

FREQUENTLY ASKED QUESTIONS (FAQS)

General

What is Natural Gas?

Natural gas is a foundational fuel that Albertans have used in their homes and outdoor living spaces for decades to run their water heaters, stoves, furnaces, barbecues, garage and patio heaters, outdoor firepits and clothes dryers. It's also affordable. Compared to electricity, it's five times less expensive as an option to meet the energy needs in your home.

What is the benefit of Natural Gas over propane?

Natural Gas emits fewer greenhouse gas emissions than other fossil fuels and 16% less 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?

You will NOT need to pay the one-time connection fee if you sign up in 2023. You will be responsible for the gas connection fee if you do not sign up this year.

ATCO is communicating with your community leaders about the details about propane appliance inspection, conversion and/or replacement. Cost and further funding details will be communicated once they are available.

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

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

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

How will this impact my current appliances?

For appliances that do not currently run on natural gas or propane, they may need to be replaced or converted.

For appliances that currently operate on propane, they will need to be inspected to determine if they can be converted to run on natural gas. The house piping will also need to be inspected.

Natural Gas Billing

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

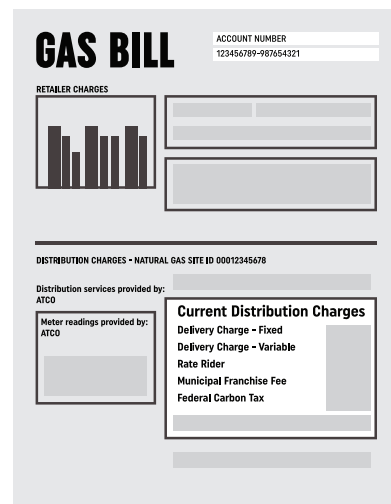
We, ATCO Gas, are a distribution company which means we deliver natural gas to your home or business and read your meter. We send your retailer information which is used to determine your energy bill which includes the charge for how much natural gas you use.

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 home and business.



Sample Gas Bill

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 AUC, to recover costs or refund money for something that is temporary or caused by factors outside of our control.
- The federal carbon levy is a fee we collect on behalf of the federal government. It's designed to encourage Albertans to be more energy efficient in their homes, businesses and communities.

What factors might affect your bill?

There are many factors that can affect your bill. While we as your distribution company can't speak to the retailer charges, here are a few factors that affect your natural gas distribution charges:

- **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 have seen your highest levels of consumption on one bill,
- **Federal carbon tax** - the amount charged per GJ has increased which impacts what you pay,
- **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.