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Manage my bill



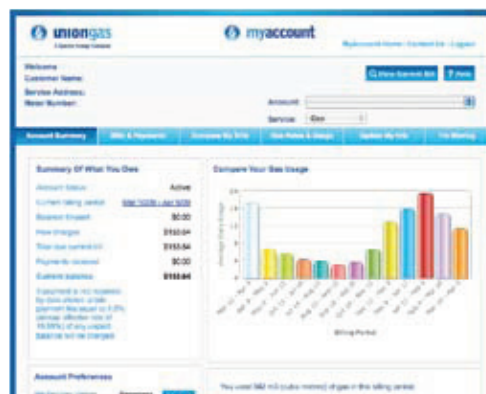
Understanding your natural gas usage is an important step in managing your energy costs and your bills. This section will give you an overview of your Union Gas bill, how we bill and your billing options.

Your Union Gas Bill is determined by four important factors;

- **Use** - The amount of natural gas consumed and measured in cubic metres
- **Days of Service** - The number of days that your bill covers
- **Rates** - Union Gas rates change quarterly. Some customers may choose to sign up for a fixed rate through an energy broker. Your broker name and rate is listed on your Union Gas bill. Broker rates and fixed/contract timelines will vary depending on your broker. Please contact your broker for more information
- **Degree Days/Average Daily Temperature** - Details on temperature, more specifically cold temperatures and how it affects your natural gas usage - the colder it is the more natural gas you use to heat your home

In most areas, a Union Gas meter reader will go from customer to customer to read the natural gas meter. This meter read is recorded as your “usage” on your monthly bill. Four winter months of usage account for more than half of your annual natural gas costs. Union Gas offers different features for managing your bill; Equal Billing Plan (EBP), Automatic Payment Plan (APP), MyAccount, and Paperless Billing.

The EBP distributes your annual cost evenly throughout the year, reducing the impact of high winter heating bills. Automatic Payment Plan is pre-authorized electronic payment from your financial institution each month on the due date of your Union Gas bill. Combining EBP and APP gives you the convenience of having a more predictable bill and the control of knowing your bill is paid on time with no late fees. MyAccount is an online account management tool that lets you view 24 months of bill history, register for EBP, APP, compare and download usage. Paperless Billing gives you the freedom from managing paper and the convenience and control of MyAccount. When you register for Paperless Billing, an email notification will be sent to you when your bill is ready for viewing on MyAccount. Providing you with the notice you need to view, link and pay your bills online. EBP, APP, MyAccount and Paperless Billing are all free. Register today at uniongas.com/myaccount.



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12 STEPS TO REDUCE YOUR ENERGY CONSUMPTION AND SAVE MONEY ON YOUR UTILITY BILL!

1 Understanding my bill, my natural gas usage:

See information on page 11.

2 Billing and payment options:

Sometimes it seems like there are so many options out there when buying your natural gas. Here's a quick summary of what's available to you.

If you find that your gas bills are higher in the winter months, our Equal Billing Plan (EBP) is a great way to spread out the cost of your natural gas over the whole year. It will take the guess work out of your monthly gas bill, and helps you better predict your bill over those cold winter months.

If it's hard to find time to pay your monthly bills, why not sign up for our Automatic Payment Plan (APP)? Automating your payments with Union Gas is a great way to always pay your bills on time, without having to worry about late charges. Simply provide us with your financial institution account information, and we'll take care of the rest!

For more information or to register for EBP, APP or Paperless Billing visit uniongas.com/myaccount

3 Complete a home energy audit:

An energy audit will evaluate the energy efficiency of your home and outline improvements to the heating, cooling, hot water heating and other uses of energy in the house that could result in energy savings. A do-it-yourself energy audit checklist has been included in this guide between pages 20 and 21.

4 Install a programmable thermostat:

By installing and properly programming your programmable thermostat you can save up to \$100 a year in energy costs. For more information including tips and techniques see chapter five.

5 Air sealing:

Is your house leaking money? If your home is like most, the greatest amount of heat loss is from air leakage; heated air escaping to the colder outdoors through hundreds of tiny holes and cracks around your home. For more information including tips and techniques see chapter six.



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6 Purchase ENERGY STAR® appliances:

ENERGY STAR is the gold star of energy efficiency. You'll find it only on appliances and products that have made top grades in rigorous energy efficiency tests. ENERGY STAR is a symbol you'll see on products around the world and here in Canada. It's a symbol worth looking for and buying. For more information see chapter five.

7 Reduce water heating demand:

After space heating, your water heater is the second largest user of energy in your home. It pays to use hot water wisely! For more information including tips and techniques see chapter five.

8 Install energy-efficient lighting:

Today's market offers you a bewildering array of light fixtures and bulbs! If you purchase and use energy-efficient light bulbs, over the course of a year your savings will certainly add up – even though lighting constitutes only six percent of your total monthly energy costs. But remember, the best energy-saving device for lighting is the switch! Turn lights off when not in use. For more information see chapter five.

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9 Insulate your home: From the very moment heat is generated inside your home, it tries to escape to the colder outdoors. Over and above air leakage, heat is also lost through the ceiling, basement, windows and doors, and walls by conduction, convection, and radiation. The rate of heat loss depends on the difference between inside and outside temperatures and the insulation resistance met by escaping heat. Increasing the insulation in these areas reduces the heat loss. For tips and techniques see chapter six.

10 Use a clothesline: Did you know that an electric dryer can cost a homeowner up to \$100 a year in energy costs? Consider using a clothesline. Not only will you save on your bill, but you can also save on laundry products. The sun is a natural whitener, so no need to buy any bleach. Static cling is created by clothing rubbing together, but if your clothing is hung out to dry it is not necessary to buy any dryer sheets.

11 Regular furnace maintenance: If your furnace is operating at peak efficiency, it will use less energy and cost less to operate. You should have a heating contractor perform a yearly maintenance check on your furnace, venting, and cooling systems to ensure they are operating at peak efficiency. For more information including tips and techniques see chapter five.

12 Enrol in MyAccount: Manage your Union Gas bill with MyAccount. MyAccount gives you the convenience of online access 24/7 and the control to update contact information, choose billing and payment preferences, move, compare, graph, download and print 24 months of usage history. MyAccount is free and easy to use. Register today at uniongas.com/myaccount

On the web:

uniongas.com/contactus

On the phone:

- Natural gas emergencies:
1 877 969-0999
- Call Before You Dig – Ontario One Call:
1 800 400-2255
- Account and Billing Inquiries:
1 888 774-3111

Our customer contact representatives are available Monday to Friday from 8a.m. to 6p.m. (excluding major holidays). Calls may be recorded for quality and safety purposes.

By mail:

Union Gas Limited, P.O. Box 2001
Chatham, ON, Canada N7M 5M1

Bill Payment, P.O. Box 2025
Chatham, Ontario N7M 6C7

