



Independent Gas Marketers

Let's talk about independent gas marketers.

You may have received a visit, letter or phone call from an independent gas marketer encouraging you to join their program. To help you make an educated choice, we would like to provide you with some important information.

- These marketers are not affiliated with ATCO Gas.
- You are under no obligation to sign an agreement.
- Without signing an agreement, you will continue to receive your natural gas from ATCO Gas.

A bit of history

On November 1, 1996, under the provisions of the Gas Utilities Statutes Amendment Act 1990, the Alberta government gave residential, commercial and industrial customers in Alberta the option to purchase natural gas from independent marketers.

What is an independent gas marketer?

An independent marketer is an individual or company which purchases natural gas from suppliers and then offers to sell that gas to consumers. Independent marketers are required to operate in accordance with a Code of Conduct found in the Natural Gas Direct Marketing Regulations administered by Alberta Government Services.

What does it mean to buy gas from an independent marketer?

By choosing this option, you no longer purchase your natural gas from ATCO Gas. Instead, you enter into a contract with an independent marketer to buy natural gas from that company. The marketer will charge you an agreed-upon fee for the cost of

gas.

Will you still get a bill from ATCO Gas?

Yes. ATCO Gas will continue to be your gas distribution company, delivering gas to your home and providing services such as meter reading, billing, response to emergency calls and furnace inspections. All of these costs are combined under the general category of Delivery Charges on your ATCO Gas bill. So you will still receive a bill from us if you sign an agreement.

Your cost of gas may be on the ATCO Gas bill as well or you will receive a separate bill directly from the marketer.

How can I compare offers?

It is difficult to compare offers because ATCO Gas sets its price for natural gas differently than brokers. Where ATCO Gas passes on the current market price for gas during a summer and a winter period, brokers offer a long-term capped price. It is much like comparing the rates and terms of a six-month mortgage with a five-year mortgage.

ATCO Gas charges you per gigajoule for natural gas. You'll find our current cost of gas on your bill along with how much gas - under "Energy Used (GJ)" - was consumed that month. The average residential customer uses approximately 150 gigajoules (GJ) of gas a year.

What is the role of the AEUB?

The Alberta Energy and Utilities Board (AEUB) regulates the terms and conditions to purchase natural gas from an independent marketer. The Board DOES NOT regulate either the price of gas you agree to pay or the contract you sign with the marketer. The rates, terms and conditions for natural gas service and cost of gas charged by ATCO Gas are regulated by the AEUB.

Where can I call?

If you have questions about your obligations in

signing an agreement or concerns about a marketer, call Alberta Government Services, Consumer Services at:

1-877-427-4088 or visit their site at:

www.gov.ab.ca/gs

Call the marketer directly if you have questions about an offer being made to you.

We appreciate your questions and comments on this or any other matter regarding your natural gas service. Please feel free to contact us by email or by calling the number on the front of your gas bill.

Some straight talk about independent gas marketers(PDF version)

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