

Frequently Asked Questions (FAQs)

General

What is Natural Gas?

Natural gas is a foundational fuel that has been used for decades to run their water heaters, stoves, furnaces, barbecues, garage and patio heaters, outdoor firepits and clothes dryers. It's also affordable. In fact, it's five times less expensive than electricity for home energy needs.

What is the benefit of natural gas over propane?

Natural gas offers a reliable and convenient source of energy. This means you always have access to gas when you need it and never have to worry about your propane tanks running empty.

Natural gas emits fewer greenhouse gas emissions than other fossil fuels and 16% fewer carbon dioxide emissions than propane.

Natural gas is lighter than air and quickly dissipates if released, making it one of the safest fuels for heating your home or business.

The Project

What is the cost of this switch to natural gas for me?

ATCO is working with community leaders on details for propane appliance inspection, conversion and/or replacement. We will share information on cost and further details once available.

You will be responsible for paying your monthly natural gas utility bills.

How will this impact my current appliances?

Appliances that do not currently run on natural gas or propane may have to be replaced or converted.

Appliances that currently operate on propane will have to be inspected to determine if they can be converted to run on natural gas. House pipeline will also need to be inspected.

How do we sign up for the new residential gas service?

ATCO will need your contact information (e.g., name, address, phone number) and sign the "Contract for Natural Gas Service Line Work" to set up your account. We will work with community representatives to assist with this process.

Natural Gas Billing

What's the difference between ATCO Gas and a retailer?

ATCO Gas is a distribution company, which means we deliver natural gas to your home and read your meter.

Your retailer will provide you with a monthly bill for the gas you use.

What does a natural gas bill look like?

Natural gas bills can look different depending on the retailer you choose, but you will notice some common charges.

What are distribution charges and why will I pay them?

On your energy bill, you'll see distribution charges. This charge covers the costs to build, operate and maintain the natural gas distribution system that delivers natural gas to your homes and businesses.

GAS BILL ACCOUNT NUMBER: 12345678901234567890

RETAILER CHARGES

Category	Amount
Delivery Charge	
Rate Rider	
Municipal Franchise Fee	
Federal Carbon Tax	

DISTRIBUTION CHARGES NATURAL GAS METER ID: 00012345678

Distribution services provided by: ATCO

Meter readings provided by: ATCO

Current Distribution Charges

Category	Amount
Delivery Charge	
Rate Rider	
Municipal Franchise Fee	
Federal Carbon Tax	

What are some of the other charges I can expect to see on my bill?

The following items make up the delivery charges on your bill and may be itemized or rolled together depending on how your retailer chooses to display the information.

- The fixed delivery charge covers the cost of building, operating and maintaining our distribution system. It's a fixed, daily rate.
- The variable charge also helps cover the cost of maintaining the system. It is calculated based on the amount of natural gas you use.
- Your bill might include a rate rider, an adjustment approved by the Alberta Utilities Commission, to recover costs or refund money for something that is temporary or caused by factors outside of our control.

What factors might affect your bill?

There are many factors that can affect your bill, and your retailer can provide answers to those billing questions. While we, as your distribution company, can't speak to the retailer charges, we've included information on some factors that affect your natural gas distribution charges below:

- Extreme temperatures: when temperatures drop for an extended period, this increases demand and consumption
- Your billing cycle timing: if most of the billing cycle falls during the peak of extreme temperatures, you might see your highest levels of consumption on one bill
- Cost of energy: the price of natural gas can fluctuate, which can make it unpredictable if you are on the regulated market rate

I didn't use any gas; why am I still paying fees?

Even if your gas usage is minimal, you still pay for costs that cover installing, operating and maintaining the infrastructure to deliver you natural gas when you need it. It's like having cable TV services. You pay a fee every month so you can watch TV whenever you want.