\$8	21%	\$22	178%	\$76	8%
<i>R1-GS - Industrial - Top 10 Percentile</i>	\$980	8%	\$667	21%	\$1,885	184%	\$3,532	6%
R2 - Seasonal - Annual	\$155	8%	\$83	21%	\$277	216%	\$515	7%
R3 - Large Volume Contract	\$4,178	8%	\$3,919	21%	\$685	11%	\$8,782	3%
R4 - Peaking - Annual	\$615	10%	\$254	21%	\$611	156%	\$1,479	6%
R5 - Interruptible Peaking	(\$925)	-7%	\$810	21%	\$3,479	279%	\$3,364	5%
R6 - IGPC	\$63,942	8%	\$0	0%	(\$0)	-100%	\$63,942	8%

3



1
2

Table 8.1-2 Customer Rate Impacts – Deferral and Variance Accounts

Rate Class	REDA		PGTVA		ADVADA		UFGVA		Total	
	Variance (\$)	Variance (%)	Variance (\$)	Variance (%)	Variance (\$)	Variance (%)	Variance (\$)	Variance (%)	Variance (\$)	Variance (%)
R1 - Residential	(\$0.24)	-100%	(\$3.49)	-21%	\$0.60	-100%	\$32.09		\$28.96	180%
R1 - Residential - Bottom 10 Percentile	(\$0.24)	-100%	(\$1.03)	-21%	\$0.18	-100%	\$9.46		\$8.36	170%
R1- General Service	(\$0.24)	-100%	(\$17.74)	-21%	\$3.04	-100%	\$163.15		\$148.21	183%
<i>R1-GS - Commercial</i>	(\$0.24)	-100%	(\$17.74)	-21%	\$3.04	-100%	\$163.15		\$148.21	183%
<i>R1-GS - Commercial - Bottom 10 Percentile</i>	(\$0.24)	-100%	(\$0.83)	-21%	\$0.14	-100%	\$7.63		\$6.70	167%
<i>R1-GS - Industrial</i>	(\$0.24)	-100%	(\$56.06)	-21%	\$9.62	-100%	\$515.42		\$468.74	184%
<i>R1-GS - Industrial - Bottom 10 Percentile</i>	(\$0.24)	-100%	(\$2.69)	-21%	\$0.46	-100%	\$24.77		\$22.30	178%
R2 - Seasonal - Nov to Mar	(\$0.14)	-100%	(\$3.71)	-10%	\$1.31	-100%	\$77.62		\$75.07	215%
R2 - Seasonal - Apr to Oct	(\$0.10)	-100%	(\$9.99)	-10%	\$3.52	-100%	\$208.77		\$202.20	216%
R2 - Seasonal - Annual	(\$0.24)	-100%	(\$13.71)	-10%	\$4.83	-100%	\$286.39		\$277.27	216%
R3 - Large Volume Contract	(\$0.24)	-100%	(\$4,423.09)	-71%	\$227.25	-100%	\$4,881.06		\$684.98	11%
R4 - Peaking - Apr to Dec	(\$0.18)	-100%	(\$71.80)	-18%	\$14.44	-100%	\$657.08		\$599.53	156%
R4 - Peaking - Jan to Mar	(\$0.06)	-100%	(\$1.38)	-18%	\$0.28	-100%	\$12.62		\$11.46	155%
R4 - Peaking - Annual	(\$0.24)	-100%	(\$73.18)	-18%	\$14.72	-100%	\$669.69		\$610.99	156%
R5 - Interruptible Peaking	(\$0.24)	-100%	\$387.42	30%	\$46.95	-100%	\$3,045.14		\$3,479.28	279%
R6 - IGPC	(\$0.24)	-100%	\$0.00		\$0.00		\$0.00		(\$0.24)	-100%

3
4
5
6
7
8



1 **Current Distribution Rates**

2

Rate Group	Monthly Service Charge (excl. Bill 32) (\$)	Delivery First 1,000 m ³ (¢)	Delivery Over 1,000 m ³ (¢)	Deliver y Next 24,000 m ³ (¢)	Deliver y Over 25,000 m ³ (¢)	Deliver y - Firm (¢)	Deman d - Firm (¢)	Trans- portation (¢) (2)	Delivery - Int - Lower (¢)	Delivery - Int - Upper (¢)
R1 - Residential	\$20.50	12.1617	9.3087					2.4159		
R1 - Commercial	\$20.50	12.1617	9.3087					2.4159		
R1 - Industrial	\$20.50	12.1617	9.3087					2.4159		
R2 - Seasonal - Apr to Oct	\$22.59	16.3642		7.3225	5.2947			2.4159		
R2 - Seasonal - Nov to Mar	\$22.59	21.2447		13.6749	14.9006			2.4159		
R3 - Large Volume Contract	\$225.94					1.6958	32.8714	2.4159	6.2310	9.5028
R4 - Peaking - Apr to Dec	\$22.59	18.2598	10.2867					2.4159		
R4 - Peaking - Jan to Mar	\$22.59	23.9485	17.9668					2.4159		
R5 - Interruptible Peaking	\$214.64					6.2387	(1)	2.4159	4.3831	8.0943
R6 - IGPC	\$69,170.53					-	-		-	-

3

4 Notes:

5 (1) Placeholder rate for average rate used for bill impact calculation purposes

6 (2) 'Transportation' is currently embedded within the delivery charges as a reference price. Amount also includes system gas fee"

PGTVA Reference Price 2.3724
 Plus System Gas Fee 0.0435
 2.4159

7

8



1 **Proposed Distribution Rates**

2

Rate Group	Monthly Service Charge (excl. Bill 32) (\$)	Delivery First 1,000 m ³ (¢)	Delivery Over 1,000 m ³ (¢)	Delivery Next 24,000 m ³ (¢)	Delivery Over 25,000 m ³ (¢)	Delivery - Firm (¢)	Demand - Firm (¢)	Transportation (¢) (2)	Delivery - Int - Lower (¢)	Delivery - Int - Upper (¢)
R1 - Residential	\$24.00	11.9620	11.9620					2.9161		
R1 - Commercial	\$23.50	12.7769	10.0258					2.9161		
R1 - Industrial	\$23.50	12.7769	10.0258					2.9161		
R2 - Seasonal - Apr to Oct	\$24.43	17.6927		7.9169	5.7245			2.9161		
R2 - Seasonal - Nov to Mar	\$24.43	22.9694		14.7851	16.1103			2.9161		
R3 - Large Volume Contract	\$243.35					1.8264	35.4038	2.9161	6.7110	10.2349
R4 - Peaking - Apr to Dec	\$24.93	20.1475	11.3501					2.9161		
R4 - Peaking - Jan to Mar	\$24.93	26.4243	19.8242					2.9161		
R5 - Interruptible Peaking	\$198.98					5.7835	(1)	2.9161	4.0633	7.5036
R6 - IGPC	\$74,499.05					-	-		-	-

3

4

5 Notes:

6 (1) Placeholder rate for average rate used for bill impact calculation purposes

7 (2) System Gas Fee no longer applicable for 2025 rates

8



8.2 Rate Harmonization Plan and Mitigation Issues

1

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

4

8.3 Changes to Conditions of Service

1

2 ENGLP's current version of its Conditions of Service can be found on its website:

3 <https://www.epcor.com/products-services/natural-gas/Pages/terms-and-conditions.aspx>

4 ENGLP's Conditions of Service were last updated in January 2020, in alignment with the previous
5 cost of service filing (EB-2018-0336). ENGLP has included updates to its Conditions of Service
6 in this filing. A copy of the revised document with the proposed changes has been included as
7 an appendix in this Exhibit.

8 Importantly, the proposed changes are largely clerical. For example, introducing a toll free phone
9 number and removing specific dollar values that may change (instead pointing to the approved
10 rate order). Other changes are intended to align with EPCOR's Customer Connection Policy.

11 Specifically, the updates are as follows:

12 • 1 Preamble

13 ○ Paragraph 1 - Remove "to approximately 8,800 Customers" as this number is
14 constantly changing and is not necessary to include.

15 • 4.1 Application for Service

16 ○ Paragraph 3 - Remove "\$35.00" as this number could change in future IRMs and the
17 amount would be distributed to all Customers through our quarterly bill insert; and,

18 ○ Paragraph 4 – Replace "519-773-5321", which is ENGLP's local phone number with
19 its toll free number "1-888-765-2256" so that all Customers can call ENGLP with no
20 long distance charges.

21 • 4.2 Main Extensions

22 ○ 4.2 b) – Update "next five (5) years" to "connection horizon", since this better
23 represents the process for all customers that may apply for a new connection.

24 • 4.3 Service Lateral Installations

- 1 ○ Paragraph 2 – Insert “residential” into the second sentence to clarify the type of
2 connection to which the fee applies; and,
- 3 ○ Paragraph 2 – Replace “length of pipe required” with “cost” and add “or for non-
4 residential customers, in alignment with EPCOR’s Customer Connection Policy”. This
5 better reflects all the criteria that may impact the cost of a new connection in alignment
6 with EPCOR’s Customer Connection Policy.
- 7 ● 4.6 Customer Piping, Appliances and Equipment
- 8 ○ Paragraph 3 - Replace “519-773-5321”, which is ENGLP’s local phone number with
9 its toll free number “1-888-765-2256” so that all Customers can call with no long
10 distance charges.
- 11 ● 6.3 Security Deposits
- 12 ○ 6.3.1 d) – Insert “have enrolled in an equal monthly payment plan, or pre-authorized
13 payment plan, or both” since this criteria is a requirement and was missing from
14 ENGLP’s original Condition of Service.
- 15 ● 6.4 Bill Issuance and Payment
- 16 ○ 6.4.1 Paragraph 2 - Replace “519-773-5321”, which is ENGLP’s local phone number
17 with its toll free number “1-888-765-2256” so that all Customers can call with no long
18 distance charges;
- 19 ○ 6.4.2.1 Paragraph 1 - Replace “519-773-5321”, which is ENGLP’s local phone number
20 with toll free number “1-888-765-2256” so that all Customers can call with no long
21 distance charges; and,
- 22 ○ 6.4.4 Paragraph 6 - Replace “519-773-5321”, which is ENGLP’s local phone number
23 with its toll free number “1-888-765-2256” so that all Customers can call without
24 incurring long distance fees.
- 25 ● 6.5 Billing Errors

- 1 ○ Paragraph 2 - Replace “519-773-5321”, which is ENGLP’s local phone number with
2 its toll free number “1-888-765-2256” so that all Customers can call with no long
3 distance charges
- 4 • 6.8 Discontinuance of Service for Non-payment
- 5 ○ Paragraph 5 – Remove “the disconnection fee as outlined in Schedule 1, along with”
6 as this is no longer in effect and insert “outlined in Schedule 1”. Also remove
7 “disconnection and” as this is no longer in effect.
- 8 • 6.11 Customer Service for Eligible Low-Income Customers
- 9 ○ Paragraph 1 – Insert “information on who” and “including how to contact that support
10 can be found on our website www.epcor.com”. Remove “The Salvation Army St
11 Thomas Branch” as this is no longer the intake agency used by EPCOR;
- 12 ○ 6.11 a) – Insert “for an eligible low-income customer upon request”, and remove
13 “provided the Customer i. is enrolled in the budget billing plan; and, ii. has not had gas
14 service disconnection due to non-payment within the past two(2) years” as this criteria
15 is no longer relevant; and,
- 16 ○ Paragraph 3 – Remove “To determine if you qualify for LEAP, please contact:
17 Salvation Army St Thomas at 519-631-6202 or 519-631-9208” as this contact
18 information is no longer valid.
- 19 • 6.12 Management of Customer Accounts
- 20 ○ Paragraph 2 - Replace “519-773-5321”, which is ENGLP’s local phone number with
21 its toll free number “1-888-765-2256” so that all Customers can call ENGLP with no
22 long distance charges.
- 23 • 6.14 Customer Service
- 24 ○ 6.14.1 Step 1 - Replace “519-773-5321”, which is ENGLP’s local phone number with
25 its toll free number “1-888-765-2256” so that all Customers can call with no long
26 distance charges.



- 1 • Schedule 1 – Service Charges and Miscellaneous Charges
- 2 ○ Miscellaneous Charges – Replace “\$48.00” in the Returned Cheque/Payment bullet
- 3 with the correct lower charge of “\$20.00”;
- 4 ○ Disconnection and Reconnection Charges, bullet point 1 - Replace “discontinuance”
- 5 with “reconnection” as ENGLP no longer collects a disconnection charge for
- 6 disconnections for non-payment; and,
- 7 ○ Disconnection and Reconnection Charges, bullet point 2 - Insert “at the Customer’s
- 8 request”.
- 9 • Schedule 2 – Forms
- 10 ○ Bullet point 1 – Insert an “s” at the end of Applications as ENGLP now has 2 separate
- 11 Applications – one for residential Customers and one for commercial Customers.

Appendix A - Current Rate Schedules

EPCOR Natural Gas Limited Partnership Aylmer
Natural Gas System

EB-2024-0195

Effective: July 1, 2024

EPCOR Natural Gas Limited Partnership

RATE 1 - General Service Rate

Rate Availability

The entire service area of the Company.

Eligibility

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

Rate

a)	Monthly Fixed Charge ⁽¹⁾	\$21.50
	Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2024	\$0.02
b)	Delivery Charge	
	First 1,000 m ³ per month	14.5341 cents per m ³
	All over 1,000 m ³ per month	11.6811 cents per m ³
	Rate Rider for PGTVA recovery – effective for 12 months ending December 31, 2024	0.7891 cents per m ³
	Rate Rider for ADVADA recovery – effective for 12 months ending December 31, 2024	(0.0290) cents per m ³
c)	Carbon Charges ⁽²⁾	
	Federal Carbon Charge (if applicable)	15.2500 cents per m ³
	Facility Carbon Charge	0.0035 cents per m ³
d)	Gas Supply Charge and System Gas Refund Rate Rider (if applicable)	Schedule A

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only “applicable” to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Meter Readings

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

Delayed Payment Penalty

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

Bundled Direct Purchase Delivery

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

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

Effective: July 1, 2024

Implementation: All bills rendered on or after July 1, 2024

EB-2024-0195

EPCOR Natural Gas Limited Partnership

RATE 2 - Seasonal Service

Rate Availability

The entire service area of the company.

Eligibility

All customers.

Rate

For all gas consumed from:	April 1 - Oct 31	Nov 1 - Mar 31
a) Monthly Fixed Charge ⁽¹⁾	\$23.59	\$23.59
Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2024	\$0.02	\$0.02
b) Delivery Charge		
First 1,000 m ³ per month	18.7366 cents per m ³	23.6171 cents per m ³
Next 24,000 m ³ per month	9.6949 cents per m ³	16.0473 cents per m ³
All over 25,000 m ³ per month	7.6671 cents per m ³	17.2730 cents per m ³
Rate Rider for PGTVA Recovery – effective for 12 months ending December 31, 2024	0.7891 cents per m ³	0.7891 cents per m ³
Rate Rider for ADVADA Recovery – effective for 12 months ending December 31, 2024	(0.0290) cents per m ³	(0.0290) cents per m ³
c) Carbon Charges ⁽²⁾		
Federal Carbon Charge (if applicable)	15.2500 cents per m ³	15.2500 cents per m ³
Facility Carbon Charge	0.0035 cents per m ³	0.0035 cents per m ³
d) Gas Supply Charge and System Gas Refund Rate Rider (if applicable)Schedule A		

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only “applicable” to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Meter Readings

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

Delayed Payment Penalty

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

Bundled Direct Purchase Delivery

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

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

Effective: July 1, 2024

Implementation: All bills rendered on or after July 1, 2024

EB-2024-0195

EPCOR Natural Gas Limited Partnership

RATE 3 - Special Large Volume Contract Rate

Rate Availability

The entire service area of the company.

