



RP-2000-0001

IN THE MATTER OF ss. 44 and 45 of the *Ontario Energy Board Act, 1998*, S. O. 1998, c.15, Schedule B;

AND IN THE MATTER OF the Gas Distribution Access Rule, made on December 11, 2002.

PROCEDURAL ORDER NO. 1

On December 11, 2002, the Board issued the Gas Distribution Access Rule (GDAR). The GDAR was the product of an extensive public Rule making process in which all stakeholders had numerous opportunities to make submissions.

One requirement of the GDAR is that a gas distributor must enter into a "Service Agreement", in a form approved by the Board, with each gas vendor that provides or intends to provide gas supply services to consumers in the gas distributor's franchise area. From early 2003 to early 2004, interested parties attempted to negotiate a form of Service Agreement without reaching agreement. On February 13, 2004, the Board issued a Notice requiring each gas distributor to file its proposed form of Service Agreement with the Board. Industry participants were then given an opportunity to comment on the proposed Service Agreements.

On May 9, 2005 the Board issued a Decision in which it held that all four of the proposed Service Agreements that had been filed were too limited in scope and lacked the details necessary to implement the GDAR in accordance with its intent. Accordingly, the Board declined to approve any of the proposed Service Agreements. The Board also directed Board staff to develop a revised form of Service Agreement that is consistent with the Board's Decision and that mirrors, to the maximum extent possible, the service agreements used currently in the retail electricity sector.

Board staff have now filed with the Board a revised form of Service Agreement, which is attached as Appendix A to this Procedural Order. In accordance with the Board's May 9, 2005 Decision, the form of Service Agreement must now be circulated to interested parties for comment. All comments received will be posted on the Board's website, as will a copy of the revised form of Service Agreement developed by Board staff.

As contemplated by the Board's May 9, 2005 Decision, a draft of the EBT Standards appendix to the Service Agreement is under development by Board staff and will be issued for comment separately at a later date.

The Board considers it necessary to make provision for the following matter related to this proceeding. The Board may issue further procedural orders from time to time.

THE BOARD ORDERS THAT:

Any interested party that wishes to comment on the revised form of Service Agreement developed by Board staff shall file its comments with the Board **no later than 3:00 pm on August 15, 2005.**

ISSUED at Toronto, July 15, 2005

ONTARIO ENERGY BOARD

Original signed by

Peter H. O'Dell
Assistant Board Secretary

Appendix A
to
Procedural Order No. 1

RP-2000-0001

July 15, 2005

**SERVICE AGREEMENT
GAS DISTRIBUTION ACCESS RULE**

Board Staff Proposal

TABLE OF CONTENTS

Article 1 - Interpretation5

 1.1 Definitions5

 1.2 Sections and Headings7

 1.3 Number7

 1.4 Gas Supply Services7

Article 2 - Scope and Term8

 2.1 Entire Agreement8

 2.2 Relationship of the Parties9

 2.3 Agent or Broker Only9

 2.4 Term of Agreement Effective Date9

 2.5 Existing Customers9

 2.6 Termination9

 2.7 Events of Default10

Article 3 - Security Arrangements12

 3.1 Determination of Security Requirement12

 3.2 Allowable Forms of Security12

 3.3 Interest on Cash Deposits12

 3.4 Determination of Amount of Security12

 3.5 Reductions to the Maximum Security Amount12

 3.6 Frequency and Timing for Updating Security Arrangements13

 3.7 Realization of Security14

Article 4 - Financial Arrangements15

 4.1 Billing Options15

 4.2 Payment15

 4.3 Service Transaction Requests15

 4.4 Compliance with Appendix D15

Article 5 - Confidential Information16

 5.1 Confidentiality16

 5.2 Consumer Information16

 5.3 Gas Vendor Information17

Article 6 - Dispute Resolution18

 6.1 Exclusivity18

| | | |
|---------------------------|--|----|
| 6.2 | Duty to Negotiate..... | 18 |
| 6.3 | Referral of Unresolved Disputes..... | 18 |
| 6.4 | External Arbitration Procedures | 18 |
| 6.5 | Appointment of Arbitrator | 19 |
| 6.6 | Written Statement of Dispute and Response..... | 19 |
| 6.7 | Discovery of Facts | 19 |
| 6.8 | Confidentiality of Documents..... | 19 |
| 6.9 | Procedural Rules..... | 20 |
| 6.10 | Decision Requirements | 20 |
| 6.11 | Finality of Decisions..... | 20 |
| 6.12 | Arbitration Act..... | 20 |
| 6.13 | Costs | 20 |
| Article 7 - General | | 22 |
| 7.1 | Authority of Gas Vendor to Act and Obligation to Provide Information | 22 |
| 7.2 | Indemnity..... | 22 |
| 7.3 | Waiver | 22 |
| 7.4 | Amendments and Modifications to this Agreement..... | 22 |
| 7.6 | Severability..... | 23 |
| 7.7 | Notices | 23 |
| 7.8 | Statutes | 24 |
| 7.9 | Applicable Law..... | 24 |
| 7.10 | Time..... | 24 |
| 7.11 | Calculation of Time | 24 |
| 7.12 | Further Assurances | 24 |
| 7.13 | Counterparts and Execution by Fax | 24 |
| 7.14 | Binding Effect..... | 24 |
| APPENDIX A | | 26 |
| APPENDIX B..... | | 30 |
| APPENDIX C..... | | 35 |
| APPENDIX D | | 37 |
| APPENDIX E..... | | 38 |
| APPENDIX F | | 39 |

SERVICE AGREEMENT

This Service Agreement made this _____ day of _____, _____

BETWEEN _____, (the “Gas Distributor”)

AND _____, (the “Gas Vendor”)

From time to time, the Gas Vendor and the Gas Distributor shall be individually referred to in this Agreement as a “Party” and collectively as the “Parties”.

WHEREAS the Gas Vendor provides or wishes to provide gas supply services to consumers in the franchise area of the Gas Distributor.

AND WHEREAS the Gas Distributor is required by Chapter 3 of the Gas Distribution Access Rule to enter into a Service Agreement with each vendor who provides or wishes to provide gas supply services to consumers in the franchise area of the Gas Distributor.

NOW THEREFORE for and in consideration of the covenants and conditions hereinafter set forth, and other good and valuable consideration (the receipt and sufficiency of which are hereby acknowledged), the Parties mutually agree as follows:

Article 1 - Interpretation

1.1 Definitions

Unless otherwise defined in this Agreement, words and phrases shall have the meaning ascribed to them in the *Ontario Energy Board Act, 1998, S.O. 1998, c. 15, Schedule B*, or the Gas Distribution Access Rule, as the case may be.

In this Agreement, unless the context otherwise requires:

“Act” means the *Ontario Energy Board Act, 1998, S.O. 1998, c.15, Schedule B*;

“Agreement” means this agreement, and all exhibits and appendices referenced herein and attached hereto;

“Applicable Laws” means any and all applicable laws, statutes, by-laws, rules, regulations, orders and ordinances together with all codes, guidelines, policies, notices, direction, directives and standards of any Governmental Authority which are legally mandatory in nature, affecting the obligations of either of the Parties;

“applicant” has the meaning given to it in section 6.3;

“Billing Period” in respect of a customer means each consecutive period of approximately one month established by the Gas Distributor for such customer in accordance with the Gas Distributor’s customary billing procedures;

“Board” means the Ontario Energy Board;

“business day” means any day that is not a Saturday, Sunday or statutory holiday as defined in the Province of Ontario;

“Claim” means any claim, demand, liability, damage, loss, suit, dispute, civil or criminal litigation, action or cause of action, arbitration, or legal, administrative or other proceeding or governmental investigation, including appeals and applications for review and all costs and expenses relating thereto;

“Collection Fee” has the meaning given to it in Appendix B;

“Confidential Information” in relation to a Party means all confidential information concerning the business, operations, financing and affairs of that Party, including without limiting the generality of the foregoing, the following:

