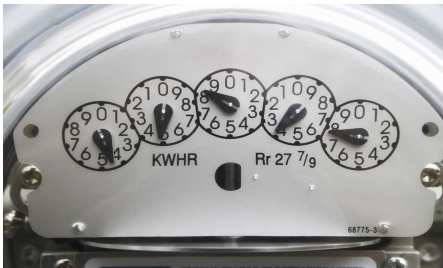


Things You Need to Know About Your Bills

Gov't Regulations:

- The Alberta government implemented “settlement system regulations” which state that all energy in the province is settled hourly based on an initial estimate, interim 3 month meter reading, and final 7 month meter reading. As a retailer, our billing system follows the Alberta Settlement System regulations.



Meter Readings:

- Your wire service provider (WSP) such as Fortis, Direct Energy, etc., is responsible for reading your meter and keeping your consumption history data.
- Your WSP is encouraged to read your meter once every two months, however sometimes it may be longer.
- Meter readings are provided to your retailer only after they are recorded and processed by the WSP.
- The retailer uses the Settlement System guidelines to calculate estimates based on your historical

consumption, until actual meter readings are provided by the WSP. Once the WSP provides a meter reading, the retailer re-calculates the consumption to make sure you only pay for the energy you used. This may take up to 7 months and is based on the system the Alberta government set up.



ALTAGAS Energy Billing:

- Your energy bill is sent to you by the 3rd of each month from ALPS, your energy representative.
- Bills received are for the previous month's consumption. Example: Bill received in January is for December's consumption.
- The pre-GST adjustment column on your ALPS bill will reflect the dollar adjustments (positive or negative) that are applied to your bill for estimates made in prior bills because actual meter readings were not available at the time.