Eligibility

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

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

Rate

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

- a) A Monthly Customer Charge⁽¹⁾:

A Monthly Customer Charge of \$226.94 for firm or interruptible customers; or
A Monthly Customer Charge of \$251.83 for combined (firm and interruptible) customers.

Rate Rider for REDA Recovery \$0.02
– effective for 12 months ending December 31, 2024

- b) A Monthly Demand Charge:

A Monthly Demand Charge of 32.8714 cents per m³ for each m³ of daily contracted firm demand.

- c) A Monthly Delivery Charge:

- (i) A Monthly Firm Delivery Charge for all firm volumes of 4.0682 cents per m³,
- (ii) A Monthly Interruptible Delivery Charge for all interruptible volumes to be negotiated between the company and the customer not to exceed 11.8752 cents per m³ and not to be less than 8.6034 per m³.

Rate Rider for PGTVA recovery 0.7891 cents per m³
– effective for 12 months ending December 31, 2024

Rate Rider for ADVADA recovery (0.0290) cents per m³
– effective for 12 months ending December 31, 2024

- d) Carbon Charges ⁽²⁾
 - Federal Carbon Charge (if applicable) 15.2500 cents per m³
 - Facility Carbon Charge 0.0035 cents per m³
- e) Gas Supply Charge and System Gas Refund Rate Rider (if applicable) Schedule A
- f) Overrun Gas Charges:

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

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

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

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

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

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

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

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

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

3. In each contract year, the customer shall take delivery from the company, or in any event pay for it if available and not accepted by the customer, a minimum volume of gas as specified in the contract between the parties. Overrun volumes will not contribute to the minimum volume. The rate applicable to the shortfall from this minimum shall be 3.4003 cents per m³ for firm gas and 5.8681 cents per m³ for interruptible gas.
4. The contract may provide that the Monthly Demand Charge specified in Rate Section 1 above shall not apply on all or part of the daily contracted firm demand used by the customer during the testing, commissioning, phasing in, decommissioning and phasing out of gas-using equipment for a period not to exceed one year (the transition period). In such event, the contract will provide for a Monthly Firm Delivery Commodity Charge to be applied on such volume during the transition of 5.9678 cents per m³ and a gas supply commodity charge as set out in Schedule A, if applicable. Gas purchased under this clause will not contribute to the minimum volume.

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only “applicable” to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Bundled Direct Purchase Delivery

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

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

Delayed Payment Penalty

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

Effective: July 1, 2024

Implementation: All bills rendered on or after July 1, 2024

EB-2024-0195

EPCOR Natural Gas Limited Partnership

RATE 4 - General Service Peaking

Rate Availability

The entire service area of the company.

Eligibility

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

Rate

For all gas consumed from:	April 1 - Dec 31	Jan 1 - Mar 31
a) Monthly Fixed Charge ⁽¹⁾	\$23.59	\$23.59
Rate Rider for REDA Recovery – effective for 12 months ending December 31, 2024	\$0.02	\$0.02
b) Delivery Charge		
First 1,000 m ³ per month	20.6322 cents per m ³	26.3209 cents per m ³
All over 1,000 m ³ per month	12.6591 cents per m ³	20.3392 cents per m ³
Rate Rider for PGTVA Recovery – effective for 12 months ending December 31, 2024	0.7891 cents per m ³	0.7891 cents per m ³
Rate Rider for ADVADA Recovery – effective for 12 months ending December 31, 2024	(0.0290) cents per m ³	(0.0290) cents per m ³
c) Carbon Charges ⁽²⁾		
Federal Carbon Charge (if applicable)	15.2500 cents per m ³	15.2500 cents per m ³
Facility Carbon Charge	0.0035 cents per m ³	0.0035 cents per m ³
d) Gas Supply Charge and System Gas Refund Rate Rider (if applicable)	Schedule A	

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only “applicable” to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Meter Readings

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

Delayed Payment Penalty

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

Bundled Direct Purchase Delivery

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

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

Effective: July 1, 2024

Implementation: All bills rendered on or after July 1, 2024

EB-2024-0195

EPCOR Natural Gas Limited Partnership

RATE 5 - Interruptible Peaking Contract Rate

Rate Availability

The entire service area of the company.

Eligibility

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

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

Rate

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

- a) Monthly Fixed Charge ⁽¹⁾ \$215.64
 - Rate Rider for REDA Recovery \$0.02
 – effective for 12 months ending December 31, 2024
- b) A Monthly Delivery Charge:
 - A Monthly Delivery Charge for all interruptible volumes to be negotiated between the company and the customer not to exceed 10.4667 cents per m³ and not to be less than 6.7555 per m³.
 - Rate Rider for PGTVA recovery 0.7891 cents per m³
 – effective for 12 months ending December 31, 2024
 - Rate Rider for ADVADA recovery (0.0290) cents per m³
 – effective for 12 months ending December 31, 2024
- c) Carbon Charges ⁽²⁾
 - Federal Carbon Charge (if applicable) 15.2500 cents per m³
 - Facility Carbon Charge 0.0035 cents per m³
- d) Gas Supply Charge and System Gas Refund Rate Rider (if applicable) Schedule A
- e) Overrun Gas Charge:

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

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

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

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

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

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

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

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

3. In each contract year, the customer shall take delivery from the company, or in any event pay for it if available and not accepted by the customer, a minimum volume of gas of 50,000 m³. Overrun volumes will not contribute to the minimum volume. The rate applicable to the shortfall from this annual minimum shall be 8.7866 cents per m³ for interruptible gas.

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only "applicable" to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Bundled Direct Purchase Delivery

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

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

Delayed Payment Penalty

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

Effective: July 1, 2024

Implementation: All bills rendered on or after July 1, 2024

EB-2024-0195

EPCOR Natural Gas Limited Partnership

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

Rate Availability

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

Eligibility

Integrated Grain Processors Co-Operative's ("IGPC") ethanol production facility located in the Town of Aylmer

Rate

1. Bills will be rendered monthly and shall be the total of:
 - a) Fixed Monthly Charge⁽¹⁾ for firm services \$69,171.53
 - b) Carbon Charges
 - Facility Carbon Charge 0.0035 cents per m³
 - c) Gas Supply Charge and System Gas Refund Rate Rider (if applicable) Schedule A

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

Purchased Gas Transportation Charges

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

Bundled Direct Purchase Delivery

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

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

Delayed Payment Penalty

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

Effective: July 1, 2024

Implementation: All bills rendered on or after July 1, 2024

EB-2024-0195

EPCOR Natural Gas Limited Partnership

SCHEDULE A – Gas Supply Charges

Rate Availability

The entire service area of the company.

Eligibility

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

Rate

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

PGCVA Reference Price	(EB-2024-0195)	13.0514 cents per m ³
GPRA Recovery Rate	(EB-2024-0195)	2.4643 cents per m ³
System Gas Fee	(EB-2018-0336)	<u>0.0435</u> cents per m ³
Total Gas Supply Charge		<u>15.5592</u> cents per m ³

Note:

PGCVA means Purchased Gas Commodity Variance
Account GPRA means Gas Purchase Rebalancing Account

Effective: July 1, 2024
Implementation: All bills rendered on or after July 1, 2024
EB-2024-0195

EPCOR Natural Gas Limited Partnership

RATE BT1 – Bundled Direct Purchase Contract Rate

Rate Availability

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

Eligibility

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

Rate

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

Note:

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

Effective: July 1, 2024

Implementation: All bills rendered on or after July 1, 2024

EB-2024-0195

EPCOR Natural Gas Limited Partnership

Transmission Service

Availability

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

Eligibility

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

Rate

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

Effective: July 1, 2024

Implementation: All bills rendered on or after July 1, 2024

EB-2024-0195

EPCOR Natural Gas Limited Partnership

Schedule of Miscellaneous and Service Charges

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

Note: Applicable taxes will be added to the above charges

Effective: July 1, 2024

Implementation: All bills rendered on or after July 1, 2024

EB-2024-0195

Appendix B - Proposed Draft Rate Schedules

EPCOR Natural Gas Limited Partnership Aylmer
Natural Gas System

EB-2024-0130

Effective: January 1, 2025

EPCOR Natural Gas Limited Partnership

RATE 1 - Residential Rate

Rate Availability

The entire service area of the Company.

Eligibility

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

Rate

a)	Monthly Fixed Charge ⁽¹⁾	\$25.00
b)	Delivery Charge	
c)	All volumes per month	11.9620 cents per m ³
	Rate Rider for PGTVA recovery – effective for 12 months ending December 31, 2025	0.6291 cents per m ³
	Rate Rider for UFGVA recovery – effective for 12 months ending December 31, 2025	1.5541 cents per m ³
d)	Transportation Charge	2.9161 cents per m ³
e)	Carbon Charges ⁽²⁾	
	Federal Carbon Charge (if applicable)	15.2500 cents per m ³
	Facility Carbon Charge	0.0035 cents per m ³
f)	Gas Supply Charge (if applicable)	Schedule A

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only “applicable” to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Meter Readings

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

Delayed Payment Penalty

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

Bundled Direct Purchase Delivery

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

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

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

EPCOR Natural Gas Limited Partnership

RATE 1 – General Service Rate

Rate Availability

The entire service area of the Company.

Eligibility

A customer who has not entered into a contract with EPCOR with the company for the purchase or transportation of gas and does not meet the eligibility of the Rate 1 – Residential rate class.

Rate

a)	Monthly Fixed Charge ⁽¹⁾	\$24.50
b)	Delivery Charge	
	First 5,000 m ³ per month	12.7769 cents per m ³
	All over 5,000 m ³ per month	10.0258 cents per m ³
	Rate Rider for PGTVA recovery	0.6291 cents per m ³
	– effective for 12 months ending December 31, 2025	
	Rate Rider for UFGVA recovery	1.5541 cents per m ³
	– effective for 12 months ending December 31, 2025	
c)	Transportation Charge	2.9161 cents per m ³
d)	Carbon Charges ⁽²⁾	
	Federal Carbon Charge (if applicable)	15.2500 cents per m ³
	Facility Carbon Charge	0.0035 cents per m ³
e)	Gas Supply Charge (if applicable)	Schedule A

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only “applicable” to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Meter Readings

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

Delayed Payment Penalty

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

Bundled Direct Purchase Delivery

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

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

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

EPCOR Natural Gas Limited Partnership

RATE 2 - Seasonal Service

Rate Availability

The entire service area of the company.

Eligibility

All customers.

Rate

For all gas consumed from:	April 1 - Oct 31	Nov 1 - Mar 31
a) Monthly Fixed Charge ⁽¹⁾	\$25.43	\$25.43
b) Delivery Charge		
First 1,000 m ³ per month	17.6927 cents per m ³	22.9694 cents per m ³
Next 24,000 m ³ per month	7.9169 cents per m ³	14.7851 cents per m ³
All over 25,000 m ³ per month	5.7245 cents per m ³	16.1103 cents per m ³
Rate Rider for PGTVA Recovery – effective for 12 months ending December 31, 2025	0.7158 cents per m ³	0.7158 cents per m ³
Rate Rider for UFGVA Recovery – effective for 12 months ending December 31, 2025	1.7205 cents per m ³	1.7205 cents per m ³
c) Transportation Charge	2.9161 cents per m ³	2.9161 cents per m ³
d) Carbon Charges ⁽²⁾		
Federal Carbon Charge (if applicable)	15.2500 cents per m ³	15.2500 cents per m ³
Facility Carbon Charge	0.0035 cents per m ³	0.0035 cents per m ³
e) Gas Supply Charge (if applicable)		Schedule A

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only “applicable” to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Meter Readings

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

Delayed Payment Penalty

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

Bundled Direct Purchase Delivery

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

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

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

EPCOR Natural Gas Limited Partnership

RATE 3 - Special Large Volume Contract Rate

Rate Availability

The entire service area of the company.

Eligibility

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

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

Rate

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

- a) A Monthly Customer Charge⁽¹⁾:

A Monthly Customer Charge of \$244.35 for firm or interruptible customers; or
A Monthly Customer Charge of \$271.14 for combined (firm and interruptible) customers.

- b) A Monthly Demand Charge:

A Monthly Demand Charge of 35.4038 cents per m³ for each m³ of daily contracted firm demand.

- c) A Monthly Delivery Charge:

- (i) A Monthly Firm Delivery Charge for all firm volumes of 1.8264 cents per m³,
- (ii) A Monthly Interruptible Delivery Charge for all interruptible volumes to be negotiated between the company and the customer not to exceed 10.2349 cents per m³ and not to be less than 6.7110 per m³.

Rate Rider for PGTVA recovery 0.2336 cents per m³
– effective for 12 months ending December 31, 2025

Rate Rider for UFGVA recovery 0.6229 cents per m³
– effective for 12 months ending December 31, 2025

- | | | |
|----|---------------------------------------|----------------------------------|
| d) | Transportation Charge | 2.9161 cents per m ³ |
| e) | Carbon Charges ⁽²⁾ | |
| | Federal Carbon Charge (if applicable) | 15.2500 cents per m ³ |
| | Facility Carbon Charge | 0.0035 cents per m ³ |
| f) | Gas Supply Charge (if applicable) | Schedule A |
| g) | Overrun Gas Charges: | |

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

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

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

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

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

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

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

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

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

3. In each contract year, the customer shall take delivery from the company, or in any event pay for it if available and not accepted by the customer, a minimum volume of gas as specified in the contract between the parties. Overrun volumes will not contribute to the minimum volume. The rate applicable to the shortfall from this minimum shall be 3.6623 cents per m³ for firm gas and 6.3202 cents per m³ for interruptible gas.
4. The contract may provide that the Monthly Demand Charge specified in Rate Section 1 above shall not apply on all or part of the daily contracted firm demand used by the customer during the testing, commissioning, phasing in, decommissioning and phasing out of gas-using equipment for a period not to exceed one year (the transition period). In such event, the contract will provide for a Monthly Firm Delivery Commodity Charge to be applied on such volume during the transition of 6.4276 cents per m³ and a gas supply commodity charge as set out in Schedule A, if applicable. Gas purchased under this clause will not contribute to the minimum volume.

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only “applicable” to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Bundled Direct Purchase Delivery

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

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

Delayed Payment Penalty

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

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

EPCOR Natural Gas Limited Partnership

RATE 4 - General Service Peaking

Rate Availability

The entire service area of the company.

Eligibility

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

Rate

For all gas consumed from:	April 1 - Dec 31	Jan 1 - Mar 31
a) Monthly Fixed Charge ⁽¹⁾	\$25.93	\$25.93
b) Delivery Charge		
First 1,000 m ³ per month	20.1475 cents per m ³	26.4243 cents per m ³
All over 1,000 m ³ per month	11.3501 cents per m ³	19.8242 cents per m ³
Rate Rider for PGTVA Recovery – effective for 12 months ending December 31, 2025	0.6539 cents per m ³	0.6539 cents per m ³
Rate Rider for UFGVA Recovery – effective for 12 months ending December 31, 2025	1.3195 cents per m ³	1.3195 cents per m ³
c) Transportation Charge	2.9161 cents per m ³	2.9161 cents per m ³
d) Carbon Charges ⁽²⁾		
Federal Carbon Charge (if applicable)	15.2500 cents per m ³	15.2500 cents per m ³
Facility Carbon Charge	0.0035 cents per m ³	0.0035 cents per m ³
e) Gas Supply Charge		Schedule A

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only “applicable” to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Meter Readings

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

Delayed Payment Penalty

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

Bundled Direct Purchase Delivery

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

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

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

EPCOR Natural Gas Limited Partnership

RATE 5 - Interruptible Peaking Contract Rate

Rate Availability

The entire service area of the company.

Eligibility

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

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

Rate

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

- a) Monthly Fixed Charge⁽¹⁾ \$199.98

- b) A Monthly Delivery Charge:
 - A Monthly Delivery Charge for all interruptible volumes to be negotiated between the company and the customer not to exceed 7.5036 cents per m³ and not to be less than 4.0633 per m³.

