

	<u>Rate</u> (excluding HST)
<u>New Account Or Activation</u>	
New Account Charge	\$25.00
Turning on of gas, activating appliances, obtaining billing data and establishing an opening meter reading for new customers in premises where gas has been previously supplied	
Appliance Activation Charge - Commercial Customers Only	\$70.00
Commercial customers are charged an appliance activation charge on unlock and red unlock orders, except on the very first unlock and service unlock at a premise.	
	minimum 1/2 hour work. Total Amount depends on time required
Meter Unlock Charge - Seasonal or Pool Heater	\$70.00
Seasonal for all other revenue classes, or Pool Heater for residential only	
<u>Statement of Account</u>	
Lawyer Letter Handling Charge	\$15.00
Provide the customer's lawyer with gas bill information.	
Statement of Account Charge (for one year history)	\$10.00
<u>Cheques Returned Non-Negotiable Charge</u>	\$20.00
<u>Gas Termination</u>	
Red Lock Charge	\$70.00
Locking meter or shutting off service by closing the street shut-off valve (when work can be performed by Field Collector)	
Removal of Meter	\$280.00
Removing meter by Construction & Maintenance crew	
Cut Off At Main Charge	\$1,300.00
Cutting service off at main by Construction & Maintenance Crew	
Valve Lock Charge	
Shutting off service by closing the street shut-off valve - work performed by Field Investigator	
	\$135.00
- work performed by Construction & Maintenance	
	\$280.00
<u>Safety Inspection</u>	
Inspection Charge	\$70.00
For inspection of gas appliances; the Company provides only one inspection free of charge, upon first time introduction of gas to a premise.	
Inspection Reject Charge (safety inspection)	\$70.00
Energy Board Inspection rejects are billed to the meter installer or homeowner.	

EFFECTIVE DATE:

April 1, 2024

IMPLEMENTATION DATE:

April 1, 2024

BOARD ORDER:

EB-2024-0093

REPLACING RATE EFFECTIVE:

January 1, 2024

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Meter Test

Meter Test Charge

When a customer disputes the reading on his/her meter, he/she may request to have the meter tested. This charge will apply if the test result confirms the meter is recording consumption correctly.

Residential meters \$105.00

Non-Residential meters Time & Material
per Contractor

Street Service Alteration

Street Service Alteration Charge

For installation of service line beyond allowable guidelines (for new residential services only)

\$32.00

NGV Rental

NGV Rental Cylinder (weighted average)

\$12.00

Other Customer Services (ad-hoc request)
and Third Party Services (damages investigation and repair)

Labour Hourly Charge-Out Rate

Other Services (including ad-hoc customer requests and charges to customers and third parties for responding, investigating and repairing damages to Company facilities)

\$140.00

Cut Off At Main Charge - Commercial & Special Requests

Cut Off At Main charges for commercial services and other residential services that involve significantly more work than the average will be custom quoted.

custom quoted

Cut Off At Main Charge - Other Customer Requests

Other residential Cut Off At Main requests due to demolitions, fires, inactive services, etc. will be charged at the standard COAM rate.

\$1,300.00

Meter In-Out (Residential Only))

Relocate the meter from inside to outside per customer request

\$280.00

Request For Service Call Information

Provide written information of the result of a service call as requested by home owners.

\$30.00

Temporary Meter Removal

As requested by customers.

\$280.00

Damage Meter Charge

\$380.00

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