- (a) all trade secrets and know-how of the Party;
- (b) all information relating to the Party or to any person with which the Party does business;
- (c) the Party’s customer list and records;
- (d) the Party’s marketing, pricing and sales policies, techniques and concepts;
- (e) the habits and preferences of the Party’s customers and prospective customers; and
- (f) the Party’s financial records,

and, in the case of the Gas Vendor, includes Gas Vendor information to the extent that it is confidential information as described above;

“consumer” means a person who uses gas for that person’s own consumption;

“consumer information” means the data and/or information maintained by the Gas Distributor pursuant to section 5.1 of the Rule;

“Defaulting Party” has the meaning given to it in section 2.6(b);

“Delivered Volume” means the volume of gas (less any Fuel Gas) delivered during a calendar month to the Gas Distributor pursuant to an agreement between the Gas Distributor and the Gas Vendor for the delivery of gas;

“Effective Date” has the meaning given to it in section 2.4;

“Enrol Request” means an STR for a change of gas supply for a consumer from system gas to the Gas Vendor or from a gas vendor to the Gas Vendor;

“EBT” means Electronic Business Transaction;

“franchise area” means the area of the Province of Ontario either for which the Gas Distributor holds a Certificate of Public Convenience and Necessity granted by the Board, or in which the Gas Distributor was supplying gas on April 1, 1933;

“Fuel Gas” means in respect of any gas to be delivered by a customer to the Gas Distributor, the fuel ratio (expressed as a percentage of the volume of such gas) in effect from time to time for gas transportation service, as established by the relevant Gas Transporter;

“gas distribution services” means the services related to the delivery of gas to a consumer, including related safety functions such as emergency leak response, line locates, inspection, and provision of safety information;

“gas distribution system” means a system used to provide gas distribution services;

“gas distributor-consolidated billing” means a method of billing whereby the Gas Distributor issues a single bill to a consumer setting out the charges for gas distribution services and the charges for the gas commodity;

“Gas Transporter” means a person, other than the Gas Distributor, with which the Gas Distributor or a customer (or the Gas Vendor on a customer’s behalf) has contracted to transport gas from or to any point of acceptance;

“gas vendor-consolidated billing” means a method of billing whereby the Gas Vendor issues a single bill to a consumer setting out the charges for gas distribution services and the charges for the gas commodity;

“Gas Vendor information” means data and/or information provided by the Gas Vendor to the Gas Distributor concerning the Gas Vendor;

“Governmental Authority” means any government, regulatory body or authority, agency, crown corporation, governmental department, board, commission, tribunal, court or other law, rule, or regulation making authority having or purporting to have jurisdiction or control on behalf of Canada or any provincial, regional or local government, or other subdivision thereof;

“Incorporated Agreements” has the meaning given to it in section 2.1(e);

“Indemnifying Party” has the meaning given to it in section 7.2;

“Invoice” has the meaning given to it in Appendix B;

“Invoice Amount” has the meaning given to it in Appendix B;

“meter” means a device owned or controlled by the Gas Distributor and used to measure the units of gas consumption which form the basis for billing the consumer;

“Monthly Volume” in respect of a customer for a Billing Period means the volume of gas (expressed in cubic metres) delivered by the Gas Distributor to such customer during such Billing Period;

“person” means an individual, partnership, corporation, association, or other incorporated or unincorporated organization or legal entity;

“price” means the amount (expressed in cents per cubic metre) specified by the Gas Vendor in an STR in respect of, and applicable to, a customer, and which the Gas Vendor has associated with such customer;

“Rule” means the “Gas Distribution Access Rule” made by the Board;

“Service Transaction Request” or “STR” means a direction to the Gas Distributor as contemplated in Article 4 of the Rule and in the EBT standards and related requirements set out in Appendix D;

“split billing” means a method of billing whereby the Gas Distributor issues a bill to a consumer setting out the charges for gas distribution services, and the Gas Vendor issues a bill to a consumer setting out the charges for the gas commodity;

“Supplementary Terms” has the meaning given to it in section 2.1(f);

“system gas” means gas which is sold or available to be sold by the Gas Distributor to a consumer; and,

“Terminating Party” has the meaning given to it in section 2.6(b).

1.2 Sections and Headings

The division of this Agreement into Articles, sections and other subdivisions and the insertion of headings are for convenience of reference only and shall not affect the construction or interpretation of this Agreement.

1.3 Number

Words importing the singular include the plural and vice versa.

1.4 Gas Supply Services

The provision of gas supply services includes the sending or receipt of STRs by a Gas Vendor in order to have access to or to provide consumer information.

Article 2 - Scope and Term

All appendices referenced in this Agreement and attached hereto shall be considered part of this Agreement and incorporated herein.

2.1 Entire Agreement

- (a) This Agreement constitutes the entire agreement between the Parties with respect to the subject matter of this Agreement and cancels and supersedes any prior understanding and agreements between the Parties with respect to the same.
- (b) A reference to a document or a provision of a document includes any amendment or supplement to, or any replacement of, that document or that provision of that document.
- (c) The Rule is hereby incorporated in its entirety by reference into, and forms an integral part of, this Agreement.
- (d) Without limiting the generality of section 2.1(c):
 - (i) the Gas Distributor hereby agrees to be bound by, and at all times comply with, the Rule; and,
 - (ii) the Gas Vendor acknowledges and agrees that the Gas Distributor is bound at all times to comply with the Rule in addition to complying with the provisions of this Agreement.
- (e) Attached as Appendix E to this Agreement are other agreements executed between the Parties prior to the Effective Date in relation to the delivery or supply of gas to consumers (the "Incorporated Agreements") and which as of the Effective Date form an integral part of this Agreement. Neither Party shall enforce any provision of any Incorporated Agreement that is contrary to or inconsistent with the Rule or any provision of the remainder of this Agreement, or apply any provision of any Incorporated Agreement in a manner that is contrary to or inconsistent with the Rule or any provision of the remainder of this Agreement. For greater certainty:
 - (i) in the event of an inconsistency or conflict between a provision of an Incorporated Agreement and a provision of either the Rule or any provision of the remainder of this Agreement, the provision of the Rule or of the remainder of this Agreement shall govern; and,
 - (ii) a provision in an Incorporated Agreement is not contrary to or inconsistent with the Rule or any provision of the remainder of this Agreement simply by reason of the fact that the Rule or the remainder of this Agreement does not expressly contemplate such provision or is silent on the matter.
- (f) Attached as Appendix F to this Agreement are supplementary terms and conditions applicable to the Parties in relation to the delivery or supply of gas to consumers (the "Supplementary Terms"). Neither Party shall enforce any provision of the Supplementary Terms that is contrary to or inconsistent with the Rule or any provision of the remainder of this Agreement, or apply any provision of the Supplementary Terms in a manner that is contrary to or inconsistent with the Rule or any provision of the remainder of this Agreement. For greater certainty:
 - (i) in the event of an inconsistency or conflict between a provision of the Supplementary Terms and a provision of either the Rule or any provision of the remainder of this Agreement, the provision of the Rule or of the remainder of this Agreement shall govern; and,
 - (ii) a provision in the Supplementary Terms is not contrary to or inconsistent with the Rule or any provision of the remainder of this Agreement simply by reason of the fact that the

Rule or the remainder of this Agreement does not expressly contemplate such provision or is silent on the matter.

2.2 Relationship of the Parties

Nothing in this Agreement shall be construed to establish a partnership, joint venture, group, pool, syndicate or agency between the Parties. No provision contained herein shall be construed as authorizing or empowering either Party to assume or create any obligation or responsibility whatsoever, express or implied, on behalf, or in the name, of the other Party in any manner, or to make any representation, warranty or commitment on behalf of the other Party, except as shall be provided for herein.

2.3 Agent or Broker Only

- (a) Where the Gas Vendor acts or offers to act as an agent or broker only and is not selling gas to any customer, Article 3, section 4.1 and Appendix B do not apply.
- (b) Where the Gas Vendor becomes a seller of gas after the Effective Date, the Gas Vendor shall immediately notify the Gas Distributor in writing, and the entirety of this Agreement shall thereafter apply to the Parties.

