

UNDERSTANDING YOUR NATURAL GAS BILL



CUSTOMER CHARGE

This is a fixed charge for services to administer your natural gas account, including meter reading, customer services and emergency response services.

You will be billed this charge even if you don't consume any natural gas during a billing period.

DELIVERY

This is made up of the costs to transport, store and distribute natural gas:

- * **TRANSPORTATION:** The cost to transport natural gas from Western Canada and the United States to Ontario.
- * **STORAGE:** The cost to store natural gas.
- * **DELIVERY:** The cost to deliver natural gas through the utility's distribution system in Ontario to customers. Starting January 1, 2017, it will also include a charge for Ontario's Cap and Trade program established by the Ontario government to address climate change.

These charges may be listed separately on your bill depending on which utility serves you. The costs vary depending on how much natural gas you use.

GAS SUPPLY CHARGE

This is the cost of the natural gas itself, charged based on the amount you use. In Ontario, natural gas commodity costs are passed through to consumers without markup by the utility.

MONTHLY BILL STATEMENT

Account Number:
000 000 000 000 0000 0

Meter Number:
0000000

Your Natural Gas Charges

CUSTOMER CHARGE	X.XX
DELIVERY	X.XX
GAS SUPPLY CHARGE	X.XX
GAS COST ADJUSTMENT	X.XX
Your Total Natural Gas Charges	X.XX
H.S.T.	X.XX

Total Amount **\$X.XX**

GAS COST ADJUSTMENT

The Gas Cost Adjustment may be listed separately on your bill. The adjustment is the difference between the actual and forecast price of natural gas.

→ Individual lines on your bill may be broken down differently depending on your natural gas utility. To find out more on these bill items, visit OntarioEnergyBoard.ca/Consumers

 **BILL CALCULATOR**
Use our calculator to estimate your monthly **ELECTRICITY** and **NATURAL GAS BILLS**.



Ontario Energy Board

TAKE CHARGE

UNDERSTANDING YOUR NATURAL GAS BILL



BE AN INFORMED ENERGY CONSUMER. WE CAN HELP.

For information on a range of topics visit OntarioEnergyBoard.ca/Consumers

Contact **OEB CONSUMER RELATIONS**

(open Monday to Friday, 8:30 a.m. to 5 p.m.)

1-877-632-2727 (toll-free within Ontario)

416-314-2455 (within Greater Toronto Area or from outside Canada)

ConsumerRelations@OntarioEnergyBoard.ca

@OntEnergyBoard

The Ontario Energy Board is an independent and impartial public regulatory agency. We make decisions that serve the public interest. Our goal is to promote a viable, sustainable and efficient energy sector that provides you with reliable energy services that are cost effective.

Ce document est aussi disponible en français. Visit our website or contact Consumer Relations.

CHECK OUT THE OEB'S ONLINE BILL CALCULATOR

The OEB's online bill calculator can help you **BETTER UNDERSTAND** your **NATURAL GAS BILL**.

You can also see how your bill might look based on a contract with an **ENERGY RETAILER**.

↓ This is a sample natural gas bill...

MONTHLY BILL STATEMENT UTILITY	
Account Number: 000 000 000 000 0000 0	
Meter Number: 0000000	
Your Natural Gas Charges	
Customer Charge	x.xx
Delivery	x.xx
Gas Supply Charge <small>The Board approves the price utilities charge for natural gas.</small>	x.xx
Gas Cost Adjustment	x.xx
Your Total Natural Gas Charges	x.xx
H.S.T.	x.xx
Total Amount	\$X.XX

* Simply enter the retail contract price and our calculator will generate a side-by-side comparison of a monthly bill statement.

↓ This is how your bill might look based on a contract with an energy retailer...

MONTHLY BILL STATEMENT RETAIL CONTRACT	
Account Number: 000 000 000 000 0000 0	
Meter Number: 0000000	
Your Natural Gas Charges	
Customer Charge	x.xx
Delivery	x.xx
Gas Supply Charge <small>Supplied by: your selected retail company</small>	x.xx
Gas Cost Adjustment	x.xx
Your Total Natural Gas Charges	x.xx
H.S.T.	x.xx
Total Amount	\$X.XX

→ OntarioEnergyBoard.ca/Consumers

- * Calculate an estimated monthly natural gas bill.
- * Find out information on your utility regarding recent rate applications filed with the OEB and OEB decisions.
- * Get contact information if you want to reach your utility directly.

→ **IF YOU HAVE A CONTRACT WITH AN ENERGY RETAILER:**

Your contract will state whether the transportation and storage charges are included or excluded from your contract.

→ The numbers generated by our bill calculator are an estimate for information only. There are other factors that affect your total bill that may account for differences between this estimate and the bill you regularly receive from your utility. Always refer to your utility bill for actual usage and totals.