 - Rate Rider for PGTVA recovery 1.0374 cents per m³
 – effective for 12 months ending December 31, 2025

 - Rate Rider for UFGVA recovery 1.8809 cents per m³
 – effective for 12 months ending December 31, 2025

- c) Transportation Charge 2.9161 cents per m³

- d) Carbon Charges⁽²⁾
 - Federal Carbon Charge (if applicable) 15.2500 cents per m³
 - Facility Carbon Charge 0.0035 cents per m³

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

f) **Overrun Gas Charge:**

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

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

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

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

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

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

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

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

6. In each contract year, the customer shall take delivery from the company, or in any event pay for it if available and not accepted by the customer, a minimum volume of gas of 50,000 m³. Overrun volumes will not contribute to the minimum volume. The rate applicable to the shortfall from this annual minimum shall be 8.1452 cents per m³ for interruptible gas.

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

⁽²⁾ The Federal Carbon Charge is only "applicable" to 20% of the natural gas volumes used by eligible greenhouses, reducing their effective Federal Carbon Charge rate.

Bundled Direct Purchase Delivery

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

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

Delayed Payment Penalty

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

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

EPCOR Natural Gas Limited Partnership

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

Rate Availability

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

Eligibility

Integrated Grain Processors Co-Operative's ("IGPC") ethanol production facility located in the Town of Aylmer

Rate

1. Bills will be rendered monthly and shall be the total of:
 - a) Fixed Monthly Charge⁽¹⁾ for firm services \$74,500.05
 - b) Carbon Charges 0.0035 cents per m³
 - Facility Carbon Charge

⁽¹⁾ Aggregated within Monthly Fixed Charge is the amount of one dollar per month in accordance with Bill 32 and Ontario Regulation 24/19.

Purchased Gas Transportation Charges

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

Bundled Direct Purchase Delivery

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

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

Delayed Payment Penalty

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

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

EPCOR Natural Gas Limited Partnership

SCHEDULE A – Gas Supply Charges

Rate Availability

The entire service area of the company.

Eligibility

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

Rate

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

PGCVA Reference Price	(EB-2024-0130)	13.0514 cents per m ³
GPRA Recovery Rate	(EB-2024-0130)	<u>2.4643</u> cents per m ³
Total Gas Supply Charge		<u>15.5157</u> cents per m ³

Note:

PGCVA means Purchased Gas Commodity Variance Account

GPRA means Gas Purchase Rebalancing Account

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

EPCOR Natural Gas Limited Partnership

RATE BT1 – Bundled Direct Purchase Contract Rate

Rate Availability

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

Eligibility

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

Rate

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

Note:

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

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

EPCOR Natural Gas Limited Partnership

Transmission Service

Availability

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

Eligibility

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

Rate

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

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

EPCOR Natural Gas Limited Partnership

Schedule of Miscellaneous and Service Charges

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

Note: Applicable taxes will be added to the above charges

Effective: January 1, 2025

Implementation: All bills rendered on or after January 1, 2025

EB-2024-0130

Appendix C – ENGLP Rate Model and Bill Impact Detail

Distributor Information

Distributor Name

EPCOR Natural Gas Limited Partnership

OEB Application Number

EB-2024-0130

A1.1 Distributor Information

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Current Distribution Tariff Sheet Rates

Rate Group	Monthly Service Charge (excl. Bill 32) (\$)	Delivery First 1,000 m ³ (¢)	Delivery Over 1,000 m ³ (¢)	Delivery Next 24,000 m ³ (¢)	Delivery Over 25,000 m ³ (¢)	Delivery - Firm (¢)	Demand - Firm (¢)	Transportation (incl system gas fee) (¢) ⁽²⁾	Delivery - Int - Lower (¢)	Delivery - Int - Upper (¢)
R1 - Residential	\$20.50	12.1617	9.3087					2.4159		
R1 - Commercial	\$20.50	12.1617	9.3087					2.4159		
R1 - Industrial	\$20.50	12.1617	9.3087					2.4159		
R2 - Seasonal - Apr to Oct	\$22.59	16.3642		7.3225	5.2947			2.4159		
R2 - Seasonal - Nov to Mar	\$22.59	21.2447		13.6749	14.9006			2.4159		
R3 - Large Volume Contract	\$225.94					1.6958	32.8714	2.4159	6.2310	9.5028
R4 - Peaking - Apr to Dec	\$22.59	18.2598	10.2867					2.4159		
R4 - Peaking - Jan to Mar	\$22.59	23.9485	17.9668					2.4159		
R5 - Interruptible Peaking	\$214.64					6.2387	(1)	2.4159	4.3831	8.0943
R6 - IGPC	\$69,170.53					-	-		-	-

¹ Placeholder rate for average application

⁽²⁾ PGTVA Reference Price 2.3724
Plus System Gas Fee 0.0435
2.4159

B.1.1 Current Distribution Rates

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Billing Determinants - January 1, 2025 to December 31, 2025

Rate Group	Monthly Service Charge	Delivery First 1,000 m3	Delivery Over 1,000 m3	Delivery Next 24,000 m3	Delivery Over 25,000 m3	Delivery - Firm	Demand - Firm	Transportation
R1 - Residential	9,578	19,647,131	131,285					19,778,416
R1 - Commercial	590	2,898,065	3,295,803					6,193,869
R1 - Industrial	81	658,242	2,028,131					2,686,373
R2 - Seasonal - Apr to Oct	50	55,415		462,870	88,427			606,711
R2 - Seasonal - Nov to Mar	50	43,005		171,246	11,319			225,569
R3 - Large Volume Contract	5					3,918,036	581,467	3,918,036
R4 - Peaking - Apr to Dec	46	191,609	2,099,021					2,290,630
R4 - Peaking - Jan to Mar	46	36,580	7,406					43,986
R5 - Interruptible Peaking	4					647,586		647,586
R6 - IGPC	1					65,345,852		
Total	10,405	23,530,046	7,561,647	634,115	99,746	69,911,474	581,467	36,391,175

B1.2 Billing Determinants

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Revenue from Current Rates

Rate Group	Monthly Service Charge	Delivery First 1,000 m3	Delivery Over 1,000 m3	Delivery Next 24,000 m3	Delivery Over 25,000 m3	Delivery - Firm	Demand - Firm	Total Distribution	Transportation (incl system gas fee)	Combined Total
R1 - Residential	\$2,356,188	\$2,389,418	\$12,221	\$0	\$0	\$0	\$0	\$4,757,827	\$477,827	\$5,235,654
R1 - Commercial	\$145,140	\$352,453	\$306,795	\$0	\$0	\$0	\$0	\$804,388	\$149,638	\$954,026
R1 - Industrial	\$19,926	\$80,053	\$188,792	\$0	\$0	\$0	\$0	\$288,771	\$64,900	\$353,671
R2 - Seasonal - Apr to Oct	\$5,649	\$9,068	\$0	\$33,894	\$4,682	\$0	\$0	\$53,292	\$14,658	\$67,950
R2 - Seasonal - Nov to Mar	\$7,908	\$9,136	\$0	\$23,418	\$1,687	\$0	\$0	\$42,148	\$5,450	\$47,598
R3 - Large Volume Contract	\$13,556	\$0	\$0	\$0	\$0	\$66,441	\$191,136	\$271,134	\$94,656	\$365,790
R4 - Peaking - Apr to Dec	\$9,354	\$34,987	\$215,920	\$0	\$0	\$0	\$0	\$260,261	\$55,339	\$315,601
R4 - Peaking - Jan to Mar	\$3,118	\$8,760	\$1,331	\$0	\$0	\$0	\$0	\$13,209	\$1,063	\$14,272
R5 - Interruptible Peaking	\$10,303	\$0	\$0	\$0	\$0	\$40,401	\$0	\$50,704	\$15,645	\$66,349
R6 - IGPC	\$830,046	\$0	\$0	\$0	\$0	\$0	\$0	\$830,046	\$0	\$830,046
	\$3,401,188	\$2,883,877	\$725,058	\$57,311	\$6,369	\$106,842	\$191,136	\$7,371,781	\$879,174	\$8,250,956

B1.3 Current Rev From Rates

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Current Rate Riders

Rate Group	REDA	PGTVA	ADVADA
	\$ per Customer Per Month	cents / m3	cents / m3
R1 - Residential	0.02	0.7981	-0.0290
R1 - Commercial	0.02	0.7981	-0.0290
R1 - Industrial	0.02	0.7981	-0.0290
R2 - Seasonal - Nov to Mar	0.02	0.7981	-0.0290
R2 - Seasonal - Apr to Oct	0.02	0.7981	-0.0290
R3 - Large Volume Contract	0.02	0.7981	-0.0290
R4 - Peaking - Apr to Dec	0.02	0.7981	-0.0290
R4 - Peaking - Jan to Mar	0.02	0.7981	-0.0290
R5 - Interruptible Peaking	0.02	0.7981	-0.0290
R6 - IGPC	0.02		

C1.1 Current Rate Riders

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 1 Residential Adjustment

Rate Escalation 7.70%

	Current Rate (excl. Bill 32)	Price Cap	Adjusted Rates (excl. Bill 32)	Billing Determinants	Revenue		Balanced Rates	Revenue
Monthly Service Charge	20.50	7.70%	22.08	9,578	2,537,699	Change	24.00	2,758,464
Delivery First 1,000 m3	12.1617	7.70%	13.0986	19,647,131	2,573,490	Change	11.9620	2,365,888
Delivery Over 1,000 m3	9.3087	7.70%	10.0258	131,285	13,162	Change	-	
					5,124,352			5,124,352
				Current Revenue	4,757,827			
				New Revenue	5,124,352			

D1.1 Rate 1 Residential Adjust

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 1 General Service Adjustment

Rate Escalation 7.70%

	Current Rate (excl. Bill 32)	Price Cap	Adjusted Rates (excl. Bill 32)	Current Billing Determinants	Revenue		Proposed Billing Determinants	Balanced Rates	Revenue
Monthly Service Charge	20.50	7.70%	22.08	671	177,782	Change	671	23.50	189,222
Delivery First 1,000 m3	12.1617	7.70%	13.0986	3,556,307	465,825	Change	3,556,307	12.7769	454,386
Delivery Over 1,000 m3	9.3087	7.70%	10.0258	5,323,935	533,765	Change	5,323,935	10.0258	533,765
					1,177,373				1,177,373
				Current Revenue	1,093,159				-
				New Revenue	1,177,373				-

D1.1 Rate 1 GS Adjustment

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 2 Adjustment

Rate Escalation 8.12%

	Current Rate (excl. Bill 32)	Price Cap	Adjusted Rates (excl. Bill 32)	Billing Determinants	Revenue		Rebalanced Rates	Revenue
Monthly Service Charge	22.59	8.12%	24.43	50	14,657	Change	24.43	14,657
Delivery First 1,000 m3 - Apr To Oct	16.3642	8.12%	17.6927	55,415	9,804	Change	17.6927	9,804
Delivery Next 24,000 m3 - Apr To Oct	7.3225	8.12%	7.9169	462,870	36,645	Change	7.9169	36,645
Delivery Over 25,000 m3 - Apr To Oct	5.2947	8.12%	5.7245	88,427	5,062	Change	5.7245	5,062
Delivery First 1,000 m3 - Nov To Mar	21.2447	8.12%	22.9694	43,005	9,878	Change	22.9694	9,878
Delivery Next 24,000 m3 - Nov To Mar	13.6749	8.12%	14.7851	171,246	25,319	Change	14.7851	25,319
Delivery Over 25,000 m3 - Nov To Mar	14.9006	8.12%	16.1103	11,319	1,824	Change	16.1103	1,824
					103,189			103,189
								-
				Current Revenue	95,440			
				New Revenue	103,189			

D1.2 Rate 2 Adjustment

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 3 Adjustment

Rate Escalation 7.70%

	Current Rate (excl. Bill 32)	Price Cap	Adjusted Rates (excl. Bill 32)	Billing Determinants	Revenue		Rebalanced Rates	Revenue
Monthly Service Charge	225.94	7.70%	243.35	5	14,601	Change	243.35	14,601
Delivery Firm	1.6958	7.70%	1.8264	3,918,036	71,559	Change	1.8264	71,559
Demand Firm	32.8714	7.70%	35.4038	581,467	205,861	Change	35.4038	205,861
					292,022			292,022
				Current Revenue	271,134			-
				New Revenue	292,022			-

D1.3 Rate 3 Adjustment

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 4 Adjustment

Rate Escalation **10.34%**

	Current Rate (excl. Bill 32)	Price Cap	Adjusted Rates (excl. Bill 32)	Billing Determinants	Revenue		Balanced Rates	Revenue
Monthly Service Charge	22.59	10.34%	24.93	46	13,761	Change	24.93	13,761
Delivery First 1,000 m3 - Apr To Dec	18.2598	10.34%	20.1475	191,609	38,604	Change	20.14751	38,604
Delivery Over 1,000 m3 - Apr To Dec	10.2867	10.34%	11.3501	2,099,021	238,242	Change	11.35015	238,242
Delivery First 1,000 m3 - Jan To Mar	23.9485	10.34%	26.4243	36,580	9,666	Change	26.42434	9,666
Delivery Over 1,000 m3 - Jan To Mar	17.9668	10.34%	19.8242	7,406	1,468	Change	19.82417	1,468
					<u>301,742</u>			<u>301,742</u>
					<u>Current Revenue</u>			<u>273,470</u>
					<u>New Revenue</u>			<u>301,742</u>

D1.4 Rate 4 Adjustment

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 5 Adjustment

Rate Escalation -7.30%

	Current Rate (excl. Bill 32)	Price Cap	Adjusted Rates (excl. Bill 32)	Billing Determinants	Revenue		Rebalanced Rates	Revenue
Monthly Service Charge	214.64	-7.30%	198.98	4	9,551	Change	198.98	9,551
Delivery Firm	6.2387	-7.30%	5.7835	647,586	37,453	Change	5.7835	37,453
					47,004			47,004
				Current Revenue	50,704			-
				New Revenue	47,004			-

D1.5 Rate 5 Adjustment

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 6 Adjustment

Rate Escalation	7.70%							
	Current Rate (excl. Bill 32)	Price Cap	Adjusted Rates (excl. Bill 32)	Billing Determinants	Revenue	Change	Balanced Rates	Revenue
Monthly Service Charge	69,170.53	7.70%	74,499.05	1	893,989		74,499.05	893,989
					893,989			893,989
				Current Revenue	830,046			-
				New Revenue	893,989			
D1.6 Rate 6 Adjustment								

EPCOR Natural Gas Limited Partnership
EB-2024-0130

Proposed Distribution Tariff Sheet Rates

Rate Group	Monthly Service Charge (excl. Bill 32) (\$)	Delivery First 1,000 m3 (¢)	Delivery Over 1,000 m3 (¢)	Delivery Next 24,000 m3 (¢)	Delivery Over 25,000 m3 (¢)	Delivery - Firm (¢)	Demand - Firm (¢)	Transportation (¢) ⁽²⁾	Delivery - Int - Lower (¢)	Delivery - Int - Upper (¢)
R1 - Residential	\$24.00	11.9620	-					2.9161		
R1 GS - Commercial	\$23.50	12.7769	10.0258					2.9161		
R1 GS - Industrial	\$23.50	12.7769	10.0258					2.9161		
R2 - Seasonal - Apr to Oct	\$24.43	17.6927		7.9169	5.7245			2.9161		
R2 - Seasonal - Nov to Mar	\$24.43	22.9694		14.7851	16.1103			2.9161		
R3 - Large Volume Contract	\$243.35					1.8264	35.4038	2.9161	6.7110	10.2349
R4 - Peaking - Apr to Dec	\$24.93	20.1475	11.3501					2.9161		
R4 - Peaking - Jan to Mar	\$24.93	26.4243	19.8242					2.9161		
R5 - Interruptible Peaking	\$198.98					5.7835	(1)	2.9161	4.0633	7.5036
R6 - IGPC	\$74,499.05					-	-		-	-