2.4 Term of Agreement Effective Date

The term of this Agreement shall commence on the date of execution of this Agreement by the last Party to execute this Agreement (the "Effective Date").

2.5 Existing Customers

Nothing in this Agreement shall affect any agreements in effect for the supply of gas between the Gas Vendor and customers of the Gas Vendor prior to the Effective Date. As of the Effective Date, a successful Enrol Request shall be deemed to have been completed in respect of each such customer.

2.6 Termination

(a) Mandatory Termination

This Agreement shall automatically terminate on the earlier of:

- (i) the date the Gas Vendor informs the Gas Distributor in writing that it no longer is operating as a gas vendor in the Gas Distributor's franchise area;
- (ii) the date of revocation, cancellation, transfer or non-renewal of the Gas Vendor's licence, of which the Gas Vendor shall notify the Gas Distributor in writing, if the Gas Vendor's customers are all low-volume customers; or
- (iii) the date of revocation, cancellation, transfer or non-renewal of the Gas Distributor's franchise.

(b) Permissive Termination

A Party (the "Terminating Party") shall have the option to terminate this Agreement upon the occurrence of any one or more of the events listed in section 2.7(a) (an "Event of Default") in relation to the other Party (the "Defaulting Party"). Where an Event of Default has occurred, the Terminating Party may give notice to the Defaulting Party, in accordance with section 7.7, setting out the details of the Event of Default. Subject to section 2.7(c), where such notice has been given, this Agreement shall terminate:

- (i) in the case of the Event of Default referred to in section 2.7(a)(iii), on the date specified in the notice; or,

- (ii) in the case of any other Event of Default, after 10 business days have elapsed from the giving of notice by the Terminating Party,

unless the Defaulting Party has given notice within that time period, in accordance with section 7.7, that the Event of Default has been rectified. If the Terminating Party does not accept the actions taken by the Defaulting Party to rectify the Event of Default, either Party may seek a conclusive determination of the issue in accordance with Article 6.

- (c) Articles 5 and 6 and section 7.7 survive the termination of this Agreement.
- (d) Termination of this Agreement shall not affect the liabilities of either Party that were incurred or arose under this Agreement prior to the time of termination, and shall be without prejudice to the right of the Terminating Party to pursue all legal and equitable remedies that may be available to it.
- (e) Subject to sections 2.6(f) and 2.6(g), where this Agreement terminates, the Gas Distributor shall notify the Gas Vendor and the Gas Vendor's customers, and shall transfer the customers to system gas according to a procedure specified by the Gas Distributor in the notice.
- (f) Where this Agreement terminates under section 2.6(a)(i) or 2.6(a)(ii), the Gas Distributor shall notify the Gas Vendor and the Gas Vendor's customers. The Gas Distributor shall transfer each such customer to system gas according to a procedure specified by the Gas Distributor in the notice unless an STR to transfer the customer to another gas vendor is then pending.
- (g) Where this Agreement terminates under section 2.6(a)(iii), the Gas Vendor shall notify its customers unless the new gas distributor for the franchise area formerly served by the Gas Distributor has provided that notification.

2.7 Events of Default

- (a) Any one or more of the following constitutes an Event of Default in respect of a Party:
 - (i) if the Party fails to provide or maintain the financial security required by this Agreement or is in breach of any of the terms or conditions of such security;
 - (ii) if the Party fails to perform or observe any material obligations under this Agreement on its part to be observed and performed and such failure shall continue unremedied following notice thereof from the Terminating Party for a period of thirty days;
 - (iii) if the Party files a petition in bankruptcy, makes application or files a petition seeking any re-organization, arrangement, composition or similar relief under any law regarding insolvency or relief for debtors or makes an assignment for the benefit of creditors, or if a receiver or receiver and manager, trustee or similar officer is appointed for the business or property of the Party, or any part thereof, or if any involuntary petition, application or other proceeding under any bankruptcy or insolvency laws is instituted against the Party and is not stayed, otherwise enjoined or discharged within fifteen business days;
 - (iv) if the Party ceases carrying on business in the ordinary course, commits any act of bankruptcy under the Bankruptcy and Insolvency Act or is wound up;
 - (v) if any execution, distress or other enforcement process, whether by court order or otherwise, which would have a material adverse effect on the financial viability of the Party becomes enforceable against any property of the Party; or,
 - (vi) in the case of the Gas Vendor, if the Gas Vendor's customers are all low-volume customers and the Gas Vendor's licence is suspended and not reinstated within ten business days.

- (b) A Party that becomes aware of the occurrence of an Event of Default in relation to itself or of circumstances that may give rise to an Event of Default in relation to itself shall promptly so notify the other Party.
- (c) Each of the above-noted Events of Default have been inserted for the benefit of the Terminating Party and may be waived by the Terminating Party in whole or in part at any time by notice to the Defaulting Party. The Terminating Party may extend the period for the remediation of any such Event of Default (if any) provided that the Defaulting Party is then diligently pursuing the satisfaction thereof and demonstrates to the reasonable satisfaction of the Terminating Party that the steps being taken by the Defaulting Party are likely to remedy the Event of Default within a reasonable period of time.

Article 3 - Security Arrangements

3.1 Determination of Security Requirement

The Gas Distributor may, but is not obligated to, require security from the Gas Vendor. Should the Gas Distributor determine that security is required, the security shall be governed by the requirements of this Article 3.

3.2 Allowable Forms of Security

The form of security shall be:

- (a) irrevocable letter of credit;
- (b) cash deposit;
- (c) pre-payment;
- (d) parental guarantee; or,
- (e) a combination of the above,

at the discretion of the Gas Vendor. At its discretion, the Gas Distributor may accept some other form of security. The Gas Distributor will review and satisfy itself as to the enforceability of all security documents prior to the processing of any Service Transaction Request submitted to it by the Gas Vendor.

3.3 Interest on Cash Deposits

Interest shall accrue monthly on security provided in the form of a cash deposit. The interest rate shall be the Prime Business Rate as published on the Bank of Canada's website less two (2) percent. The interest accrued shall be paid out at least once every 12 months, or on return or realization of the security, whichever comes first.

3.4 Determination of Amount of Security

The maximum amount of security which the Gas Distributor may require from the Gas Vendor (the "Maximum Security Amount") shall be equal to the following, subject to adjustment in accordance with section 3.5:

- (a) the maximum forecast debit banked gas account applicable to the Gas Vendor valued at the NYMEX Dawn Basis price for the applicable 12 month period; minus,
- (b) the maximum forecast amount by which the forecasted amounts collected for commodity by the Gas Distributor in respect of all customers supplied, or represented, by the Gas Vendor, exceed forecasted amounts remitted for commodity by the Gas Distributor to the Gas Vendor in respect of all customers supplied, or represented, by the Gas Vendor for the applicable 12 month period; minus,
- (c) any security deposits held by the Gas Distributor, which have been paid to the Gas Distributor by customers supplied, or represented, by the Gas Vendor.

3.5 Reductions to the Maximum Security Amount

The Gas Vendor's Maximum Security Amount shall be reduced in accordance with the calculations set out below:

(i) Credit Rating Adjustment

The Gas Vendor's credit rating will be used to reduce the Maximum Security Amount under section 3.4, in accordance with *Table 1 - Credit Rating Adjustment Table*. If the Gas Vendor is only able to provide the credit rating of its parent company, the reduction to the Gas Vendor's Maximum Security Amount shall be 50% of that indicated in *Table 1 - Credit Rating Adjustment Table*; provided that the Gas Vendor has provided security in the form of a parental guarantee.

