



Buying Your Natural Gas From A Gas Marketer

*We Thought You
Should Know*

info

You are a valued customer. We want you to be informed about your options for buying natural gas in today's competitive marketplace.

Enbridge Gas Distribution appreciates your business and supports your right to get the best price and term that suits your needs when you buy your natural gas supply. This brochure answers typical questions asked by our customers and can help you make an informed decision.

Your Choice In The Marketplace

You can buy your natural gas supply from Enbridge Gas Distribution, your utility, or from an independent supplier, called a natural gas marketer or broker. Buying your gas from an independent marketer is similar to choosing a different company than your local telephone utility for your long distance service. The utility still provides the basic facilities and services. No matter who supplies your gas, Enbridge Gas Distribution still delivers it through our pipeline network to your home.

Who Are Gas Marketers?

Gas marketers operate as independent businesses, supplying gas at competitive prices to groups of gas users. The arrangement you make with the marketer will affect only the Gas Supply Charge on your gas bill. The *Delivery Charge* and *Customer Charge* which represents the other portion of your gas costs, continues to be regulated by the Ontario Energy Board and is not affected by your gas supply purchase choice.

Today, gas marketers do not provide utility services or deliver gas, and their activities are not regulated by the government.

The government of Ontario has passed legislation that requires all marketers offering natural gas to residential and small commercial customers to be licensed as of March 1st, 1999. Licences will be issued to eligible marketers by the Ontario Energy Board. If you currently purchase your natural gas from a marketer, they will need to be licensed.

What Kinds Of Prices Can Marketers Offer?

Many different prices and terms are available. For example, an offer of a fixed price (one that doesn't change even if the market price of natural gas increases or decreases) or a discount or rebate against the regulated Enbridge Gas Distribution price. Terms may be one or more years.

Why Doesn't Enbridge Gas Distribution Offer Price Options?

The rates we charge for supply and delivery are subject to the examination and approval by the Ontario Energy Board (OEB), a regulatory agency of the Province of Ontario. Because we are a regulated utility, we cannot offer various prices to different groups of customers. We pass through our costs of purchasing gas without a discount or mark-up.

How Much Could I Save On My Gas Supply Charge?

How much you may benefit will depend on the market price of natural gas over the contract term, the price offered by the marketer that you choose, and how much gas you use.

Natural gas is a commodity, like coffee or heating oil, and the market price changes in response to supply, demand and other factors. Market conditions impact the marketers' prices and terms, which vary, similar to the changing rates and terms of a mortgage. At any given time, marketers' prices could be lower or higher than the regulated Enbridge Gas Distribution price.

For example, suppose you choose a fixed price for a term of three years. If the market price of natural gas rises and remains higher than your fixed price for some time, you would save. But if the market price falls and remains lower than your fixed price, you could end up paying more for your gas than if you chose some other option.

What's The Difference Between An Agreed-Upon Price And A Rebate?

If you choose to buy your gas from a marketer at an agreed-upon price, this is called ABC (Agency Billing and Collection) Service. Instead of the regulated Enbridge Gas Distribution price, your agreed-upon price will be shown on your gas bill as the gas supply charge. If your agreed-upon price is lower than the regulated price during the period of your contract, you will

benefit. Conversely, if the Enbridge Gas Distribution price is lower, the supply arrangement will cost you more.

If you choose a rebate (partial refund) option, you will be charged the regulated utility price on your gas bill. And if the marketer buys your supply for less than the Enbridge Gas Distribution regulated price, the marketer will provide a rebate. The value of the rebate will be determined by the terms and conditions of your contract. The marketer, not Enbridge Gas Distribution, is responsible for paying the rebate directly to you. The conditions of your contract with the marketer will determine the amount of the rebate and when you will receive it.

When Can I Change My Purchase Agreement?

If Enbridge Gas Distribution is your current supplier, you may either switch to a gas marketer at any time, or just continue to have us supply your gas. If you switch, the marketer must notify Enbridge Gas Distribution of the change. Once your account has been processed, the name and phone number of the marketer will appear on your Enbridge bill.

If you already have another supplier, the terms and conditions of your contract with the supplier will determine and may limit when you can change or cancel your arrangement.

Why Is The Name Of A Marketer On My Gas Bill? I Don't Recall Making This Arrangement.

A marketer's representative may have contacted you at your home or office. If you signed a form and/or gave your gas account number, you may have entered into a contract for your gas supply. If you have any questions, please contact the marketer directly.

Tips For Making An Informed Decision

Contact several gas marketers so that you can compare the different prices and terms that are available. Read their literature carefully, including any fine print. Take your time and ask questions, for example:

- How does the price offer compare to the regulated Enbridge Gas Distribution price?
- What is the term of the agreement?
- If the market price of gas increases or decreases in the future, how will it affect your choice?
- If a discount or rebate cheque is offered, what price is it based on and what are the conditions for receiving it?
- What are the restrictions on changing your price option or cancelling the arrangement?
- Does the contract renew automatically at the end of a term? Do you need to re-sign?

An agreement with a gas marketer for your gas supply is a legal contract for a period of one or more years. Once you sign, you may not be able to change or cancel the agreement during the contract period.

If You Have Questions About Your Contract

If you have questions about your contract with a gas marketer, please contact the marketer directly. The operations of Enbridge Gas Distribution (your utility), are completely separate from those of gas marketers. We cannot recommend a particular gas marketer or become involved in your negotiations or arrangements with one.

Marketers who offer ABC Service abide by a Code of Conduct for customer relations and consumer protection and will provide a copy of this code upon request. The Ontario Energy Board's (OEB) call centre provides general information on the natural gas market, the role of the OEB in the regulation and licensing of energy marketers and handling of customer complaints.

The OEB call centre is available
Monday to Friday from 8:30 am to 5:00 pm

Telephone: (416) 314-2455

Toll-free outside Toronto:

1-877-632-2727

Fax: (416) 440-7656

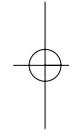
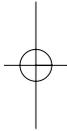
For More Information

For general information about your gas buying options, please phone our automated information line:

toll-free 1-888-410-4446 outside Toronto

Or visit our website at:

www.enbridge.com/gas



Enbridge Gas Distribution

**Safe, reliable
distribution of natural gas**

www.enbridge.com/gas



FM 092.02 (REV. 12/02)