⁽¹⁾ Placeholder rate for average application

⁽²⁾ System Gas Fee no longer applicable for 2025 rates

E1.1 Proposed Dist Rates

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Billing Determinants - January 1, 2025 to December 31, 2025

Rate Group	Monthly Service Charge	Delivery First 1,000 m3	Delivery Over 1,000 m3	Delivery Next 24,000 m3	Delivery Over 25,000 m3	Delivery - Firm	Demand - Firm	Transportation (incl system gas fee)	Delivery - Int - Lower	Delivery - Int - Upper
R1 - Residential	9,578	19,778,416	-	-	-	-	0	19,778,416	0	0
R1 - Commercial	590	2,898,065	3,295,803	-	-	-	0	6,193,869	0	0
R1 - Industrial	81	658,242	2,028,131	-	-	-	0	2,686,373	0	0
R2 - Seasonal - Apr to Oct	50	55,415	-	462,870	88,427	-	0	606,711	0	0
R2 - Seasonal - Nov to Mar	50	43,005	-	171,246	11,319	-	0	225,569	0	0
R3 - Large Volume Contract	5	-	-	-	-	3,918,036	581,467	3,918,036	0	0
R4 - Peaking - Apr to Dec	46	191,609	2,099,021	0	-	-	0	2,290,630	0	0
R4 - Peaking - Jan to Mar	46	36,580	7,406	0	0	0	0	43,986	0	0
R5 - Interruptible Peaking	4	0	0	0	0	647,586	0	647,586	0	0
R6 - IGPC	1	0	0	0	0	65,345,852	-	-	0	0
Total	10,405	23,661,331	7,430,362	634,115	99,746	69,911,474	581,467	36,391,175	-	-

E1.2 Proposed Bill Determinants

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Proposed Revenue from Rates

Rate Group	Monthly Service Charge	Delivery First 1,000 m3	Delivery Over 1,000 m3	Delivery Next 24,000 m3	Delivery Over 25,000 m3	Delivery - Firm	Demand - Firm	Total Distribution	Transportation (incl system gas fee)	Combined Total	Distribution at Current Rates	Variance (\$)	Variance (%)
R1 - Residential	\$2,758,464	\$2,365,888	\$0	\$0	\$0	\$0	\$0	\$5,124,352	\$576,755	\$5,701,106	\$4,757,827	\$366,524	8%
R1 - GS - Commercial	\$166,380	\$370,283	\$330,430	\$0	\$0	\$0	\$0	\$867,092	\$180,618	\$1,047,711	\$804,388	\$62,704	8%
R1 - GS - Industrial	\$22,842	\$84,103	\$203,336	\$0	\$0	\$0	\$0	\$310,281	\$78,337	\$388,617	\$288,771	\$21,510	7%
R2 - Seasonal - Nov to Mar	\$8,550	\$9,878	\$0	\$25,319	\$1,824	\$0	\$0	\$45,570	\$6,578	\$52,148	\$42,148	\$3,422	8%
R2 - Seasonal - Apr to Oct	\$6,107	\$9,804	\$0	\$36,645	\$5,062	\$0	\$0	\$57,619	\$17,692	\$75,311	\$53,292	\$4,326	8%
R3 - Large Volume Contract	\$14,601	\$0	\$0	\$0	\$0	\$71,559	\$205,861	\$292,022	\$114,253	\$406,275	\$271,134	\$20,888	8%
R4 - Peaking - Apr to Dec	\$10,321	\$38,604	\$238,242	\$0	\$0	\$0	\$0	\$287,167	\$66,797	\$353,964	\$260,261	\$26,906	10%
R4 - Peaking - Jan to Mar	\$3,440	\$9,666	\$1,468	\$0	\$0	\$0	\$0	\$14,574	\$1,283	\$15,857	\$13,209	\$1,366	10%
R5 - Interruptible Peaking	\$9,551	\$0	\$0	\$0	\$0	\$37,453	\$0	\$47,004	\$18,884	\$65,888	\$50,704	(\$3,700)	-7%
R6 - IGPC	\$893,989	\$0	\$0	\$0	\$0	\$0	\$0	\$893,989	\$0	\$893,989	\$830,046	\$63,942	8%
	\$3,894,245	\$2,888,226	\$773,476	\$61,964	\$6,886	\$109,012	\$205,861	\$7,939,669	\$1,061,196	\$9,000,865	\$7,371,781	\$567,888	8%
Current Rates	\$3,401,188	\$2,883,877	\$725,058	\$57,311	\$6,369	\$106,842	\$191,136	\$7,371,781	\$879,174	\$8,250,956			
Variance	\$493,057	\$4,349	\$48,417	\$4,653	\$517	\$2,170	\$14,725	\$567,888	\$182,022	\$749,910			

E1.3 Proposed Rev From Rate

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Proposed Rate Riders

Description	PGTVA	UFGVA
	cents / m3	cents / m3
R1 - Residential	0.6291	1.5541
R1 - GS - Commercial	0.6291	1.5541
R1 - GS - Industrial	0.6291	1.5541
R2 - Seasonal - Nov to Mar	0.7158	1.7205
R2 - Seasonal - Apr to Oct	0.7158	1.7205
R3 - Large Volume Contract	0.2336	0.6229
R4 - Peaking - Apr to Dec	0.6539	1.3195
R4 - Peaking - Jan to Mar	0.6539	1.3195
R5 - Interruptible Peaking	1.0374	1.8809
R6 - IGPC		

F1.1 Proposed Rate Riders

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 1 - Residential Bill Impacts

R1 - Residential

		Current	Proposed	Bill Determinant
Commodity	cents / m3	14.8126	14.8126	2,065
Customer (excl. Bill 32)	\$ / month	20.50	24.00	12
Block 1 (First 1,000 m3 per month)	cents / m3	12.1617	11.9620	2,051
Block 2 (Over 1,000 m3 per month)	cents / m3	9.3087	-	14
Transportation	cents / m3	2.4159	2.9161	2,065
REDA	\$ / month	0.02	-	12
PGTVA	cents / m3	0.7981	0.6291	2,065
ADVADA	cents / m3	- 0.0290	-	2,065
UFGVA	cents / m3	-	1.5541	2,065
Federal Carbon	cents / m3	15.2500	15.2500	2,065
Facility Carbon	cents / m3	0.0037	0.0037	2,065

Commodity	Current	Proposed	Change \$	Change %
	305.88	305.88	-	0.0%

Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	246.00	288.00	42.00	17.1%
Bill 32	12.00	12.00	-	0.0%
Block 1 (First 1,000 m3 per month)	249.47	247.01	- 2.46	-1.0%
Block 2 (Over 1,000 m3 per month)	1.28	-	- 1.28	-100.0%
Transportation	49.89	60.22	10.33	20.7%
Total Delivery	558.63	607.23	48.60	8.7%

Rate Riders

Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.24	-	- 0.24	-100.0%
PGTVA	16.48	12.99	- 3.49	-21.2%
ADVADA	(0.60)	-	0.60	-100.0%
UFGVA	0.00	32.09	32.09	
Total Rate Riders	16.12	45.08	28.96	179.6%

Carbon Tax

Federal Carbon	314.91	314.91	-	0.0%
Facility Carbon	0.08	0.08	-	0.0%
Total Carbon Tax	314.99	314.99	0.00	0.0%

Total Bill Impact	1,195.62	1,273.18	77.56	6.5%
--------------------------	-----------------	-----------------	--------------	-------------

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 1 - Residential Bill Impacts

R1 - Residential - Bottom 10 Percentile

		Current	Proposed	Bill Determinant
Commodity	cents / m3	14.8126	14.8126	608
Customer (excl. Bill 32)	\$ / month	20.50	24.00	12
Block 1 (First 1,000 m3 per month)	cents / m3	12.1617	11.9620	608
Block 2 (Over 1,000 m3 per month)	cents / m3	9.3087	-	-
Transportation	cents / m3	2.4159	2.9161	608
REDA	\$ / month	0.02	-	12
PGTVA	cents / m3	0.7981	0.6291	608
ADVADA	cents / m3	- 0.0290	-	608
UFGVA	cents / m3	-	1.5541	608
Federal Carbon	cents / m3	15.2500	15.2500	608
Facility Carbon	cents / m3	0.0037	0.0037	608

Commodity	Current	Proposed	Change \$	Change %
	90.13	90.13	-	0.0%

Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	246.00	288.00	42.00	17.1%
Bill 32	12.00	12.00	-	0.0%
Block 1 (First 1,000 m3 per month)	74.00	72.78	- 1.22	-1.6%
Block 2 (Over 1,000 m3 per month)	-	-	-	-
Transportation	14.70	17.74	3.04	20.7%
Total Delivery	346.70	390.53	43.83	12.6%

Rate Riders

Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.24	-	- 0.24	-100.0%
PGTVA	4.86	3.83	- 1.03	-21.2%
ADVADA	(0.18)	-	0.18	-100.0%
UFGVA	0.00	9.46	9.46	
Total Rate Riders	4.92	13.28	8.36	170.0%

Carbon Tax

Federal Carbon	92.79	92.79	-	0.0%
Facility Carbon	0.02	0.02	-	0.0%
Total Carbon Tax	92.81	92.81	0.00	0.0%

Total Bill Impact	534.56	586.75	52.19	9.8%
--------------------------	---------------	---------------	--------------	-------------

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 1 - General Service Bill Impacts

R1- General Service		Current	Proposed	Bill Determinant (Current)	Bill Determinant (Proposed)
Commodity	cents / m3	14.8126	14.8126		13,234
Customer (excl. Bill 32)	\$/ month	20.50	23.50		12
Block 1 (Current 1000m3, Proposed 5000m3)	cents / m3	12.1617	12.7769	5,300	5,300
Block 2 (Current > 1000m3, Proposed >5000m3)	cents / m3	9.3087	10.0258	7,934	7,934
Transportation	cents / m3	2.4159	2.9161		10,498
REDA	\$/ month	0.02	-		12
PGTVA	cents / m3	0.7981	0.6291		10,498
ADVADA	cents / m3	- 0.0290	-		10,498
UFGVA	cents / m3	-	1.5541		10,498
Federal Carbon	cents / m3	15.2500	15.2500		10,498
Facility Carbon	cents / m3	0.0037	0.0037		10,498
Commodity					
		Current	Proposed	Change \$	Change %
		1,960.35	1,960.35	-	0.0%
Delivery					
		Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)		246.00	282.00	36.00	14.6%
Bill 32		12.00	12.00	-	0.0%
Block 1 (Current 1000m3, Proposed 5000m3)		644.57	677.18	32.61	5.1%
Block 2 (Current > 1000m3, Proposed >5000m3)		738.58	795.48	56.90	7.7%
Transportation		253.62	306.13	52.51	20.7%
Total Delivery		1,894.77	2,072.79	178.01	9.4%
Rate Riders					
		Current Rate	Proposed Rate	Change \$	Change %
REDA		0.24	-	- 0.24	-100.0%
PGTVA		83.79	66.04	- 17.74	-21.2%
ADVADA		(3.04)	-	3.04	-100.0%
UFGVA		0.00	163.15	163.15	
Total Rate Riders		80.98	229.19	148.21	183.0%
Carbon Tax					
Federal Carbon		1,600.96	1,600.96	-	0.0%
Facility Carbon		0.39	0.39	-	0.0%
Total Carbon Tax		1,601.35	1,601.35	0.00	0.0%
Total Bill Impact		5,537.45	5,863.67	326.23	5.9%

R1-GS - Commercial

		Current	Proposed	Bill Determinant (Current)	Bill Determinant (Proposed)
Commodity	cents / m3	14.8126	14.8126		10,498
Customer (excl. Bill 32)	\$ / month	20.50	23.50		12
Block 1 (Current 1000m3, Proposed 5000m3)	cents / m3	12.1617	12.7769	4,912	4,912
Block 2 (Current > 1000m3, Proposed >5000m3)	cents / m3	9.3087	10.0258	5,586	5,586
Transportation	cents / m3	2.4159	2.9161		10,498
REDA	\$ / month	0.02	-		12
PGTVA	cents / m3	0.7981	0.6291		10,498
ADVADA	cents / m3	- 0.0290	-		10,498
UFGVA	cents / m3	-	1.5541		10,498
Federal Carbon	cents / m3	15.2500	15.2500		10,498
Facility Carbon	cents / m3	0.0037	0.0037		10,498
Commodity		Current	Proposed	Change \$	Change %
		1,555.04	1,555.04	-	0.0%
Delivery		Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)		246.00	282.00	36.00	14.6%
Bill 32		12.00	12.00	-	0.0%
Block 1 (Current 1000m3, Proposed 5000m3)		597.38	627.60	30.22	5.1%
Block 2 (Current > 1000m3, Proposed >5000m3)		519.99	560.05	40.06	7.7%
Transportation		253.62	306.13	52.51	20.7%
Total Delivery		1,628.99	1,787.78	158.79	9.7%
Rate Riders		Current Rate	Proposed Rate	Change \$	Change %
REDA		0.24	-	- 0.24	-100.0%
PGTVA		83.79	66.04	- 17.74	-21.2%
ADVADA		(3.04)	-	3.04	-100.0%
UFGVA		0.00	163.15	163.15	
Total Rate Riders		80.98	229.19	148.21	183.0%
Carbon Tax					
Federal Carbon		1,600.96	1,600.96	-	0.0%
Facility Carbon		0.39	0.39	-	0.0%
Total Carbon Tax		1,601.35	1,601.35	0.00	0.0%
Total Bill Impact		4,866.36	5,173.36	307.00	6.3%

R1-GS - Industrial

		Current	Proposed	Bill Determinant (Current)	Bill Determinant (Proposed)
Commodity	cents / m3	14.8126	14.8126		33,165
Customer (excl. Bill 32)	\$/ month	20.50	23.50		12
Block 1 (Current 1000m3, Proposed 5000m3)	cents / m3	12.1617	12.7769	8,126	8,126
Block 2 (Current > 1000m3, Proposed >5000m3)	cents / m3	9.3087	10.0258	25,039	25,039
Transportation	cents / m3	2.4159	2.9161		33,165
REDA	\$/ month	0.02	-		12
PGTVA	cents / m3	0.7981	0.6291		33,165
ADVADA	cents / m3	- 0.0290	-		33,165
UFGVA	cents / m3	-	1.5541		33,165
Federal Carbon	cents / m3	15.2500	15.2500		33,165
Facility Carbon	cents / m3	0.0037	0.0037		33,165

Commodity

Current	Proposed	Change \$	Change %
4,912.61	4,912.61	-	0.0%

Delivery

	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	246.00	282.00	36.00	14.6%
Bill 32	12.00	12.00	-	0.0%
Block 1 (Current 1000m3, Proposed 5000m3)	988.31	1,038.31	50.00	5.1%
Block 2 (Current > 1000m3, Proposed >5000m3)	2,330.76	2,510.32	179.56	7.7%
Transportation	801.24	967.12	165.89	20.7%
Total Delivery	4,378.31	4,809.75	431.44	9.9%

Rate Riders

Rate Riders

	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.24	-	- 0.24	-100.0%
PGTVA	264.69	208.64	- 56.06	-21.2%
ADVADA	(9.62)	-	9.62	-100.0%
UFGVA	0.00	515.42	515.42	
Total Rate Riders	255.31	724.05	468.74	183.6%

Carbon Tax

Federal Carbon	5,057.68	5,057.68	-	0.0%
Facility Carbon	1.23	1.23	-	0.0%
Total Carbon Tax	5,058.90	5,058.90	0.00	0.0%

Total Bill Impact

14,605.14	15,505.32	900.18	6.2%
------------------	------------------	---------------	-------------

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 1 - General Service Bill Impacts