Table 1 - Credit Rating Adjustment Table

| Credit Rating (applying Standard & Poor's terminology) | Allowable Reduction of Maximum Security Amount |
|--|--|
| AAA- and above (or equivalent) | 20% |
| AA-, AA, AA+ (or equivalent) | 15% |
| A-, from A and A+ to below AA (or equivalent) | 10% |
| BBB-, from BBB and BBB+ to below A (or equivalent) | 5% |
| below BBB- (or equivalent) | 0% |

(ii) **Good Payment History Adjustment**

The length of time the Gas Vendor has maintained a good payment history with the Gas Distributor or with another gas distributor in Canada shall reduce the Maximum Security Amount under section 3.4 in accordance with *Table 2 - Good Payment History Adjustment Table*. Despite the foregoing, the Gas Distributor shall only consider the Gas Vendor's good payment history with another gas distributor in Canada where the Gas Vendor provides the Gas Distributor with a reference letter from the Gas Vendor's previous gas distributor confirming the Gas Vendor's good payment history for the relevant period.

Table 2 - Good Payment History Adjustment Table

| Operating History in Canada | Allowable Reduction of Maximum Security Amount |
|---|--|
| all payments owing by the Gas Vendor were received on or before the due date for 5 years or more | 15% |
| all payments owing by the Gas Vendor were received on or before the due date for more than 2 years but less than 5 years | 10% |
| all payments owing by the Gas Vendor were received on or before the due date for more than 1 year 1 but less than 2 years | 5% |
| all payments owing by the Gas Vendor were received on or before the due date for less than 1 year | 0% |

3.6 Frequency and Timing for Updating Security Arrangements

The Gas Distributor may review the security arrangements and recalculate the Gas Vendor's Maximum Security Amount at any time, but shall do so no less than once every three months. As a result of these reviews, the amount of security shall be revised upwards or downwards at any time if the Maximum Security Amount applicable to the Gas Vendor has changed.

The Gas Vendor shall provide to the Gas Distributor any increase in the value of security required by the Gas Distributor within thirty (30) days of the Gas Distributor giving written notice to the Gas Vendor of the change in the value of required security.

The Gas Distributor shall provide to the Gas Vendor any decrease in the value of security required by the Gas Distributor, plus applicable interest, within thirty (30) days of the Gas Distributor giving written notice to the Gas Vendor of the change in the value of required security.

Where regardless of the Gas Vendor's Maximum Security Amount the Gas Distributor determines that all or a part of the security is no longer required, the Gas Distributor shall provide to the Gas Vendor the value of the security that is no longer required, plus applicable interest, within thirty (30) days of the Gas Distributor giving written notice to the Gas Vendor of the change in the value of required security.

3.7 Realization of Security

The Gas Distributor reserves the right realize the security provided to it by the Gas Vendor upon the Gas Vendor failing to meet any of its financial obligations set out in this Agreement.

Article 4 - Financial Arrangements

4.1 Billing Options

- (a) The Gas Distributor shall have the ability to accommodate a rate-ready and a bill-ready form of gas distributor-consolidated billing.
- (b) Where the Gas Vendor chooses gas distributor-consolidated billing, the terms and conditions of billing, collection and payment shall be in accordance with Appendix B. The Gas Distributor shall bear the risk of consumer non-payment for the entire bill, including gas commodity charges.
- (c) Upon written request from the Gas Vendor for vendor-consolidated billing or for split billing, the Gas Distributor and the Gas Vendor shall negotiate in good faith the necessary amendments to this Agreement in respect of the requested billing option, which shall be consistent with the applicable provisions of the Rule.
- (d) Within 60 days of receipt by the Gas Distributor of the written request referred to in section 4.1(c), or within such longer period as the parties may agree, the Gas Distributor shall submit to the Board for approval the proposed amendments to this Agreement referred to in that section. At a minimum, the proposed amendments shall address billing, collection, payment, security arrangements, and calculation, collection and remittance of GST and, for vendor-consolidated billing, the obligation of the Gas Vendor to include any safety information and other information required by the Board in bills to consumers.
- (e) If the Gas Distributor and the Gas Vendor cannot agree on the proposed amendments to this Agreement in respect of the requested billing option within 60 days of receipt by the Gas Distributor of the written request referred to in section 4.1(c), or within such longer period as the parties may agree, the Parties shall refer the dispute to the Board for determination and the Parties shall amend this Agreement accordingly.
- (f) The Gas Distributor shall implement the change in billing option within no more than 12 months of the date on which the Board approves or determines the necessary amendments to this Agreement.

4.2 Payment

The form and details of payment shall be in accordance with Appendix B and Appendix C.

4.3 Service Transaction Requests

The Gas Distributor shall process all STRs in accordance Chapter 4 of the Rule and in accordance with the EBT standards and related requirements set out in Appendix D. The Gas Distributor shall process STRs in the order in which they are received, and in accordance with the process set out in Appendix D. The Gas Distributor shall record, at a minimum, the receipt and response dates of each request.

4.4 Compliance with Appendix D

The Parties shall comply with their respective obligations as set out in Appendix D.

Article 5 - Confidential Information

5.1 Confidentiality

- (a) Each Party acknowledges and agrees that:
 - (i) all Confidential Information of the other Party which is furnished to it by or with the concurrence of the other Party or to which it becomes privy, is furnished to it in confidence;
 - (ii) at all times it shall keep the Confidential Information of the other Party in the strictest of confidence;
 - (iii) it shall not, without the prior written consent of the other Party, disclose, directly or indirectly, the Confidential Information of the other Party to any other person, except as permitted by this Agreement or Applicable Law;
 - (iv) it shall not, without the prior written consent of the other Party, use the Confidential Information of the other Party for any purpose other than to fulfil its rights and obligations under this Agreement;
 - (v) it shall not use, at any time, any Confidential Information of the other Party for its own benefit or purposes or for the benefit or purposes of any other person, other than to further the rights and obligations of this Agreement; and,
 - (vi) it shall indemnify and save harmless the other Party from and against any and all claims occasioned or suffered by such other the Party as a result of the disclosure by it of the Confidential Information of the other Party contrary to the provisions of this Article 5.
- (b) Without prejudice to any other rights of the Parties, each Party acknowledges and agrees that if it breaches or otherwise violates, or attempts to breach or otherwise violate, the provisions of this Article 5, the other Party will likely suffer irreparable harm and an injunction or other like remedy may be the only effective remedy to protect the other Party's rights and interests, and that an interim injunction against such breach or violation may be granted immediately on the commencement of any law suit.
- (c) The provisions of this Article 5 shall apply in addition to, and not in substitution for, all obligations owed by the Parties to each other at law or in equity, including, without limitation, fiduciary duties and duties of confidentiality.
- (d) The restrictions contained in this Article 5 shall not apply to any portion of Confidential Information which becomes generally known to the public other than through the fault or breach of confidence of the disclosing Party.
- (e) A Party shall consent to the disclosure of its Confidential Information to a person (including an affiliate) providing services to or on behalf of the other Party in respect of the other Party's obligations under this Agreement, provided that the other Party has confirmed in a manner satisfactory to the Party whose Confidential Information is being disclosed that such service provider is bound to comply with this Agreement and all Applicable Law in relation to its use of Confidential Information.

5.2 Consumer Information

Each of the Parties acknowledges and agrees that its use of consumer information shall be in compliance with this Agreement and all Applicable Law. Except when prohibited by Applicable Law, a Party may disclose consumer information to a person (including an affiliate) providing services to or on behalf of the Party in respect of the Party's obligations under this Agreement, provided that such service provider is bound to comply with this Agreement and all Applicable Law in relation to its use of consumer information.

5.3 Gas Vendor Information

- (a) The Gas Distributor shall not use or disclose any Gas Vendor information except in accordance with this Agreement or the Rule. Where the Gas Distributor requires the consent of the Gas Vendor to disclose Gas Vendor information, the Gas Distributor shall do so in writing, and shall provide the specific reason(s) for the request.
- (b) The Gas Vendor shall consent to the disclosure by the Gas Distributor of Gas Vendor information to a person (including an affiliate) providing services to or on behalf of the Gas Distributor in respect of the Gas Distributor's obligations under this Agreement, provided that the Gas Distributor has confirmed in a manner satisfactory to the Gas Vendor that such service provider is bound to comply with this Agreement and all Applicable Law in relation to its use of Gas Vendor information.

