

Union Gas announces major changes you need to know about

Look for important information in your mail before November 30 if you're a **Union Gas** customer. It tells you what you need to know about how our business is changing to serve you better. We urge you to read it because it affects you. And if you want more information, just call **Union Gas** at **1 888 774-3111**.

Across North America, competition is being introduced in the energy industry to give customers more choice. For utilities, this often means moving retail programs into the competitive marketplace.

Starting January 1, 1999, our retail programs will transfer to Union Energy - a related but separate company. Union Energy will provide services in competition with other suppliers. These services will not be regulated by the Ontario Energy Board (OEB).

The programs we will transfer are water heater and other rentals, equipment sales, service and financing. These programs cover water heaters, space heaters, furnaces, fireplaces and air conditioners. Union Gas Heating, Fireplace and Cooling Protection Plans will also transfer. Union Gas employees working in these retail programs will transfer to Union Energy.

If you are a customer of our retail programs or protection plans, your agreement will transfer to Union Energy on January 1, 1999. After this date, Union Energy will service your heating and cooling equipment and answer the equipment service number **1 888 71-UNION (718-6466)**.

Union Energy will bill you directly for any programs it provides. You will be able to make a pre-authorized or alternate payment arrangement for their services.

Union Gas will continue to provide safe, reliable and economic delivery of your natural gas no matter who you buy your natural gas or energy services from. Our rates will continue to be reviewed and approved by the OEB.

Union Gas will install and maintain the system of pipes and connections to your home, provide emergency services and read your meter. And we will continue to sell natural gas to you if you have not chosen an energy marketer. If you have pre-authorized payment in place for Union Gas, it will continue for the services provided by Union Gas.

The transfer of the retail business to Union Energy means you will have more choice in retail energy service providers. In addition to more choice, Union Gas' cost of delivering gas will be reduced by \$12 million annually which will be passed on to our customers through lower delivery rates.



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