R1-GS - Commercial - Bottom 10 Percentile		Current	Proposed	Bill Determinant (Current)	Bill Determinant (Proposed)
Commodity	cents / m3	14.8126	14.8126		491
Customer (excl. Bill 32)	\$/ month	20.50	23.50		12
Block 1 (Current 1000m3, Proposed 5000m3)	cents / m3	12.1617	12.7769	491	491
Block 2 (Current > 1000m3, Proposed >5000m3)	cents / m3	9.3087	10.0258	-	-
Transportation	cents / m3	2.4159	2.9161		491
REDA	\$/ month	0.02	-		12
PGTVA	cents / m3	0.7981	0.6291		491
ADVADA	cents / m3	- 0.0290	-		491
UFGVA	cents / m3	-	1.5541		491
Federal Carbon	cents / m3	15.2500	15.2500		491
Facility Carbon	cents / m3	0.0037	0.0037		491
Commodity					
		Current	Proposed	Change \$	Change %
		72.73	72.73	-	0.0%
Delivery					
		Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)		246.00	282.00	36.00	14.6%
Bill 32		12.00	12.00	-	0.0%
Block 1 (Current 1000m3, Proposed 5000m3)		59.71	62.73	3.02	5.1%
Block 2 (Current > 1000m3, Proposed >5000m3)		-	-	-	-
Transportation		11.86	14.32	2.46	20.7%
Total Delivery		329.58	371.05	41.48	12.6%
Rate Riders					
		Current Rate	Proposed Rate	Change \$	Change %
REDA		0.24	-	- 0.24	-100.0%
PGTVA		3.92	3.09	- 0.83	-21.2%
ADVADA		(0.14)	-	0.14	-100.0%
UFGVA		0.00	7.63	7.63	
Total Rate Riders		4.02	10.72	6.70	166.9%
Carbon Tax					
Federal Carbon		74.88	74.88	-	0.0%
Facility Carbon		0.02	0.02	-	0.0%
Total Carbon Tax		74.90	74.90	0.00	0.0%
Total Bill Impact		481.22	529.40	48.18	10.0%

R1-GS - Commercial - Top 10 Percentile

		Current	Proposed	Bill Determinant (Current)	Bill Determinant (Proposed)
Commodity	cents / m3	14.8126	14.8126		52,425
Customer (excl. Bill 32)	\$/ month	20.50	23.50		12
Block 1 (Current 1000m3, Proposed 5000m3)	cents / m3	12.1617	12.7769	12,000	12,000
Block 2 (Current > 1000m3, Proposed >5000m3)	cents / m3	9.3087	10.0258	40,425	40,425
Transportation	cents / m3	2.4159	2.9161		52,425
REDA	\$/ month	0.02	-		12
PGTVA	cents / m3	0.7981	0.6291		52,425
ADVADA	cents / m3	- 0.0290	-		52,425
UFGVA	cents / m3	-	1.5541		52,425
Federal Carbon	cents / m3	15.2500	15.2500		52,425
Facility Carbon	cents / m3	0.0037	0.0037		52,425

Commodity	Current	Proposed	Change \$	Change %
	7,765.51	7,765.51	-	0.0%

Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	246.00	282.00	36.00	14.6%
Bill 32	12.00	12.00	-	0.0%
Block 1 (Current 1000m3, Proposed 5000m3)	1,459.40	1,533.23	73.83	5.1%
Block 2 (Current > 1000m3, Proposed >5000m3)	3,763.02	4,052.92	289.89	7.7%
Transportation	1,266.54	1,528.76	262.22	20.7%
Total Delivery	6,746.96	7,408.90	661.94	9.8%

Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.24	-	- 0.24	-100.0%
PGTVA	418.40	329.80	- 88.61	-21.2%
ADVADA	(15.20)	-	15.20	-100.0%
UFGVA	0.00	814.73	814.73	
Total Rate Riders	403.44	1,144.53	741.09	183.7%

Carbon Tax	Current Rate	Proposed Rate	Change \$	Change %
Federal Carbon	7,994.81	7,994.81	-	0.0%
Facility Carbon	1.94	1.94	-	0.0%
Total Carbon Tax	7,996.75	7,996.75	0.00	0.0%

Total Bill Impact	22,912.66	24,315.69	1,403.03	6.1%
--------------------------	------------------	------------------	-----------------	-------------

R1-GS - Industrial - Bottom 10 Percentile

		Current	Proposed	Bill Determinant (Current)	Bill Determinant (Proposed)
Commodity	cents / m3	14.8126	14.8126		1,594
Customer (excl. Bill 32)	\$ / month	20.50	23.50		12
Block 1 (Current 1000m3, Proposed 5000m3)	cents / m3	12.1617	12.7769	1,594	1,594
Block 2 (Current > 1000m3, Proposed >5000m3)	cents / m3	9.3087	10.0258	-	-
Transportation	cents / m3	2.4159	2.9161		1,594
REDA	\$ / month	0.0200	-		12
PGTVA	cents / m3	0.7981	0.6291		1,594
ADVADA	cents / m3	- 0.0290	-		1,594
UFGVA	cents / m3	-	1.5541		1,594
Federal Carbon	cents / m3	15.2500	15.2500		1,594
Facility Carbon	cents / m3	0.0037	0.0037		1,594
Commodity		Current	Proposed	Change \$	Change %
		236.11	236.11	-	0.0%
Delivery		Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)		246.00	282.00	36.00	14.6%
Bill 32		12.00	12.00	-	0.0%
Block 1 (Current 1000m3, Proposed 5000m3)		193.86	203.66	9.81	5.1%
Block 2 (Current > 1000m3, Proposed >5000m3)		-	-	-	-
Transportation		38.51	46.48	7.97	20.7%
Total Delivery		490.37	544.15	53.78	11.0%
Rate Riders		Current Rate	Proposed Rate	Change \$	Change %
REDA		0.24	-	- 0.24	-100.0%
PGTVA		12.72	10.03	- 2.69	-21.2%
ADVADA		(0.46)	-	0.46	-100.0%
UFGVA		-	24.77	24.77	
Total Rate Riders		12.50	34.80	22.30	178.4%
Carbon Tax					
Federal Carbon		243.09	243.09	-	0.0%
Facility Carbon		0.06	0.06	-	0.0%
Total Carbon Tax		243.14	243.14	0.00	0.0%
Total Bill Impact		982.12	1,058.20	76.08	7.7%

R1-GS - Industrial - Top 10 Percentile

		Current	Proposed	Bill Determinant (Current)	Bill Determinant (Proposed)
Commodity	cents / m3	14.8126	14.8126		133,339
Customer (excl. Bill 32)	\$ / month	20.50	23.50		12
Block 1 (Current 1000m3, Proposed 5000m3)	cents / m3	12.1617	12.7769	12,000	12,000
Block 2 (Current > 1000m3, Proposed >5000m3)	cents / m3	9.3087	10.0258	121,339	121,339
Transportation	cents / m3	2.4159	2.9161		133,339
REDA		0.0200	-		12
PGTVA	cents / m3	0.7981	0.6291		133,339
ADVADA	cents / m3	-	0.0290		133,339
UFGVA	cents / m3	-	1.5541		133,339
Federal Carbon	cents / m3	15.2500	15.2500		133,339
Facility Carbon	cents / m3	0.0037	0.0037		133,339
Commodity		Current	Proposed	Change \$	Change %
		19,750.97	19,750.97	-	0.0%
Delivery		Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)		246.00	282.00	36.00	14.6%
Bill 32		12.00	12.00	-	0.0%
Block 1 (Current 1000m3, Proposed 5000m3)		1,459.40	1,533.23	73.83	5.1%
Block 2 (Current > 1000m3, Proposed >5000m3)		11,295.03	12,165.17	870.14	7.7%
Transportation		3,221.34	3,888.27	666.94	20.7%
Total Delivery		16,233.77	17,880.67	1,646.90	10.1%
Rate Riders		Current Rate	Proposed Rate	Change \$	Change %
REDA		0.24	-	- 0.24	-100.0%
PGTVA		1,064.18	838.81	- 225.37	-21.2%
ADVADA		(38.67)	0.00	38.67	-100.0%
UFGVA		0.00	2,072.22	2,072.22	
Total Rate Riders		1,025.75	2,911.02	1,885.27	183.8%
Carbon Tax					
Federal Carbon		20,334.20	20,334.20	-	0.0%
Facility Carbon		4.93	4.93	-	0.0%
Total Carbon Tax		20,339.13	20,339.13	0.00	0.0%
Total Bill Impact		57,349.62	60,881.80	3,532.18	6.2%

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 2 Delivery Bill Impact

R2 - Seasonal - Nov to Mar

		Current	Proposed	Bill Determinant
Commodity	cents / m3	14.8126	14.8126	4,511
Customer (excl. Bill 32)	\$ / month	22.59	24.43	7
Block 1 (First 1,000 m3 per month)	cents / m3	21.2447	22.9694	860
Block 2 (Next 24,000 m3 per month)	cents / m3	13.6749	14.7851	3,425
Block 3 (Over 25,000 m3 per month)	cents / m3	14.9006	16.1103	226
Transportation	cents / m3	2.4159	2.9161	4,511
REDA	\$ / month	0.02	-	7
PGTVA	cents / m3	0.7981	0.7158	4,511
ADVADA	cents / m3	- 0.0290	-	4,511
UFGVA	cents / m3	-	1.7205	4,511
Federal Carbon	cents / m3	15.2500	15.2500	4,511
Facility Carbon	cents / m3	0.0037	0.0037	4,511

Commodity	Current	Proposed	Change \$	Change %
	668.25	668.25	-	0.0%

Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	158.16	171.00	12.84	8.1%
Bill 32	7.00	7.00	-	0.0%
Block 1 (First 1,000 m3 per month)	182.72	197.56	14.83	8.1%
Block 2 (Next 24,000 m3 per month)	468.35	506.38	38.02	8.1%
Block 3 (Over 25,000 m3 per month)	33.73	36.47	2.74	8.1%
Transportation	108.99	131.56	22.57	20.7%
Total Delivery	958.96	1,049.96	91.00	9.5%

Rate Riders

Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.14	-	- 0.14	-100.0%
PGTVA	36.01	32.29	- 3.71	-10.3%
ADVADA	(1.31)	-	1.31	-100.0%
UFGVA	0.00	77.62	77.62	
Total Rate Riders	34.84	109.91	75.07	215.5%

Carbon Tax

Federal Carbon	687.99	687.99	-	0.0%
Facility Carbon	0.17	0.17	-	0.0%
Total Carbon Tax	688.15	688.15	0.00	0.0%

Total Bill Impact	2,350.20	2,516.27	166.07	7.1%
--------------------------	-----------------	-----------------	---------------	-------------

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 2 Delivery Bill Impact

R2 - Seasonal - Apr to Oct

		Current	Proposed	Bill Determinant
Commodity	cents / m3	14.8126	14.8126	12,134
Customer (excl. Bill 32)	\$ / month	22.59	24.43	5
Block 1 (First 1,000 m3 per month)	cents / m3	16.3642	17.6927	1,108
Block 2 (Next 24,000 m3 per month)	cents / m3	7.3225	7.9169	9,257
Block 3 (Over 25,000 m3 per month)	cents / m3	5.2947	5.7245	1,769
Transportation	cents / m3	2.4159	2.9161	12,134
REDA	\$ / month	0.02	-	5
PGTVA	cents / m3	0.7981	0.7158	12,134
ADVADA	cents / m3	- 0.0290	-	12,134
UFGVA	cents / m3	-	1.7205	12,134
Federal Carbon	cents / m3	15.2500	15.2500	12,134
Facility Carbon	cents / m3	0.0037	0.0037	12,134

Commodity	Current	Proposed	Change \$	Change %
	1,797.39	1,797.39	-	0.0%

Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	112.97	122.14	9.17	8.1%
Bill 32	5.00	5.00	-	0.0%
Block 1 (First 1,000 m3 per month)	181.36	196.09	14.72	8.1%
Block 2 (Next 24,000 m3 per month)	677.87	732.90	55.03	8.1%
Block 3 (Over 25,000 m3 per month)	93.64	101.24	7.60	8.1%
Transportation	293.15	353.84	60.69	20.7%
Total Delivery	1,363.99	1,511.21	147.22	10.8%

Rate Riders

Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.10	-	- 0.10	-100.0%
PGTVA	96.84	86.85	- 9.99	-10.3%
ADVADA	(3.52)	-	3.52	-100.0%
UFGVA	0.00	208.77	208.77	
Total Rate Riders	93.42	295.62	202.20	216.4%

Carbon Tax

Federal Carbon	1,850.47	1,850.47	-	0.0%
Facility Carbon	0.45	0.45	-	0.0%
Total Carbon Tax	1,850.92	1,850.92	0.00	0.0%

Total Bill Impact	5,105.73	5,455.15	349.42	6.8%
--------------------------	-----------------	-----------------	---------------	-------------

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 2 Delivery Bill Impact

R2 - Seasonal - Annual

Commodity	Current	Proposed	Change \$	Change %
	2,465.65	2,465.65	-	0.0%
Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	271.13	293.14	22.01	8.1%
Bill 32	12.00	12.00	-	0.0%
Block 1 (First 1,000 m3 per month)	364.09	393.64	29.56	8.1%
Block 2 (Next 24,000 m3 per month)	1,146.22	1,239.28	93.05	8.1%
Block 3 (Over 25,000 m3 per month)	127.37	137.71	10.34	8.1%
Transportation	402.14	485.40	83.26	20.7%
Total Delivery	2,322.95	2,561.17	238.22	10.3%
Rate Riders				
Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.24	-	- 0.24	-100.0%
PGTVA	132.85	119.14	- 13.71	-10.3%
ADVADA	- 4.83	-	4.83	-100.0%
UFGVA	-	286.39	286.39	
Total Rate Riders	128.26	405.53	277.27	216.2%
Carbon Tax				
Federal Carbon	2,538.46	2,538.46	-	0.0%
Facility Carbon	0.62	0.62	-	0.0%
Total Carbon Tax	2,539.07	2,539.07	0.00	0.0%
Total Bill Impact	7,455.93	7,971.42	515.49	6.9%

G1.2 Rate 2 Bill Impact

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 3 Delivery Bill Impact

R3 - Large Volume Contract

		Current	Proposed	Bill Determinant
Commodity	cents / m3	14.8126	14.8126	783,607
Customer (excl. Bill 32)	\$ / month	225.94	243.35	12
Delivery - Firm	cents / m3	1.6958	1.8264	783,607
Demand - Firm	cents / m3	32.8714	35.4038	116,293
Transportation	cents / m3	2.4159	2.9161	783,607
REDA	\$ / month	0.02	-	12
PGTVA	cents / m3	0.7981	0.2336	783,607
ADVADA	cents / m3	- 0.0290	-	783,607
UFGVA	cents / m3	-	0.6229	783,607
Federal Carbon	cents / m3	15.2500	15.2500	783,607
Facility Carbon	cents / m3	0.0037	0.0037	783,607

Commodity	Current	Proposed	Change \$	Change %
	116,072.60	116,072.60	-	0.0%

Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	2,711.29	2,920.16	208.87	7.7%
Bill 32	12.00	12.00	-	0.0%
Delivery - Firm	13,288.18	14,311.89	1,023.71	7.7%
Demand - Firm	38,227.28	41,172.26	2,944.98	7.7%
Transportation	18,931.17	22,850.62	3,919.45	20.7%
Total Delivery	73,169.91	81,266.93	8,097.02	11.1%

Rate Riders

Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.24	-	- 0.24	-100.0%
PGTVA	6,253.97	1,830.88	- 4,423.09	-70.7%
ADVADA	(227.25)	-	227.25	-100.0%
UFGVA	0.00	4,881.06	4,881.06	
Total Rate Riders	6,026.96	6,711.95	684.98	11.4%

Carbon Tax

Federal Carbon	119,500.10	119,500.10	-	0.0%
Facility Carbon	28.99	28.99	-	0.0%
Total Carbon Tax	119,529.09	119,529.09	0.00	0.0%

Total Bill Impact	314,798.56	323,580.56	8,782.00	2.8%
--------------------------	-------------------	-------------------	-----------------	-------------