Article 6 - Dispute Resolution

6.1 Exclusivity

- (a) Except where this Agreement states otherwise, the dispute resolution procedures set forth in this Article 6 shall apply to all disputes arising between the Gas Distributor and the Gas Vendor regarding this Agreement and shall be the only means for resolving any such disputes.
- (b) The dispute resolution procedures set forth in this Agreement do not apply to disputes that have not yet been referred in accordance with paragraph 6.2(a) prior to this Agreement being terminated.

6.2 Duty to Negotiate

- (a) Any dispute between the Gas Distributor and the Gas Vendor regarding this Agreement shall first be referred to a designated representative chosen by the Gas Distributor and to a designated representative chosen by the Gas Vendor for resolution on an informal basis.
- (b) Such designated representatives shall attempt in good faith to resolve the dispute within thirty days of the date when the dispute was referred to them. The Parties may extend such period by agreement in writing.
- (c) Any resolution of the dispute by the designated representatives shall be in writing and shall be executed by an authorized representative of each Party. The resolution shall bind the Parties and their respective successors and assigns, and shall not, except for either Party's subsequent failure to abide by the resolution, from then on be subject to arbitration or challenge in any court or other tribunal.
- (d) If either Party refuses to honour the designated representatives' resolution as executed, the other Party may immediately commence arbitration under this Article 6 to enforce the resolution.

6.3 Referral of Unresolved Disputes

If the designated representatives of the Parties cannot resolve the dispute within the time period set out in paragraph 6.2(b), either Party (hereinafter the "applicant") may submit the dispute to binding arbitration and resolution in accordance with the arbitration procedures set out below.

6.4 External Arbitration Procedures

- (a) Subject to section 6.5, the Parties shall submit any arbitration begun under this section to a single neutral arbitrator.
- (b) In choosing an arbitrator, the Parties shall negotiate in good faith. All arbitrations under this Agreement shall be conducted in accordance with the *Arbitration Act, 1991*, S.O. 1991, c.17 (the "Arbitration Act"), except as modified herein.
- (c) The arbitrator(s) shall have exclusive authority to hear and decide any dispute between the Parties that is subject to arbitration under this Agreement.

6.5 Appointment of Arbitrator

- (a) If the Parties cannot agree upon a single arbitrator within fifteen days after referring the dispute to arbitration, each Party shall within five more days choose one individual who shall sit on a three-member arbitration panel.
- (b) The two arbitrators chosen by the Parties shall within twenty business days, in good faith, choose a third person to be the third arbitrator, who shall chair the arbitration panel.
- (c) Neither Party may at any time during the arbitration revoke its choice of arbitrator, unless the other Party consents in writing.
- (d) If the Parties do not choose the two arbitrators within the five day time period set out in paragraph 6.5(a), either Party or both Parties may apply to the court to appoint a single arbitrator.
- (e) The individual(s) chosen as the arbitrator(s) shall be qualified by education and experience to decide the matter. The arbitrator(s) shall be at arm's length from all Parties to the arbitration and shall not be members of the audit or legal firm or firms who advise any Party to the arbitration, nor shall the arbitrator(s) be otherwise regularly retained by any of the Parties to the arbitration.

6.6 Written Statement of Dispute and Response

- (a) Within twenty business days after the individual arbitrator or arbitration panel are named, the applicant shall submit to the arbitrator(s) and to the other Party, a written statement. The statement shall set out:
 - (i) the nature of the dispute and the applicant's position;
 - (ii) the names of each Party's main contact for the arbitration process along with their addresses, phone numbers and fax numbers;
 - (iii) any claims for relief;
 - (iv) the grounds for that relief;
 - (v) the proposed resolution or relief sought;
 - (vi) the names of any third Parties with material knowledge or information relevant to the dispute, and,
 - (vii) any documents that the Party wishes the arbitrator(s) to consider.
- (b) The responding Party shall have twenty business days to respond to the filing, setting forth its position and the information that it deems relevant, to the arbitrator(s) and to the other Party.

6.7 Discovery of Facts

- (a) There shall be no discovery of facts taken, sought, or otherwise instituted by any means except as approved by the arbitrator(s).
- (b) The arbitrator(s) shall provide a time schedule for any such discovery.
- (c) The arbitrator(s) may at any time retain non-Party technical experts to advise and assist them during the arbitration. The advice of these experts shall be made known to the Parties.

6.8 Confidentiality of Documents

All meetings and hearings shall be in private unless the Parties to the arbitration agree otherwise. The Party providing any document or other information in the arbitration that would not otherwise be available to the other Party may in good faith designate it as confidential, provided that the Parties shall first submit to the arbitrator(s) an agreed upon written statement of procedures for handling and protecting material designated as confidential, which the arbitrator(s) may accept or modify as they may deem appropriate. If the Parties cannot agree upon confidentiality procedures, the arbitrator(s) shall decide them as appropriate.

6.9 Procedural Rules

- (a) The arbitrator(s) may adopt any procedural rules that they, at their sole discretion, deem appropriate to conducting the arbitration and facilitating the resolution of the dispute.
- (b) No procedural rule adopted by the arbitrator(s) shall extend the time period set forth in paragraph 6.10(a).
- (c) Refusal by either Party to comply with an order of the arbitrator(s) adopting or modifying any procedural rule shall constitute, in the sole discretion of the arbitrator(s), grounds for default and a finding in favour of the other Party.

6.10 Decision Requirements

- (a) Unless the Parties agree otherwise in writing, any dispute submitted for arbitration under this Article 6 shall be finally decided by the arbitrator(s) no later than thirty days from the completion of the hearing.
- (b) The final decision of the arbitrator(s) shall set forth in writing their findings of fact and any conclusions of law and be based on the evidence before them, all Applicable Laws, any applicable regulatory instruments issued by the Board, this Agreement and any relevant decisions of courts, agencies, or earlier arbitrations between the Parties under this Article 6.
- (c) A copy of the decision, with any Confidential Information expunged, shall be made available to the public upon request and shall be provided to the Board.

6.11 Finality of Decisions

- (a) The decision of the arbitrator(s) shall be final and binding on the Parties to the arbitration and shall not be subject to any appeal or review procedure.
- (b) Notwithstanding anything else in this section 6.11, if either Party fails to act in accordance with the decision of the arbitrator(s), the other Party may then seek enforcement of the decision in any court of competent jurisdiction.

6.12 Arbitration Act

- (a) Nothing in this Agreement shall be construed as affecting the application of section 3 of the Arbitration Act to the Parties.

6.13 Costs

- (a) The arbitrator(s) shall award costs for an arbitration as if it had been a proceeding in Ontario Superior Court, and the arbitrator(s) shall therefore, in awarding or denying costs to a Party, follow the provisions on costs set out in the *Ontario Courts of Justice Act*, R.S.O. 1990, c. C.43 and the Ontario Rules of Civil Procedure, including without limitation the provisions in those rules concerning settlement offers and case law applicable in Ontario.
- (b) If either Party fails to comply with the decision of the arbitrator(s) and the other Party afterwards seeks relief under section 6.11, the Party seeking the relief shall be entitled to receive from the

other Party its costs of seeking the relief from the other Party (including its reasonable legal costs) once a court of competent jurisdiction has issued a final, non-appealable order in its favour.

Article 7 - General

7.1 Authority of Gas Vendor to Act and Obligation to Provide Information

- (a) The Gas Vendor represents and warrants to the Gas Distributor, and acknowledges and agrees that the Gas Distributor is relying on the accuracy of such representations and warranty in entering into this Agreement, that at Effective Date hereof and at all times during the term of this Agreement, the Gas Vendor is the duly appointed agent of each of its customers and, in such capacity, is entitled to enter into this Agreement on behalf of each such customer and to act on behalf of each such customer for all purposes under this Agreement.
- (b) Each Party shall provide to the other Party all the necessary and correct information as may reasonably be required by the other Party to enable the other Party to fulfill its obligations under this Agreement.

