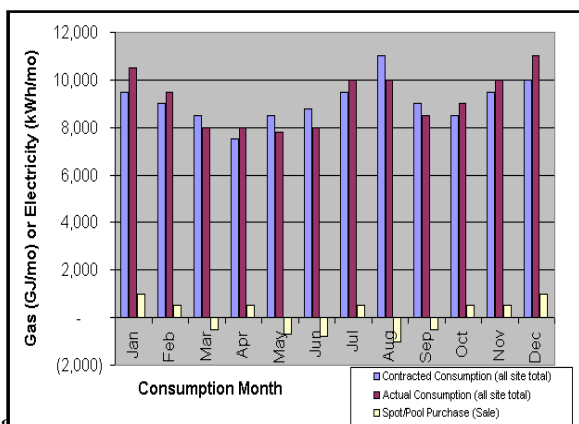


ALPS General Q&A

1. **Who is ALPS?** Alberta Livestock Power Services (ALPS) is a company formed by the Alberta Cattle Feeder's Association to create and distribute monthly bills and provide customer support for the participating members of agricultural producer associations. The ALPS/ALTAGAS ENERGY partnership has been in place since 2001 to the benefit of producers. ALPS chose to partner with ALTAGAS ENERGY Energy because of their experience with delivery of customized energy aggregation solutions.

2. **How does the monthly product work?** This product is tailored for the agricultural and livestock producers who have seasonal variation in consumption (winter or summer peak). Each producer has the flexibility to contract for fixed price energy (electricity and natural gas) for each month to more accurately reflect how they run their operations. Monthly consumption in excess of the fixed contracted monthly amounts will be purchased at Alberta Pool Price and/or AECO-C (spot price). If monthly consumption is less than the monthly contracted amount, the unused fixed price energy will be sold at the current Alberta Pool Price and/or Natural Gas spot market with the amount credited to the customer invoice (see graph below). This arrangement provides price stability along with flexibility to consume more or less energy than the amount contracted for.

Graph: Monthly Contracted and Actual Consumption



3. **Why do you need a copy of the previous owner's bill?** Firstly to make sure the site identification number is correct so that we make sure we switch out the correct site. Secondly, if it is a first time customer, we need to know their monthly consumption as we do not have any previous records of that site's consumption history.

4. **Why do we have to be on Pre-Authorized Withdrawal to be on an aggregation program?** Participation in the program is based on monthly payment being made by pre-authorized withdrawal (PAW). The reason for this is because this preferred method of payment is administratively more efficient for your association to process many customer payments over a short period of time.

5. **Will the quality of service I receive from my Wire or Distribution Owners deteriorate if I switch?** Absolutely not. Your regulated Wire or Distribution Owners are obligated to provide you with a non-discriminatory level of service no matter who you choose as your retailer.

6. **Who do I contact if my power goes out?** You will continue to call your existing distribution system (i.e. ATCO, Fortis, REA etc.) for all regulated delivery issues. For your convenience, the name and number of the distribution system will be shown on your new invoice.

7. **What if I need to add or delete a site after I become a customer of ALTAGAS ENERGY?** Site additions can be achieved by sending in your request with an invoice or site ID number to the designated customer service contact. Each site added or deleted will be an amendment to your Agreement. Site additions or deletions will be administered on an individual request

ALPS General Q&A

basis with a nominal processing fee of \$25 per site.

8. What do I have to do after I have signed a contract with ALTAGAS ENERGY?

Nothing. Once you sign the electricity and/or natural gas contract ALTAGAS ENERGY, as your appointed agent, will care for your site switch through an electronic switching process.

9. If I am an existing ALTAGAS ENERGY customer, can I sign up for only natural gas?

Yes, if you are an existing ALTAGAS ENERGY electricity customer and have not signed a natural gas contract with an alternate retailer, you may join the natural gas program. If you are a new customer and have not signed either an electricity or natural gas contract, you may join either or both the electricity and natural program (some geographic locations not eligible).

10. Can I transfer my site to a new owner?

Yes, subject to review by ALTAGAS ENERGY. If you are planning on selling your business you can make it a condition of the sale to transfer over the remainder of the contract. All we need is written notification of the transfer so that we can do an Amendment Schedule for the new owners.

11. Are there other charges that will be added to my bill?

You will receive one bill for all services required for electrical and natural gas energy and delivery to each site. Competitive prices for generation, natural gas and retail services have been acquired through this group purchase program. All regulated costs, such as the costs to deliver the electricity on the wires or natural gas distribution system, taxes, government or other rebates, or any other surcharges beyond ALTAGAS ENERGY or PremStar Energy's control will be flowed through on the invoice without markup.

12. Will I still qualify for the Provincial Natural Gas Rebate Program if I participate in the Natural Gas Aggregation Program?

Yes. The

current rebate program is in effect until March 31, 2009, typically applies in winter months only (November to March) and comes into effect if the price is more than \$5.50 per GJ for more than 2 major gas utilities (i.e. ATCO South/North). So, if you currently qualify for the provincial gas rebates now, you will continue to receive your rebates under our Natural Gas Aggregation Program.

13. Who do I contact regarding any billing or customer service questions I might have after I've switched to ALTAGAS ENERGY?

Should you have any questions regarding your monthly invoice or payment, you will need to contact Alberta Livestock Power Services Ltd at 1.866.541.0212, located in Calgary. ALPS was specifically created to address questions unique to the agricultural industry. The ALPS contact name and telephone number will also be shown on your monthly invoice.