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 4 Delivery Bill Impact

R4 - Peaking - Apr to Dec

		Current	Proposed	Bill Determinant
Commodity	cents / m3	14.8126	14.8126	49,796
Customer (excl. Bill 32)	\$ / month	22.59	24.93	9
Block 1 (First 1,000 m3 per month)	cents / m3	18.2598	20.1475	4,165
Block 2 (Over 1,000 m3 per month)	cents / m3	10.2867	11.3501	45,631
Transportation	cents / m3	2.4159	2.9161	49,796
REDA	\$ / month	0.02	-	9
PGTVA	cents / m3	0.7981	0.6539	49,796
ADVADA	cents / m3	- 0.0290	-	49,796
UFGVA	cents / m3	-	1.3195	49,796
Federal Carbon	cents / m3	15.2500	15.2500	49,796
Facility Carbon	cents / m3	0.0037	0.0037	49,796

Commodity	Current	Proposed	Change \$	Change %
	7,376.13	7,376.13	-	0.0%

Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	203.35	224.37	21.02	10.3%
Bill 32	9.00	9.00	-	0.0%
Block 1 (First 1,000 m3 per month)	760.60	839.23	78.63	10.3%
Block 2 (Over 1,000 m3 per month)	4,693.92	5,179.17	485.26	10.3%
Transportation	1,203.03	1,452.10	249.07	20.7%
Total Delivery	6,869.89	7,703.87	833.98	12.1%

Rate Riders

Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.18	-	- 0.18	-100.0%
PGTVA	397.42	325.62	- 71.80	-18.1%
ADVADA	(14.44)	-	14.44	-100.0%
UFGVA	0.00	657.08	657.08	
Total Rate Riders	383.16	982.70	599.53	156.5%

Carbon Tax

Federal Carbon	7,593.94	7,593.94	-	0.0%
Facility Carbon	1.84	1.84	-	0.0%
Total Carbon Tax	7,595.78	7,595.78	0.00	0.0%

Total Bill Impact	22,224.96	23,658.48	1,433.52	6.5%
--------------------------	------------------	------------------	-----------------	-------------

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 4 Delivery Bill Impact

R4 - Peaking - Jan to Mar

		Current	Proposed	Bill Determinant
Commodity	cents / m3	14.8126	14.8126	956
Customer (excl. Bill 32)	\$ / month	22.59	24.93	3
Block 1 (First 1,000 m3 per month)	cents / m3	23.9485	26.4243	795
Block 2 (Over 1,000 m3 per month)	cents / m3	17.9668	19.8242	161
Transportation	cents / m3	2.4159	2.9161	956
REDA	\$ / month	0.02	-	3
PGTVA	cents / m3	0.7981	0.6539	956
ADVADA	cents / m3	- 0.0290	-	956
UFGVA	cents / m3	-	1.3195	956
Federal Carbon	cents / m3	15.2500	15.2500	956
Facility Carbon	cents / m3	0.0037	0.0037	956

Commodity	Current	Proposed	Change \$	Change %
	141.64	141.64	-	0.0%

Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	67.78	74.79	7.01	10.3%
Bill 32	3.00	3.00	-	0.0%
Block 1 (First 1,000 m3 per month)	190.44	210.13	19.69	10.3%
Block 2 (Over 1,000 m3 per month)	28.92	31.92	2.99	10.3%
Transportation	23.10	27.88	4.78	20.7%
Total Delivery	313.25	347.72	34.47	11.0%

Rate Riders

Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.06	-	- 0.06	-100.0%
PGTVA	7.63	6.25	- 1.38	-18.1%
ADVADA	(0.28)	-	0.28	-100.0%
UFGVA	0.00	12.62	12.62	
Total Rate Riders	7.41	18.87	11.46	154.5%

Carbon Tax

Federal Carbon	145.82	145.82	-	0.0%
Facility Carbon	0.04	0.04	-	0.0%
Total Carbon Tax	145.86	145.86	0.00	0.0%

Total Bill Impact	608.16	654.09	45.92	7.6%
--------------------------	---------------	---------------	--------------	-------------

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 4 Delivery Bill Impact

R4 - Peaking - Annual

Commodity	Current	Proposed	Change \$	Change %
	7,517.77	7,517.77	-	0.0%
Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	271.13	299.16	28.03	10.3%
Bill 32	12.00	12.00	-	0.0%
Block 1 (First 1,000 m3 per month)	951.04	1,049.36	98.32	10.3%
Block 2 (Over 1,000 m3 per month)	4,722.84	5,211.09	488.25	10.3%
Transportation	1,226.13	1,479.98	253.85	20.7%
Total Delivery	7,183.14	8,051.59	868.45	12.1%
Rate Riders				
Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.24	-	- 0.24	-100.0%
PGTVA	405.06	331.88	- 73.18	-18.1%
ADVADA	- 14.72	-	14.72	-100.0%
UFGVA	-	669.69	669.69	
Total Rate Riders	390.58	1,001.57	610.99	156.4%
Carbon Tax				
Federal Carbon	7,739.76	7,739.76	-	0.0%
Facility Carbon	1.88	1.88	-	0.0%
Total Carbon Tax	7,741.64	7,741.64	0.00	0.0%
Total Bill Impact	22,833.12	24,312.56	1,479.44	6.5%

G1.4 Rate 4 Bill Impact

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 5 Delivery Bill Impact

R5 - Interruptible Peaking

		Current	Proposed	Bill Determinant
Commodity	cents / m3	14.8126	14.8126	161,896
Customer (excl. Bill 32)	\$ / month	214.64	198.98	12
Delivery - Firm	cents / m3	6.2387	5.7835	161,896
Transportation	cents / m3	2.4159	2.9161	161,896
REDA	\$ / month	0.02	-	12
PGTVA	cents / m3	0.7981	1.0374	161,896
ADVADA	cents / m3	- 0.0290	-	161,896
UFGVA	cents / m3	-	1.8809	161,896
Federal Carbon	cents / m3	15.2500	15.2500	161,896
Facility Carbon	cents / m3	0.0037	0.0037	161,896

Commodity	Current	Proposed	Change \$	Change %
	23,981.07	23,981.07	-	0.0%

Delivery	Current Rate	Proposed Rate	Change \$	Change %
Customer (excl. Bill 32)	2,575.72	2,387.76	- 187.96	-7.3%
Bill 32	12.00	12.00	-	0.0%
Delivery - Firm	10,100.26	9,363.20	- 737.06	-7.3%
Transportation	3,911.26	4,721.03	809.77	20.7%
Total Delivery	16,599.24	16,483.99	- 115.25	-0.7%

Rate Riders

Rate Riders	Current Rate	Proposed Rate	Change \$	Change %
REDA	0.24	-	- 0.24	-100.0%
PGTVA	1,292.10	1,679.52	387.42	30.0%
ADVADA	(46.95)	-	46.95	-100.0%
UFGVA	0.00	3,045.14	3,045.14	
Total Rate Riders	1,245.39	4,724.66	3,479.28	279.4%

Carbon Tax

Federal Carbon	24,689.20	24,689.20	-	0.0%
Facility Carbon	5.99	5.99	-	0.0%
Total Carbon Tax	24,695.19	24,695.19	0.00	0.0%

Total Bill Impact	66,520.88	69,884.91	3,364.03	5.1%
--------------------------	------------------	------------------	-----------------	-------------

**EPCOR Natural Gas Limited Partnership
EB-2024-0130**

Rate 6 Delivery Bill Impact

R6 - IGPC

Customer (excl. Bill 32)	\$ / month	Current 69,170.53	Proposed 74,499.05	Bill Determinant 12
REDA	\$ / month	0.02	-	12
Facility Carbon	cents / m3	0.0037	0.0037	65,345,852

Commodity

Current	Proposed	Change \$	Change %
---------	----------	-----------	----------

Delivery

Customer (excl. Bill 32)	Current Rate	Proposed Rate	Change \$	Change %
Bill 32	830,046.40	893,988.61	63,942.21	7.7%
	12.00	12.00	-	0.0%
Total Delivery	830,058.40	894,000.61	63,942.21	7.7%

Rate Riders

Rate Riders

REDA	Current Rate	Proposed Rate	Change \$	Change %
	0.24	-	- 0.24	-100.0%
Total Rate Riders	0.24	0.00	(0.24)	-100.0%

Carbon Tax

Facility Carbon	2,417.80	2,417.80	-	0.0%
Total Carbon Tax	2,417.80	2,417.80	0.00	0.0%

Total Bill Impact

832,476.43	896,418.41	63,941.97	7.7%
-------------------	-------------------	------------------	-------------

Appendix D – Revised Conditions of Service



EPCOR Natural Gas Limited Partnership - Aylmer Natural Gas Operations

Conditions of Service

**Revised January 1, 2025
EB-2024-0130**

TABLE OF CONTENTS

- 1 PREAMBLE.....3
- 2 GAS DISTRIBUTION SERVICES.....3
 - 2.1 Gas Distribution and/or Supply Interruptions.....3
 - 2.2 Delivery Point.....3
- 3 RATE SCHEDULES4
- 4 INITIATION OF SERVICE4
 - 4.1 Application for Service4
 - 4.2 Main Extensions4
 - 4.3 Service Lateral Installations.....5
 - 4.4 Meter Locations6
 - 4.5 Alterations or Service Relocations6
 - 4.6 Customer Piping, Appliances and Equipment6
 - 4.7 Inspections of Installations7
- 5 MAINTENANCE OF SERVICE7
 - 5.1 Customer Service7
 - 5.2 Access to Customer Premises8
 - 5.3 Meter Testing.....8
 - 5.4 Resale Prohibited8
- 6 CUSTOMER CARE9
 - 6.1 Setting up an Account9
 - 6.2 Meter Reads.....9
 - 6.3 Security Deposits.....9
 - 6.4 Bill Issuance and Payment.....12
 - 6.5 Billing Errors15
 - 6.6 Allocation of Payments between Gas and Non-Gas Charges.....16
 - 6.7 Discontinuance of Gas Delivery - Customer Initiated16
 - 6.8 Discontinuance of Service for Non-payment16
 - 6.9 Discontinuance of Service for Causes Other than Non-payment.....17
 - 6.10 Arrears Management Programs.....17
 - 6.11 Customer Service for Eligible Low-Income Customers18
 - 6.12 Management of Customer Accounts18
 - 6.13 Management of Landlord/Tenant Accounts.....19
 - 6.14 Customer Service20
- Appendix A - Definition of Terms20
- Schedule 1 – Service Charges and Miscellaneous Charges.....23
- Schedule 2 – Forms.....25

1 PREAMBLE

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

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

Capitalized terms are defined in Appendix A.

2 GAS DISTRIBUTION SERVICES

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

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

2.1 Gas Distribution and/or Supply Interruptions

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

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

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

2.2 Delivery Point

The point of delivery of all gas (or redelivery in the case of gas directly purchased by a Customer) shall be at the outlet of EPCOR's Meter. At the point of delivery, all gas delivered becomes property of the

Customer. All gas passing through the Meter, whether it is used or lost through leakage downstream of the Meter, is the Customer's responsibility and the Customer shall pay for that gas.

3 RATE SCHEDULES

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

4 INITIATION OF SERVICE

4.1 Application for Service

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

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

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

The Application for Natural Gas Service form is attached to these Conditions of Service in Schedule 2. This form is also available on EPCOR's website at www.epcor.com under "Sign up details", in person at EPCOR's office or by contacting an EPCOR customer service representative at 1- 1-888-765-2256.

4.2 Main Extensions

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

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

If the Main Extension is not economically feasible, the potential new Customer(s) will be required to pay a Contribution-in-Aid-of-Construction (“CIAC”) in an amount to be determined by EPCOR, consistent with OEB guidelines, to make the Main Extension project economically feasible. If a CIAC is required, EPCOR will notify the potential new Customer(s) of the amount of the CIAC. In addition, the potential new Customer(s) may be required to sign a CIAC agreement. EPCOR will begin planning the installation once the CIAC has been paid in full.

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

4.3 Service Lateral Installations

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

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

For each Service Lateral request, EPCOR shall complete a construction estimate for the Service Lateral extending from the Customer’s property line to the Meter location selected by EPCOR. The minimum fee for installation of a residential natural gas Service Lateral is \$100.00. Additional fees may be charged if the cost to bring the Service Lateral to the Meter location exceeds the maximum length EPCOR uses to set this fee or for non-residential customers, in alignment with EPCOR’s Customer Connection Policy.

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

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

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

A Meter connection shall be established as soon as practical after the installation of the service line at the Customer’s premises and will be subject to EPCOR’s monthly fixed charge from that date. If a Customer does not have any natural gas consumption within 12 months of installation of a new gas

service, they will be required to reimburse EPCOR for any service line installation costs not covered by any Service Lateral installation fee charged at the time of installation.

4.4 Meter Locations

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

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

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

4.5 Alterations or Service Relocations

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

4.6 Customer Piping, Appliances and Equipment

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

Meters will not be connected to a Customer's piping when that piping, and/or appliances or equipment attached thereto, is known by EPCOR to be defective or not in accordance with applicable laws,

regulations, rules, standards or codes. EPCOR reserves the right to discontinue service at any time should it find the piping, venting, appliances or other gas equipment on the Customer's premises to be defective, in an unsafe condition or not in compliance with laws, regulations, rules, standards or codes .

The Customer is required to immediately notify EPCOR of any leakage or escape of natural gas on the customer's premises by calling the 24-hour emergency number at 1-888-765-2256.

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

4.7 Inspections of Installations

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

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

5 MAINTENANCE OF SERVICE

5.1 Customer Service

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

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

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

5.2 Access to Customer Premises

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

5.3 Meter Testing

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

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

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

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

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

5.4 Resale Prohibited

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

6 CUSTOMER CARE

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

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

6.1 Setting up an Account

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

6.2 Meter Reads

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

If EPCOR has been unable to read your Meter during normal working hours, arrangements can be made to obtain a reading at your convenience. You can also submit your own Meter reading by calling an EPCOR customer service representative at 1-888-765-2256 or by sending an email to gasbilling@epcor.com with a picture of the meter read. If EPCOR is not able to read the Meter and you do not submit a reading, your bill will be issued based on an estimated reading. Any necessary adjustments due to estimated bills will be made on the next regular billing after EPCOR has obtained a reading.

6.3 Security Deposits

6.3.1 Security Deposit Requirements

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

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

- a) are a General Service Customer and meet EPCOR's credit requirements;
- b) can provide a letter of reference from any natural gas or electricity utility in Canada confirming good payment history;
- c) have moved, and your previous EPCOR account has a good payment history;
- d) have enrolled in an equal monthly payment plan, or a pre-authorized payment plan, or both; or
- e) have requested the security deposit requirement be waived and are an eligible low-income customer as set out in Section 6.11.

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

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

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

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

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

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

If a Customer moves to another location where natural gas service is provided by EPCOR, the security deposit requirements for the Customer shall be reviewed. Depending on the consumption at the new location and the recent payment history of the Customer, the amount of the security deposit required

for the account may change or a security deposit may be required where one was not required previously.

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

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

6.3.2 Security Deposit Refunds

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

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

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

6.3.3 Interest on Security Deposits

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

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

6.3.4 Third Party Security Deposits

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

- a) the third party paid all or part (as applicable) of the security deposit directly to EPCOR;

- b) the third party has requested, at the time the security deposit was paid or within a reasonable time thereafter, that EPCOR return all or part (as applicable) of the security deposit to them rather than to the Customer; and,
- c) there is not an amount overdue for payment by the Customer, as EPCOR is permitted to offset amounts overdue using the security deposit.

6.4 Bill Issuance and Payment

6.4.1 Monthly Bills

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

Customers will have the option of using EPCOR's paperless billing option to receive their bills electronically. This environmentally friendly option is secure and convenient. You can sign up to receive paperless billing by calling an EPCOR customer service representative at 11-888-765-2256 or on EPCOR's website at www.epcor.com. New gas Customers will be automatically enrolled in paperless billing unless they request otherwise.