7.2 Indemnity

Each Party (the “Indemnifying Party”) hereby agrees to indemnify and save the other harmless from and against all Claims, including all costs and expenses (including legal fees on a solicitor and client basis) related or incidental thereto, which may be brought against the other Party or which the other Party may suffer or incur as a result of, in respect of or arising out of,

- (i) any non-performance or non-fulfillment of any covenant or agreement on the part of the Indemnifying Party contained in this Agreement;
- (ii) any misrepresentation, inaccuracy, incorrectness or breach of any representation or warranty made by the Indemnifying Party contained in this Agreement or contained in any document given pursuant to this Agreement; and,
- (iii) where the Indemnifying Party is the Gas Vendor, the failure of the Indemnifying Party to satisfy its obligations to customers under an agreement between it and a customer for the supply of gas.

7.3 Waiver

The failure of any Party to exercise any right, power or option or to enforce any remedy or to insist upon the strict compliance with the terms, conditions and covenants of this Agreement shall not constitute a waiver of the terms, conditions and covenants herein with respect to that or any other subsequent breach thereof nor a waiver by the Party at any time thereafter to require strict compliance with all terms, conditions and covenants hereof, including the terms, conditions and covenants with respect to which the Party has failed to exercise such right, power or option. Nothing shall be construed as or have the effect of a waiver except an instrument in writing signed by a duly authorized representative of the Party which expressly or impliedly waives a right, power or option under this Agreement.

7.4 Amendments and Modifications to this Agreement

- (a) The Parties may by mutual agreement amend or modify any provision of this Agreement or add any provision to this Agreement, including a new appendix, provided that any such amendment or modification is not inconsistent with or contrary to any applicable licence, rule (including the Rule) or order of the Board. For greater certainty, an amendment or modification is not contrary to or inconsistent with an applicable licence, rule (including the Rule) or order of the Board simply by reason of the fact that the applicable licence, rule (including the Rule) or order of the Board does not expressly contemplate such amendment or modification or is silent on the matter.
- (b) The Board may require amendments to this Agreement.
- (c) The Parties agree to forthwith, upon receipt of notice from the Board, do all things and take all

actions necessary to amend this Agreement as specified by the Board and, where necessary, to give retroactive effect to such amendments.

- (d) Notwithstanding section 7.4(a), where in an Appendix information is to be filled in or an option is to be chosen by a Party, these items may be amended by that Party by giving notice to the other Party. The amendment shall take effect when notice of the amendment is deemed to have been given and received in accordance with section 7.7.

7.5 Assignment and Delegation

- (a) Neither Party to this Agreement shall assign any of its rights or obligations under this Agreement without the prior written consent of the other Party, whose consent shall not be unreasonably withheld.
- (b) Notwithstanding section 7.5(a), a Party may subcontract all or a part of its rights or obligations under this Agreement to a subcontractor, provided that the Party that subcontracts its rights or obligations shall:
 - (i) remain fully responsible as a principal and not as a guarantor for performance of any subcontracted obligations; and,
 - (ii) cause its subcontractors to perform the subcontracted obligations or exercise the subcontracted rights in a manner which is in conformity with that Party's obligations under this Agreement.

7.6 Severability

- (a) If any provision of this Agreement or application thereof is determined by a court of competent jurisdiction to be invalid or unenforceable in whole or in part, such invalidity or unenforceability shall attach only to such provision or part thereof and the remaining part of such provision and all other provisions shall continue in full force and effect.
- (b) If a court of competent jurisdiction finds any restrictive covenant contained in this Agreement to be unenforceable in whole or in part, including without limitation as to duration and/or territory, the Parties shall amend this Agreement to reduce the scope of such restrictive covenant to that which is reasonable and enforceable in the circumstances.

7.7 Notices

Any demand, notice or other communication ("Notice") to be given in connection with this Agreement shall be given in writing and shall be sufficiently given if:

- (a) delivered personally;
- (b) sent by registered mail;
- (c) sent by facsimile, with confirmation of receipt by the Party;
- (d) delivered by courier with confirmation of receipt by the Party; or,
- (e) delivered by other means of electronic communication with confirmation of receipt by the Party,

to the contact person set out at Appendix A to this Agreement or to such other person at such other address as the Party to whom such Notice is to be given shall have advised the Party giving the same in the manner provided in this section. Any Notice delivered personally shall be deemed to have been given and received on the day it is so delivered at such address, provided that if such day is not a business day such Notice shall be deemed to have been given and received on the next following business day. Any Notice sent by

registered mail shall, if mailed in Ontario, be deemed to have been given and received on the fourth business day following the date of mailing or, if mailed outside of Ontario, shall be deemed to have been given and received on the tenth business day following the date of mailing. Any Notice transmitted by facsimile or other electronic communication shall be deemed given and received on the day of its transmission provided that such day is a business day and such transmission is completed before 5:00 p.m. on such day, failing which such Notice shall be deemed given and received on the first business day after its transmission.

7.8 Statutes

Any reference to a statute in this Agreement includes a reference to all regulations made pursuant to such statute, all amendments made to such statute and regulations in force from time to time and to any statute or regulation which may be passed and which has the effect of supplementing or superseding such statute or regulations.

7.9 Applicable Law

This Agreement shall be construed in accordance with the laws of Ontario including, in particular, the Act, and the laws of Canada applicable in Ontario and shall be treated in all respects as an Ontario contract. Each of the Parties irrevocably attorns to the non-exclusive jurisdiction of the courts of Ontario.

7.10 Time

Time shall be of the essence of this Agreement and no extension or variation of this Agreement shall operate as a waiver of this provision.

7.11 Calculation of Time

When calculating the period of time within which or following which any act is to be done or step taken pursuant to this Agreement, the date which is the reference date in calculating such period shall be excluded. If the last day of such period is not a business day, the period in question shall end on the next following business day.

7.12 Further Assurances

The Parties shall with reasonable diligence do all such things and provide all such reasonable assurances as may be required to consummate the transactions contemplated by this Agreement. Each Party shall provide and execute such further documents or instruments as may be reasonably required by any other Party, exercise its influence and do and perform or cause to be done or performed such further and other acts as may be reasonably necessary or desirable to effect the purpose of and to carry out the provisions of this Agreement.

7.13 Counterparts and Execution by Fax

This Agreement may be executed by the Parties in separate counterparts each of which when so executed and delivered to each of the Parties shall be deemed to be and shall be read as a single agreement among the Parties. In addition, execution of this Agreement by either of the Parties may be evidenced by way of a faxed transmission of such Party's signature (which signature may be by separate counterpart), or a photocopy of such faxed transmission, and such faxed signature, or photocopy of such faxed signature, shall be deemed to constitute the original signature of such Party to this Agreement.

7.14 Binding Effect

This Agreement shall enure to the benefit of and shall be binding upon the Parties and their respective heirs, executors, administrators, successors and permitted assigns.

IN WITNESS WHEREOF the Parties have by their duly authorized representatives executed this Agreement.
Gas Distributor

Per:

Title

Date: _____

Gas Vendor

Per:

Title

Date: _____

APPENDIX A

Contact Information

A.1 General Contact Information

(The Gas Distributor shall fill in the blanks)

Mr. Mrs.
Miss Ms.

Last Name: Full First Name: Initial:

Other:

Position Held:

Contact Address (if R.R., give Lot, Concession No. and Township):

City Province Postal Code

E-mail Address Phone Number FAX Number

(The Gas Vendor shall fill in the blanks)

Mr. Mrs.
Miss Ms.

Last Name: Full First Name: Initial:

Other:

Position Held:

Contact Address (if R.R., give Lot, Concession No. and Township):

City Province Postal Code

E-mail Address Phone Number FAX Number

Each Party agrees to promptly provide notice to the other Party of any change in contact information.

A.2 Contact Information for Customer Billing Services

(The Gas Distributor shall fill in the blanks)

Mr. Mrs.
Miss Ms.

Last Name: Full First Name: Initial:

Other:

Position Held: Alternate Contact:

Contact Address (if R.R., give Lot, Concession No. and Township):

City Province Postal Code

E-mail Address Phone Number FAX Number

(The Gas Vendor shall fill in the blanks)

Mr. Mrs.
Miss Ms.