The following items make up your EPCOR natural gas bill:

Natural gas commodity

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

Delivery to you

This is the cost associated with the distribution and transportation of gas from the source to you. This includes any carbon tax or similar abatement program, clean fuel, green, carbon or other related charges as applicable to comply with such legislated programs.

Monthly charge

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

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

6.4.2 Payment Options

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

6.4.2.1 Automatic Withdrawal Plan

Paying your bill by automatic withdrawal is easy and convenient as your amount due is automatically withdrawn from your bank account on the due date shown on your bill. You can sign up for EPCOR's automatic withdrawal plan by completing an "Automatic Withdrawal Plan Authorization Form" attached at Schedule 2 of these Conditions of Service. This form is also available on EPCOR's website www.epcor.com under "How to Pay Your Bill", in person at EPCOR's office or you can contact an EPCOR customer service representative at **1-888-765-2256** to request a form.

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

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

6.4.2.2 Online with EPCOR

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

6.4.2.3 Through Your Bank

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

6.4.2.4 By mail

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

EPCOR
39 Beech Street East

Aylmer, Ontario N5H 3J6

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

6.4.2.5 At the EPCOR Office

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

6.4.3 Late Payment

Bills are due when rendered. To avoid late payment charges, your payment must be received by EPCOR by the due date (which is 20 days after the billing date) as shown on your bill. Both the billing date and the due date are displayed on your bill. Payments made after the due date are considered late, and the OEB-approved late payment charge of 1.5% per month or 19.56% per year (effective rate of 0.04896% compounded daily) will be levied. Late payment charges will continue to accrue until the outstanding balance (including any late payment charges) has been paid.

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

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

6.4.4 Budget Billing Plan

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

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

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

EPCOR's reconciliation will result in an adjustment being made for the difference between: (a) the monthly budget billing installment payments made by you in the 12-month budget billing period; and (b)

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

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

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

Customers can inquire about enrolling in the budget billing plan by calling an EPCOR customer service representative at 1-888-765-2256. You are not required to pay through the automatic pre-authorized payment option to enroll in the budget billing plan. You can withdraw from the budget billing plan at any time upon notification to EPCOR. If you withdraw from the budget billing plan before the annual review and reconciliation, the plan will be reviewed and reconciled at that point and your account will be billed or credited for the difference between the budget billing plan instalments paid and the actual total natural gas charges incurred.

6.5 Billing Errors

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

If you discover an error, please contact an EPCOR customer service representative at 1-888-765-2256. EPCOR will review your account and correct for any validated errors. Adjustments correcting the error retroactively will appear on your next regular bill. In the case of a correction of over-billing, you may request a refund or opt to leave the credit amount on your account to apply to future bills. When the

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

6.6 Allocation of Payments between Gas and Non-Gas Charges

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

6.7 Discontinuance of Gas Delivery - Customer Initiated

6.7.1 Temporary Discontinuance of Service

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

6.7.2 Discontinuance of Service

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

6.8 Discontinuance of Service for Non-payment

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

While the amount of time prior to the discontinuance of service that notice is given may vary depending on the circumstances, a disconnection notice is typically mailed out 14 days in advance of the disconnection. An EPCOR representative will attempt to contact the Customer two (2) days before disconnection, and a hand-delivered notice is provided to the Customer at the time of disconnection.

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

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

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

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

6.9 Discontinuance of Service for Causes Other than Non-payment

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

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

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

6.10 Arrears Management Programs

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

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

Additional financial assistance is also available to eligible low-income Customers who are having difficulty paying their bill or meeting their negotiated payment arrangement in place with EPCOR. Section 6.11 below provides information on additional support available for EPCOR's eligible low-income Customers.

6.11 Customer Service for Eligible Low-Income Customers

The Low-Income Energy Assistance Program (“LEAP”) developed by the OEB provides assistance for payment of natural gas bills by eligible low-income Customers. The program includes emergency financial assistance and the application of special customer service practices and standards. To qualify for LEAP, Customers must meet the income eligibility criteria as defined by the OEB. LEAP emergency financial assistance is administered through a social service agency, and information on who EPCOR has partnered with including how to contact that support can be found on our website www.epcor.com for this service. More information on the LEAP program is also available on the OEB’s website at www.oeb.ca.

The following customer service practices and standards are available to Customers who are eligible low-income Customers as determined by the current the social service agency partner:

- a) The security deposit requirement will be waived for an eligible low-income customer upon request.
- b) If a Customer is actively working with the social service agency to secure emergency financial assistance, EPCOR will suspend collection action for non-payment of account, including discontinuance of service, for 21 days before additional collection action will be taken for non-payment.
- c) If a Customer requires a negotiated payment arrangement to manage payment of their account balance, EPCOR will waive their late payment charges on the payment arrangement balance for the duration of the arrangement, provided that the terms of the arrangement are kept. If the Customer fails to make an agreed upon payment under the negotiated payment arrangement, the Customer may not be entitled to have late payment charges waived on any future arrears payment arrangements.

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

6.12 Management of Customer Accounts

Conducting business with a high degree of integrity and in an ethical manner is important to EPCOR. These values are applied to EPCOR’s interactions with its Customers and to the standards of protection of their personal information. EPCOR is committed to respecting your privacy and complying with applicable legislation. EPCOR treats all Customer information as strictly confidential. EPCOR will not disclose, sell, lease or trade your information unless you authorize us to do so, or it is required or permitted by law.

Your account with EPCOR contains private information about you including your address, phone number, current balance and payment details. Prior to discussing any account specific information, EPCOR will verify the identity of a Customer and to do so, Customers will be required to correctly

answer confirmatory questions. In accordance with applicable privacy laws, any personal information related to the account will only be shared with the Customer(s) named on the account, unless written consent has been provided by the Customer named as the primary on the account. To provide consent allowing another person or a third party to discuss your account details with EPCOR, a completed EPCOR Customer Information Consent form must be provided to EPCOR. The EPCOR Customer Information Consent form is attached at Schedule 2 of these Conditions of Service or on the EPCOR website www.epcor.com under "Privacy Policy", in person at EPCOR's office or by contacting an EPCOR customer service representative at 1-888-765-2256 to request a form.

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

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

6.13 Management of Landlord/Tenant Accounts

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

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

Option 1: Continued Service

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

Option 2: No Service

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

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

6.14 Customer Service

6.14.1 Customer Service Process

Step 1: Contact EPCOR

Call EPCOR's office at 1-888-765-2256 Monday through Friday between 8:00 a.m. and 4:00 p.m. EST and speak with a customer service representative. A trained EPCOR customer service representative will be available to help answer your questions.

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

Step 2: Escalating your Concern

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

Step 3: Submit your Complaint in Writing

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

EPCOR
39 Beech Street East
Aylmer, Ontario N5H 3J6

6.14.2 Social Media and Media Questions

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

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

Appendix A - Definition of Terms

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

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

Commercial Customer – A Customer who is engaged in selling, warehousing or distributing a commodity, in some business activity or in some other form of economic or social activity (also includes professions).

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

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

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

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

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

General Service Customer – A Commercial Customer or Industrial Customer who does not meet the minimum volume criteria to qualify for special rates. General service Customers, along with Residential Customers, fall into EPCOR's Rate 1 class in EPCOR's Rate Schedules.

Industrial Customer – A Customer who is engaged in a process which creates or changes raw or unfinished materials into another form or product, or who change or complete a semi-finished material into a finished form.

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

Main – The pipe that is used to carry natural gas to a service.

Main Extension – The addition of pipe to an existing Main to serve new Customers.

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

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

Residential Customer – A Customer who is supplied for residential purposes in a single-family dwelling or building, or in an individual flat or apartment within a multiple family dwelling or building or a portion of a building occupied as the home, residence, or sleeping place of one or more persons. Included in this customer class are multi-residential services which supply buildings used for residential purposes that supply two or more families served as a single Customer under one account.

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

Schedule 1 – Service Charges and Miscellaneous Charges

Service Charges

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

During normal working hours:

Minimum charge (up to 60 minutes)	\$ 100.00
Each additional hour (or part thereof)	\$ 100.00

Outside of normal working hours:

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

Emergency Repairs

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

Miscellaneous Charges

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

- Returned Cheque/Payment – \$20.00
Each instance that a cheque or pre-authorized payment request is returned as not payable for any reason will attract a returned cheque/payment charge. The return cheque/payment charge is set at the highest not sufficient funds charge in effect at the time amongst all banks at which EPCOR customer's bank. This charge will be updated periodically to reflect changes in the banks' not sufficient funds charges accordingly.
- Replies to a request for account information from authorized party- \$25.00
- Bill Reprint/Statement Print Requests - \$20.00
- Consumption Summary Requests - \$20.00
- Customer Transfer/Connection Charge - \$ 35.00

Disconnection and Reconnection Charges

Each instance of disconnection or reconnection of service for the following reasons the fee is \$85.00 plus applicable taxes:

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

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

Inactive Account Charge

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

Schedule 2 – Forms

Attached to this Schedule are the following forms:

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



39 Beech Street East
Aylmer, ON N5H 3J6 Canada
1-888-765-2256
epcor.com

Adding a Name to an Account

Date: _____

Account #: _____

Address: _____

Current Account Holder Information

Name: _____
(print)

Phone #: _____

Secondary Account Holder Information

Name: _____
(print)

Phone #: _____

Email address: _____

Birthdate: _____
(mm/dd/yyyy)

By signing below, both parties agree to have the above mentioned name added to the account as well as agree to the Terms & Conditions as stated on the Gas Application, also included in this document, for the above mentioned property.

Current account holder signature: _____

Secondary account holder signature: _____

Terms and Conditions for Natural Gas Service

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

1. To pay all rates, fees or charges due to the Company by the dates indicated for payment on EPCOR's monthly bills including any late payment charges (monthly bills are due when rendered and a late payment penalty will be charged when a monthly bill is left unpaid after the due date indicated on the bills) from the date of this application until either:
 - a) the written notice to discontinue the supply of natural gas to the Premises is received by EPCOR and a reasonable opportunity has been given to EPCOR to enter the Premises for the purpose of discontinuing the supply; or,
 - b) confirmation has been received by EPCOR that a new account holder assumes the benefits and responsibilities for payment of the account;
2. That a meter connection will be established immediately after the installation of the service line at the Premises and will be subject to the monthly fixed charge from that date;
3. That natural gas supplied to the Premises is to be drawn through a meter installed by the Company. The Customer is responsible for the protection of all metering equipment necessary for the supply of gas and for keeping it accessible at all times. If the meter should fail to register the quantity of gas consumed or if EPCOR is not able to gain access to read the meter, the Company will estimate a reading for the purposes of updating the Customer's account and issuing bills;
4. That EPCOR, before supplying, or as a condition of continuing to supply, natural gas to the Premises, may require the Customer to give reasonable security for the payment of the proper charges;
5. That the Company, upon providing the Customer with 48 hours notice may discontinue service of natural gas, or lock or remove the meter for non-payment of bills (including late penalty charges) when due;
6. To immediately notify EPCOR of any leakage or escape of natural gas on the Premises by calling the 24 hour emergency number at 1-888-765-2256. EPCOR shall not be liable to the Customer for any damages and the Customer shall indemnify EPCOR from and against all loss, cost, damages, injury, or expense associated with any injury or damage to persons or property arising, either directly or indirectly, from or incidental to the escape of gas or products of combustion of gas from piping, controls, appliances or appliances that are on the outlet side of the meter at the Premises;
7. That EPCOR and/or its authorized agents shall have access to the customer's premises at all reasonable times and upon reasonable notice, unless in case of an emergency, as determined by EPCOR in its sole discretion, EPCOR is unable to provide reasonable notice, for the purposes of inspecting, repairing, testing, replacing, altering or disconnecting any meter, service pipe, appliance or equipment used in connection with gas service within or outside the premises;
8. That the Company, its directors, officers, agents, employees and representatives ("EPCOR Parties") shall not be liable to the Customer, its directors, officers, agents, employees and representatives ("Customer Parties") for any loss, injury, damage, expense, charge, cost or liability of any kind suffered or incurred by the Customer Parties, or any of them, whether of a direct, indirect, special or consequential nature, howsoever or whensoever caused, and whether in any way caused by or resulting from the acts or omissions of the EPCOR Parties, or any of them, except for direct property damages incurred by the Customer as a direct result of a breach of the terms and conditions outlined in this Application for Natural Gas Service, EPCOR's Conditions of Service or the applicable agreement between EPCOR and the Customer, or other act or omission by an EPCOR Party, which breach or other act or omission is caused by the negligence or wilful act or omission of harm of such EPCOR Party. Any liability under this section will be limited to an amount in proportion to the degree to which the EPCOR Party acting negligently or wilfully is determined to be at fault. For the purpose of the foregoing and without otherwise restricting the generality thereof, "direct property damage" shall not include loss of revenue, loss of profits, loss of earnings, loss of production, loss of contract, cost of capital, and loss of use of any facilities or property, or any other similar damage or loss whatsoever.
9. That in addition to any other liability provisions set out the terms and conditions of this Application for Natural Gas Service, EPCOR's Conditions of Service or the applicable agreement between EPCOR and the Customer, a Customer Party shall be liable for any damages, costs, expenses, injuries, losses, or liabilities suffered or incurred by EPCOR Parties, whether of a direct or indirect nature, caused by or arising from any acts or omissions of an Customer Party that result in a breach of the terms and conditions outlined in this Application for Natural Gas Service, EPCOR's Conditions of Service or the applicable agreement between EPCOR and the Customer, or any negligent or wilful acts or omissions of harm of a Customer Party. Any liability under this section will be limited to an amount in proportion to the degree to which the Customer Party is at fault.
10. The Customer shall not install or allow to be installed on property owned or controlled by the Customer any temporary or permanent structures that could interfere with the proper and safe operation of EPCOR's gas pipeline system or result in non-compliance with applicable statutes, regulations, standards and codes. EPCOR shall not be liable for any damage to any structure or improvement erected, installed or placed in contravention of this Application for Natural Gas Service resulting from the maintenance of such gas line or service line.
11. That the current transfer/connection charge in effect at the time of this Application for Natural Gas Service will be charged to the Customer's account on the first billing; and new gas Customers will be automatically enrolled in paperless billing unless they request otherwise.
12. That in the event the Customer does not have any natural gas consumption within 12 months of installation of a new gas service, the Customer will be required to reimburse EPCOR for any service line installation costs not covered by the service lateral installation fee charged at the time of installation. The inactive account charge may be based on the costs EPCOR actually incurred for the service or on EPCOR's average installation cost for the service type;
13. That the Company will use any personal information provided in this Application for Natural Gas Service in strict accordance with EPCOR's Privacy Policy and the processes outlined in EPCOR's Conditions of Service; and,
14. To comply with and be bound by the foregoing as well as the terms outlined in EPCOR's Conditions of Service, and any other applicable rules and regulations of the Company as established from time to time.