Last Name: Full First Name: Initial:

Other:

Position Held: Alternate Contact:

Contact Address (if R.R., give Lot, Concession No. and Township):

City Province Postal Code

E-mail Address Phone Number FAX Number

Each Party agrees to promptly provide notice to the other Party of any change in contact information.

A.3 Contact Information for Security Arrangements

(The Gas Distributor shall fill in the blanks)

Mr. Mrs.
Miss Ms.

Last Name: Full First Name: Initial:

Other:

Position Held: Alternate Contact:

Contact Address (if R.R., give Lot, Concession No. and Township):

City Province Postal Code

E-mail Address Phone Number FAX Number

(The Gas Vendor shall fill in the blanks)

Mr. Mrs.
Miss Ms.

Last Name: Full First Name: Initial:

Other:

Position Held: Alternate Contact:

Contact Address (if R.R., give Lot, Concession No. and Township):

City Province Postal Code

E-mail Address Phone Number FAX Number

Each Party agrees to promptly provide notice to the other Party of any change in contact information.

A.4 Contact Information for Remittances

(The Gas Distributor shall fill in the blanks)

Mr. Mrs.
Miss Ms.

Last Name: Full First Name: Initial:

Other:

Position Held: Alternate Contact:

Contact Address (if R.R., give Lot, Concession No. and Township):

City Province Postal Code

E-mail Address Phone Number FAX Number

(The Gas Vendor shall fill in the blanks)

Mr. Mrs.
Miss Ms.

Last Name: Full First Name: Initial:

Other:

Position Held: Alternate Contact:

Contact Address (if R.R., give Lot, Concession No. and Township):

City Province Postal Code

E-mail Address Phone Number FAX Number

Each Party agrees to promptly provide notice to the other Party of any change in contact information.

APPENDIX B

Billing, Collection and Payment

The Parties agree to the business practices for gas distributor-consolidated billing set out in this Appendix. Where the Gas Vendor requests a change in billing option from gas distributor-consolidated billing to gas vendor-consolidated billing, or from gas distributor-consolidated billing to split billing, sections 4.1(b) to 4.1(f) shall apply.

B.1 Form of Billing

- (a) The Gas Distributor shall provide gas distributor-consolidated billing in a:
- rate-ready form
 - bill-ready form
- (b) The Gas Distributor will accept the following languages from the Gas Vendor for the line item description (bill-ready only):
- English
 - English and French
 - English and the following other language: _____

(The Gas Vendor shall tick one of the boxes for each of the two statements set out above.)

B.2 Data Exchange

- (a) The Gas Distributor must receive all necessary information for the calculation of customer Invoices via the EBT system, 30 days prior to the customer beginning to flow with the Gas Vendor.
- (b) The Gas Distributor shall include, with the first remittance statement submitted by the Gas Distributor to the Gas Vendor for monies owed to the Gas Distributor, the following information:
- (i) a summary of the Gas Distributor's meter reading practices by customer category;
 - (ii) a list of languages in which the Gas Distributor provides billing service;
 - (iii) a statement of the number of days following the meter reading date within which a remittance statement will be issued to the Gas Vendor with respect to those customers whose meters were read;
 - (iv) a summary of all charges that will be itemized by consumer account on the remittance statement presented by the Gas Distributor to the Gas Vendor; and,
 - (v) a summary of any charges for which the Gas Distributor will bill the Gas Vendor according to a different schedule than that described above or that will not be itemized by consumer account.
- (b) Where billing is in a bill-ready form:
- (i) The Gas Distributor shall accept one (1) line item per customer Invoice per Billing Period.
 - (ii) The Gas Distributor shall only accept up to fifty (50) characters for the Gas Vendor's line item consisting of the description. The dollar value will be in addition to this information. All spaces, including empty spaces, are considered characters. If the description exceeds the allowable length, it will be truncated to comply with the Gas Distributor's requirements. This line item must be for commodity only.
- (d) The Gas Distributor is able to provide additional bill line items to the Gas Vendor using a rate approved by the Board or by some other regulatory authority, if applicable:
- Yes
 - No

(The Gas Distributor shall tick one of the boxes set out above)

B.3 Gas Distributor Meter Read and Billing Timelines

For each customer class, the Gas Distributor shall provide the following information:

| Customer Class Category | Meter Reading Frequency | Billing frequency for customers billed under system gas or gas distributor-consolidated billing | Number of days when payment is due following the billing date for customers billed under system gas or gas distributor- consolidated billing (i.e. the date the bill is produced) |
|-------------------------|-------------------------|---|---|
| | | | |
| | | | <i>(Add more rows if required)</i> |

The Gas Distributor shall provide detailed meter read and billing cycle schedules to the Gas Vendor for a _____ month period within 30 days of entering into this Agreement (blank to be filled in by Gas Distributor).

B.4 Customer Default to the Gas Distributor

Where a customer of the Gas Vendor is in default of any obligation to the Gas Distributor, the customer shall remain a customer of the Gas Vendor and the billing option may not be changed. The Gas Distributor shall notify the Gas Vendor of the customer default at the same time as a final notice of disconnection is issued to the customer.

B.5 Collection of Invoice Amount

In respect of gas delivered by the Gas Distributor to a customer of the Gas Vendor in a Billing Period, the Gas Distributor will issue a statement of account (an “Invoice”) to the customer in the next following Billing Period. The Invoice will show, as the amount payable by the customer for the purchase of gas during the Billing Period (the “Invoice Amount”), an amount equal to either,

- (a) the product of the customer’s Monthly Volume for the Billing Period and the price applicable to such customer; or,
- (b) if an equal billing arrangement has been established between the customer and the Gas Distributor, the equal billing amount so established.

The determination of the customer’s Monthly Volume for the purposes of billing may be based on estimated readings. The Invoice shall be prepared, delivered and payable in accordance with the Gas Distributor's customary billing practice. The Gas Vendor acknowledges that the Invoice will normally be a part of the Gas Distributor’s regular monthly Invoice to the customer, and that such Invoice may include other amounts payable by the customer to the Gas Distributor or by the customer to other persons at arm’s length to the Gas Distributor.

B.6 Remittance to Gas Vendor

The Gas Distributor shall remit to the Gas Vendor an amount calculated on the basis of:

- consumption of gas by the Gas Vendor’s customers
- delivery of gas to the Gas Vendor’s customers

(The Gas Distributor shall tick one of the boxes set out above)

B.7 Statements to Gas Vendor

Coincident with each remittance made under section B.8, the Gas Distributor shall deliver to the Gas Vendor a statement setting out, for the relevant Billing Period:

- (a) a calculation of the amount to be remitted to the Gas Vendor by the Gas Distributor; and
- (b) such other information as the Gas Distributor may from time to time determine.

B.8 Fees

- (a) For the billing and collection services rendered by the Gas Distributor to the Gas Vendor hereunder in a Billing Period, the Gas Vendor shall pay to the Gas Distributor an amount (the “Collection Fee”) equal to the product of: (A) the relevant service charge identified and set out below in *Table “A” - Collection Service Charges*, from time to time; and (B) the number of Invoices issued, or deemed to be issued, by the Gas Distributor in respect of each of the Gas Vendor’s customers during the relevant Billing Period. *Table “A”* may be amended from time to time by the Gas Distributor, in its sole discretion, on not less than sixty (60) days prior written notice to the Gas Vendor. The amount so calculated, together with all taxes payable by the Gas Vendor thereon, shall be paid by set-off against the amount to be remitted by the Gas Distributor to the Gas Vendor pursuant to section B.8.