Application for Natural Gas Service

EPCOR Natural Gas Limited Partnership

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

Date of Application: _____ Required Service Date: _____

Residential Commercial Industrial Seasonal

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

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

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

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

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

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

Owner(s) Initials

Terms and Conditions for Natural Gas Service

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

1. To pay all rates, fees or charges due to the Company by the dates indicated for payment on EPCOR's monthly bills including any late payment charges (monthly bills are due when rendered and a late payment penalty will be charged when a monthly bill is left unpaid after the due date indicated on the bills) from the date of this application until either:
 - a) the written notice to discontinue the supply of natural gas to the Premises is received by EPCOR and a reasonable opportunity has been given to EPCOR to enter the Premises for the purpose of discontinuing the supply; or,
 - b) confirmation has been received by EPCOR that a new account holder assumes the benefits and responsibilities for payment of the account;
2. That a meter connection will be established immediately after the installation of the service line at the Premises and will be subject to the monthly fixed charge from that date;
3. That natural gas supplied to the Premises is to be drawn through a meter installed by the Company. The Customer is responsible for the protection of all metering equipment necessary for the supply of gas and for keeping it accessible at all times. If the meter should fail to register the quantity of gas consumed or if EPCOR is not able to gain access to read the meter, the Company will estimate a reading for the purposes of updating the Customer's account and issuing bills;
4. That EPCOR, before supplying, or as a condition of continuing to supply, natural gas to the Premises, may require the Customer to give reasonable security for the payment of the proper charges;
5. That the Company, upon providing the Customer with 48 hours notice may discontinue service of natural gas, or lock or remove the meter for non-payment of bills (including late penalty charges) when due;
6. To immediately notify EPCOR of any leakage or escape of natural gas on the Premises by calling the 24 hour emergency number at 1-888-765-2256. EPCOR shall not be liable to the Customer for any damages and the Customer shall indemnify EPCOR from and against all loss, cost, damages, injury, or expense associated with any injury or damage to persons or property arising, either directly or indirectly, from or incidental to the escape of gas or products of combustion of gas from piping, controls, appliances or appliances that are on the outlet side of the meter at the Premises;
7. That EPCOR and/or its authorized agents shall have access to the customer's premises at all reasonable times and upon reasonable notice, unless in case of an emergency, as determined by EPCOR in its sole discretion, EPCOR is unable to provide reasonable notice, for the purposes of inspecting, repairing, testing, replacing, altering or disconnecting any meter, service pipe, appliance or equipment used in connection with gas service within or outside the premises;
8. That the Company, its directors, officers, agents, employees and representatives ("EPCOR Parties") shall not be liable to the Customer, its directors, officers, agents, employees and representatives ("Customer Parties") for any loss, injury, damage, expense, charge, cost or liability of any kind suffered or incurred by the Customer Parties, or any of them, whether of a direct, indirect, special or consequential nature, howsoever or whensoever caused, and whether in any way caused by or resulting from the acts or omissions of the EPCOR Parties, or any of them, except for direct property damages incurred by the Customer as a direct result of a breach of the terms and conditions outlined in this Application for Natural Gas Service, EPCOR's Conditions of Service or the applicable agreement between EPCOR and the Customer, or other act or omission by an EPCOR Party, which breach or other act or omission is caused by the negligence or wilful act or omission of harm of such EPCOR Party. Any liability under this section will be limited to an amount in proportion to the degree to which the EPCOR Party acting negligently or wilfully is determined to be at fault. For the purpose of the foregoing and without otherwise restricting the generality thereof, "direct property damage" shall not include loss of revenue, loss of profits, loss of earnings, loss of production, loss of contract, cost of capital, and loss of use of any facilities or property, or any other similar damage or loss whatsoever.
9. That in addition to any other liability provisions set out the terms and conditions of this Application for Natural Gas Service, EPCOR's Conditions of Service or the applicable agreement between EPCOR and the Customer, a Customer Party shall be liable for any damages, costs, expenses, injuries, losses, or liabilities suffered or incurred by EPCOR Parties, whether of a direct or indirect nature, caused by or arising from any acts or omissions of an Customer Party that result in a breach of the terms and conditions outlined in this Application for Natural Gas Service, EPCOR's Conditions of Service or the applicable agreement between EPCOR and the Customer, or any negligent or wilful acts or omissions of harm of a Customer Party. Any liability under this section will be limited to an amount in proportion to the degree to which the Customer Party is at fault.
10. The Customer shall not install or allow to be installed on property owned or controlled by the Customer any temporary or permanent structures that could interfere with the proper and safe operation of EPCOR's gas pipeline system or result in non-compliance with applicable statutes, regulations, standards and codes. EPCOR shall not be liable for any damage to any structure or improvement erected, installed or placed in contravention of this Application for Natural Gas Service resulting from the maintenance of such gas line or service line.
11. That the current transfer/connection charge in effect at the time of this Application for Natural Gas Service will be charged to the Customer's account on the first billing; and that new gas Customers will automatically be enrolled in paperless billing unless they request otherwise.
12. That in the event the Customer does not have any natural gas consumption within 12 months of installation of a new gas service, the Customer will be required to reimburse EPCOR for any service line installation costs not covered by the service lateral installation fee charged at the time of installation. The inactive account charge may be based on the costs EPCOR actually incurred for the service or on EPCOR's average installation cost for the service type;
13. That the Company will use any personal information provided in this Application for Natural Gas Service in strict accordance with EPCOR's Privacy Policy and the processes outlined in EPCOR's Conditions of Service; and,
14. To comply with and be bound by the foregoing as well as the terms outlined in EPCOR's Conditions of Service, and any other applicable rules and regulations of the Company as established from time to time.



EPCOR Natural Gas LP Commercial Service Application

COMPANY INFORMATION

LEGAL ENTITY NAME			MOVE IN DATE		
TRADE NAME (IF DIFFERENT)			EMAIL ADDRESS		
SERVICE ADDRESS			BILLING ADDRESS		
CITY/TOWN	PROVINCE	POSTAL CODE	CITY/TOWN	PROVINCE	POSTAL CODE
PHONE NUMBER			PREVIOUS ADDRESS		
FAX NUMBER		WEBSITE		LENGTH OF TIME IN BUSINESS	

BUSINESS OWNER / SIGNING AUTHORITY / COMPANY PRINCIPALS / PARTNERS / PROPRIETORS

NAME	NAME	NAME
TITLE	TITLE	TITLE
PHONE	PHONE	PHONE
CONTROLLER / ACCOUNTS PAYABLE SUPERVISOR		PHONE
MARK THE BUSINESS TYPE THAT APPLIES: <input type="checkbox"/> CORPORATION <input type="checkbox"/> PROPRIETORSHIP <input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> LLC <input type="checkbox"/> LTD <input type="checkbox"/> LP		

FINANCIAL INFORMATION

BANK NAME	BRANCH ADDRESS
PHONE NUMBER	FAX NUMBER
ARE YOUR COMPANY'S FINANCIAL STATEMENTS AVAILABLE: <input type="checkbox"/> YES <input type="checkbox"/> NO	

REFERENCES OF CURRENT SUPPLIERS (MINIMUM 3 TRADES)

COMPANY	ADDRESS	
PHONE NUMBER	FAX NUMBER	EMAIL ADDRESS
COMPANY	ADDRESS	
PHONE NUMBER	FAX NUMBER	EMAIL ADDRESS
COMPANY	ADDRESS	
PHONE NUMBER	FAX NUMBER	EMAIL ADDRESS

LANDLORD INFORMATION

LANDLORD NAME	PHONE NUMBER	EMAIL ADDRESS
---------------	--------------	---------------

The undersigned hereby directly and unconditionally guarantees and covenants with EPCOR Natural Gas LP that the applicant/customer will duly perform, observe and keep every covenant, proviso, condition, and agreement in this application including payment for all gas delivered and work performed and that if any default shall be made by the applicant, whether in payment of gas delivered or other sums from time to time falling due and payable, the undersigned guarantor will forthwith pay to EPCOR Natural Gas LP in demand the said sums in respect of which such default shall have occurred and all damages that may arise from non-performance.

The applicant/customer hereby acknowledges that the information provided is true and accurate and authorizes EPCOR Natural Gas LP to obtain credit information.

NAME	TITLE
SIGNATURE	DATE

Terms and Conditions for Natural Gas Service

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

1. To pay all rates, fees or charges due to the Company by the dates indicated for payment on EPCOR's monthly bills including any late payment charges (monthly bills are due when rendered and a late payment penalty will be charged when a monthly bill is left unpaid after the due date indicated on the bills) from the date of this application until either:
 - a) the written notice to discontinue the supply of natural gas to the Premises is received by EPCOR and a reasonable opportunity has been given to EPCOR to enter the Premises for the purpose of discontinuing the supply; or,
 - b) confirmation has been received by EPCOR that a new account holder assumes the benefits and responsibilities for payment of the account;
2. That a meter connection will be established immediately after the installation of the service line at the Premises and will be subject to the monthly fixed charge from that date;
3. That natural gas supplied to the Premises is to be drawn through a meter installed by the Company. The Customer is responsible for the protection of all metering equipment necessary for the supply of gas and for keeping it accessible at all times. If the meter should fail to register the quantity of gas consumed or if EPCOR is not able to gain access to read the meter, the Company will estimate a reading for the purposes of updating the Customer's account and issuing bills;
4. That EPCOR, before supplying, or as a condition of continuing to supply, natural gas to the Premises, may require the Customer to give reasonable security for the payment of the proper charges;
5. That the Company, upon providing the Customer with 48 hours notice may discontinue service of natural gas, or lock or remove the meter for non-payment of bills (including late penalty charges) when due;
6. To immediately notify EPCOR of any leakage or escape of natural gas on the Premises by calling the 24 hour emergency number at 1-888-765-2256. EPCOR shall not be liable to the Customer for any damages and the Customer shall indemnify EPCOR from and against all loss, cost, damages, injury, or expense associated with any injury or damage to persons or property arising, either directly or indirectly, from or incidental to the escape of gas or products of combustion of gas from piping, controls, appliances or appliances that are on the outlet side of the meter at the Premises;
7. That EPCOR and/or its authorized agents shall have access to the customer's premises at all reasonable times and upon reasonable notice, unless in case of an emergency, as determined by EPCOR in its sole discretion, EPCOR is unable to provide reasonable notice, for the purposes of inspecting, repairing, testing, replacing, altering or disconnecting any meter, service pipe, appliance or equipment used in connection with gas service within or outside the premises;
8. That the Company, its directors, officers, agents, employees and representatives ("EPCOR Parties") shall not be liable to the Customer, its directors, officers, agents, employees and representatives ("Customer Parties") for any loss, injury, damage, expense, charge, cost or liability of any kind suffered or incurred by the Customer Parties, or any of them, whether of a direct, indirect, special or consequential nature, howsoever or whensoever caused, and whether in any way caused by or resulting from the acts or omissions of the EPCOR Parties, or any of them, except for direct property damages incurred by the Customer as a direct result of a breach of the terms and conditions outlined in this Application for Natural Gas Service, EPCOR's Conditions of Service or the applicable agreement between EPCOR and the Customer, or other act or omission by an EPCOR Party, which breach or other act or omission is caused by the negligence or wilful act or omission of harm of such EPCOR Party. Any liability under this section will be limited to an amount in proportion to the degree to which the EPCOR Party acting negligently or wilfully is determined to be at fault. For the purpose of the foregoing and without otherwise restricting the generality thereof, "direct property damage" shall not include loss of revenue, loss of profits, loss of earnings, loss of production, loss of contract, cost of capital, and loss of use of any facilities or property, or any other similar damage or loss whatsoever.
9. That in addition to any other liability provisions set out the terms and conditions of this Application for Natural Gas Service, EPCOR's Conditions of Service or the applicable agreement between EPCOR and the Customer, a Customer Party shall be liable for any damages, costs, expenses, injuries, losses, or liabilities suffered or incurred by EPCOR Parties, whether of a direct or indirect nature, caused by or arising from any acts or omissions of an Customer Party that result in a breach of the terms and conditions outlined in this Application for Natural Gas Service, EPCOR's Conditions of Service or the applicable agreement between EPCOR and the Customer, or any negligent or wilful acts or omissions of harm of a Customer Party. Any liability under this section will be limited to an amount in proportion to the degree to which the Customer Party is at fault.
10. The Customer shall not install or allow to be installed on property owned or controlled by the Customer any temporary or permanent structures that could interfere with the proper and safe operation of EPCOR's gas pipeline system or result in non-compliance with applicable statutes, regulations, standards and codes. EPCOR shall not be liable for any damage to any structure or improvement erected, installed or placed in contravention of this Application for Natural Gas Service resulting from the maintenance of such gas line or service line.
11. That the current transfer/connection charge in effect at the time of this Application for Natural Gas Service will be charged to the Customer's account on the first billing; and new gas Customers will be automatically enrolled in paperless billing unless they request otherwise.
12. That in the event the Customer does not have any natural gas consumption within 12 months of installation of a new gas service, the Customer will be required to reimburse EPCOR for any service line installation costs not covered by the service lateral installation fee charged at the time of installation. The inactive account charge may be based on the costs EPCOR actually incurred for the service or on EPCOR's average installation cost for the service type;
13. That the Company will use any personal information provided in this Application for Natural Gas Service in strict accordance with EPCOR's Privacy Policy and the processes outlined in EPCOR's Conditions of Service; and,
14. To comply with and be bound by the foregoing as well as the terms outlined in EPCOR's Conditions of Service, and any other applicable rules and regulations of the Company as established from time to time.

Meter Size and Location Request Form

Required for New Service Line or Meter Installations only

This form must be completed and returned to EPCOR along with the completed Application for Natural Gas Service. Please ensure the form is signed on page 2 by the owner of the Premises and the owner's initials are provided on page 1 of the Application for Natural Gas Service.

Date: _____

EPCOR Account #: _____

Service/Premises Information

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

Premises Owner

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

Builder / Contractor / Installer

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

Service Installation

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

Natural Gas Equipment & Total BTU Input Required

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

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

Service Length & Location (required)

Length from property line to meter location (m): _____
 Meter location is on what wall as viewed from the street?
 Front Right Left Other _____
 Distance from nearest front corner (m): _____

**** For residential applications the meter location must be provided above or marked on the foundation or EPCOR Natural Gas LP will set the meter, 2 meters back from the front corner of the dwelling.**

Include north arrow & meter location(s)

House/Building



Identify:

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



Meter Size and Location Request Form

EPCOR Natural Gas Limited Partnership

How to fill out this Form

Please provide the Property ownership, the meter location preference, your HVAC Contractor and the appliances or fixtures to be consuming gas including the BTU usage of those items. Estimate the distance from your property line and identify and mark your preferred meter location on the map area and identify any obstructions (private hydro, septic, water systems, irrigation lines etc.) that are located on your property. Submit this Form and your Application for Natural Gas to: gas@epcor.com or our mailing address provided on the Application Form.

Service Line and Meter Location Costs

EPCOR shall complete a construction estimate for the work required to install the natural gas service lateral extending from the property line to the meter location selected by the Company. The minimum fee for installation of a natural gas Service Lateral is outlined in EPCOR’s Schedule of Miscellaneous and Service Charges included in its Rate Schedules and includes up to 20 meters of pipe. Additional fees may be charged if the length of pipe required to bring the Service Lateral to the Meter location exceeds the 20 meter length EPCOR uses to set this fee.

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

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

Owner Acknowledgement

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

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

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

In addition to this acknowledgement, the owner(s) must initial page 1 of the Application for Natural Gas Service.

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

AUTOMATIC WITHDRAWAL PLAN

EPCOR Natural Gas Limited Partnership



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

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

HOW DO I APPLY?

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

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

WHEN IS PAYMENT WITHDRAWN FROM MY BANK ACCOUNT?

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

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

WHAT IF MY BANK ACCOUNT CHANGES?

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

WHO CAN I CONTACT FOR MORE INFORMATION?

CONTACT EPCOR

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

Online: www.epcor.com

By Phone: 1-888-765-2256

Email to: gas@epcor.com

AUTOMATIC WITHDRAWAL PLAN TERMS AND CONDITIONS



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

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

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

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

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

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

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

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

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

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

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

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

AUTOMATIC WITHDRAWAL PLAN AUTHORIZATION FORM



Name on EPCOR Account _____

EPCOR Service Address: _____

Phone (home): _____ Email: _____

Mailing Address: _____
(If different from service address)

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

EPCOR Account Number: _____ Category Personal Business

Automatic Withdrawal Agreement:

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

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

Name _____ Signature _____ Date _____

Name _____ Signature _____ Date _____

Please remember to include:

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

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

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

CONTACT EPCOR

Mail to: EPCOR
39 Beech Street E
Aylmer, Ontario N5H 3J6
Online: www.epcor.com

By Phone: 1-888-765-2256
Email to: gas@epcor.com

For Office Use Only:

- DPAC Change in Banking Information New EPCOR PAC Customer