Table “A” – Collection Service Charges

| Rate Schedule | Fee per Invoice |
|------------------------------|--|
| <i>(Customer rate class)</i> | <i>(Fee per Invoice per customer rate class)</i> |
| | |
| | <i>(Add more rows if required)</i> |

(The Gas Distributor shall list its Collection Fee per customer rate class in Table A)

- (b) All STR fees will be calculated on a:
 - Daily basis
 - Billing Period basis
- (c) All fixed customer charges/credits will be calculated on a:
 - Daily basis
 - Billing Period basis
- (d) All other service charges will be billed on a:
 - Daily basis
 - Billing Period basis

(The Gas Distributor shall tick one of the boxes for each of the three statements set out above in (b) – (d))

Where a service charge is calculated on a daily basis, the remittance statement issued to the Gas Vendor shall include all charges with respect to this type of charge calculated up to the day before the remittance statement is issued. Where a service charge is calculated on a monthly basis, the remittance statement shall include all charges with respect to this type of charge calculated up to the end of the most recently completed Billing Period.

B.9 Balance Adjustments

The Gas Distributor and the Gas Vendor shall make any necessary balancing adjustments in accordance with the Gas Distributor’s customary practice.

B.10 Payment Mechanism and Set-Off

All remittances between the Gas Distributor and the Gas Vendor shall be netted against each other on a monthly basis. Except as otherwise provided herein, net remittances to be made by the Gas Distributor to the Gas Vendor or by the Gas Vendor to the Gas Distributor shall be made in accordance with Appendix C. Remittances to be made by the Gas Vendor to the Gas Distributor shall be made, to the maximum extent possible, by set-off against any amounts to be remitted by the Gas Distributor to the Gas Vendor hereunder.

B.11 Taxes

Any taxes (other than the Gas Distributor's income taxes and GST) and other charges which may become payable on or in respect of the Collection Fee shall be borne and paid by the Gas Vendor. The Gas Distributor shall calculate, collect and remit to Canada Customs & Revenue Agency GST on gas commodity and on gas distribution charges. The Gas Distributor shall account for the GST charged on gas commodity as the GST becomes collectible.

B.12 Interest on Overdue Amounts

- (a) By customers of the Gas Vendor- Any amount owing pursuant to an Invoice by a customer to the Gas Distributor and not paid on or before the date on which it is due shall be subject to the Gas Distributor standard late payment provisions as recited in the Invoice.
- (b) By Gas Distributor - Any amount to be remitted by the Gas Distributor to the Gas Vendor and not remitted on or before the date on which it is due shall thereafter bear interest at an annual rate equal to the Prime Business Rate of the Bank of Canada.

B.13 Non-Recourse Against Gas Vendor

The Gas Distributor acknowledges that its recourse with respect to the payment of any amounts by a customer of the Gas Vendor pursuant to an Invoice shall be limited to making and enforcing a claim against the customer. The Gas Distributor shall have no recourse against the Gas Vendor personally with respect to the payment of any amounts by a customer pursuant to an Invoice.

B.14 Authority to Recover Payment

- (a) On the terms and subject to the conditions contained in this Agreement, the Gas Vendor hereby assigns to the Gas Distributor in respect of each of the Gas Vendor's customers all rights of the Gas Vendor to render accounts to, and collect payment of the price payable by, the customer for the purchase by the customer of gas pursuant to an agreement between the customer and the Gas Vendor for the supply of gas, and the Gas Distributor hereby accepts such assignment and, in the manner provided for herein, agrees to remit to the Gas Vendor the price payable by the customer for such gas. The Gas Vendor hereby acknowledges and agrees that in accepting the assignment of rights pursuant to the foregoing the Gas Distributor does not and will not assume any liabilities or other obligations of the Gas Vendor or any other person to any of the Gas Vendor's customers.
- (b) The Gas Vendor hereby irrevocably appoints the Gas Distributor as the Gas Vendor's lawful attorney, with full authority in the name and on behalf of the Gas Vendor, its successors and assigns, but for the benefit of the Gas Distributor, its successors and assigns, to sue for and to recover from each customer of the Gas Vendor the Invoice Amount payable under each Invoice delivered to such customer hereunder. Such authority shall be in addition to, and not in substitution for any rights the Gas Distributor may have in law to enforce or recover payment from such customer, including the right to suspend gas deliveries.

B.15 Price Revisions

Where gas distributor-consolidated billing is in a rate-ready form, the Gas Vendor may increase or decrease the price applicable to its customer, provided that any such increase or decrease is made only,

- (a) once a month; and,

- (b) by the Gas Vendor notifying the Gas Distributor of the particulars of such increase or decrease, including the customer to which the change applies and the new price applicable.

Each increase or decrease effected pursuant to this section shall become effective on the relevant date identified in the relevant STR.

B.16 Changes to the Gas Distributor's Rate

The Gas Distributor shall provide written notification to the Gas Vendor of any approved changes to the Gas Distributor's rates at the same time the Gas Distributor notifies its customers.

B.17 Disputes between Customers and Gas Vendor

- (a) Resolution Process - If a customer of the Gas Vendor objects to any actions of the Gas Vendor or disputes any aspect of its relationship with the Gas Vendor and, as a consequence, threatens that it will not pay, or fails to pay, an amount payable to the Gas Distributor pursuant to an Invoice, the Gas Distributor shall notify the Gas Vendor of the objection or dispute. Promptly following such notification, the Gas Vendor shall enter into discussions with such customer with a view to resolving the objection or dispute. If the objection or dispute is not resolved within thirty (30) days of the delivery of such notification, then the Gas Distributor shall be entitled, pending the resolution of the objection or dispute, to bill the customer (pursuant to section B.6) an amount determined on the basis of the relevant system gas supply charge being applied to the Monthly Volume applicable to the disputing customer and to remit to the Gas Vendor (pursuant to section B.8) an amount determined on the basis of the relevant system gas supply charge being applied to the customer's pro rata share of the Delivered Volume for such month. The Gas Distributor shall be entitled to so bill the customer and so remit to the Gas Vendor until the Gas Distributor is advised of the resolution of the objection or dispute. Forthwith following resolution of the objection or dispute, the Gas Vendor shall notify the Gas Distributor of such resolution, and thereafter the Gas Distributor shall bill the customer, and remit to the Gas Vendor in respect thereof in accordance with this Agreement, an amount based on the relevant price for such customer.
- (b) No Adjustments - Notwithstanding that, during the currency of an objection or dispute, the Gas Distributor may have billed a disputing customer, and remitted to the Gas Vendor, an amount determined on the basis of the relevant system gas supply charge as provided for in section B.20(a), there shall be no adjustment or retroactive accounting in respect of any Invoice Amount for such billing or remittance, except as required to correct, if necessary, the Monthly Volume used to determine the amount billed to the customer.

APPENDIX C

Details of Payment

Payment shall be made according to the following instructions:

C.1 PAYMENT TO THE GAS DISTRIBUTOR

(The Gas Vendor shall fill in the blanks)

Electronic Bank Transfer

Other:

Legal Name _____

Contact Information (if different than Appendix A) _____

Banking Institution _____

Account Number: _____

Address: _____

City

Province

Postal Code

E-mail Address

Phone Number

FAX Number

C.2 PAYMENT TO THE GAS VENDOR

(The Gas Distributor shall fill in the blanks)

Electronic Bank Transfer

Other:

Legal Name _____

Contact Information (if different than Appendix A) _____

Banking Institution _____

Account Number: _____

Address: _____

City

Province

Postal Code

E-mail Address

Phone Number

FAX Number

Any discrepancies should be brought to the attention of the other Party and, if confirmed, a credit/debit will be processed for the next payment cycle.

The Gas Vendor shall make payments to the Gas Distributor by:

- Pre-authorized payment, or,
- Electronic Funds Transfer

(The Gas Vendor shall tick one of the above boxes)

The Gas Distributor shall make payments to the Gas Vendor by:

- Pre-authorized payment, or,
- Electronic Funds Transfer

(The Gas Distributor shall tick one of the above boxes)

APPENDIX D

EBT Standards and Related Obligations

APPENDIX E

Incorporated Agreements

Attached are the following Incorporated Agreements.

- Transportation Agreements
- Information Systems Access Agreements
- Unbundled Service Contract and associated Storage and Transportation Hub Contract

(The Gas Distributor shall tick all of the applicable above boxes)

APPENDIX F

Supplementary Terms