

BILLING SERVICES:

- The billing date is the 1st of the month and due date for bills is the 25th.
- E-billing is available for those wanting to go paperless.
- Multiple Account E-billing is available for those with multiple accounts to track.
- Pre-Authorized Withdrawal is available for those wanting their bills automatically debited from their bank accounts each month on the 25th.
- Methods of payment accepted are:
 - Cash
 - Debit
 - Credit Card (*fees apply*)
 - Cheque
 - Online
 - Etransfer
 - Pre-authorized withdrawal

*** **Please note:** Many banks no longer accept paper bill payments at the teller ***

- 2% Penalty on late accounts
- \$100 lock-off fee on disconnected accounts

WHAT YOU SHOULD KNOW IF YOU WANT GAS INSTALLED ON YOUR PROPERTY:

- Rural domestic service: \$8,000 + GST
- Urban domestic service: \$3,500 + GST
- Applications can be found online at www.esgas.ca
- Financing for installation is available through ESGAS.
- Once your application is submitted someone will contact you.
- We confirm proof of ownership with title search of property.
- Payment must be made before work commences.
- Gas Contract must be signed before work commences.
- Arrangements will be made to have the crew come out and install the lines once schedules allow.
- As per gas code, any building being connected to gas requires a permit.
- Your plumber or you as a homeowner **need to obtain a gas permit** and we will need a copy before a meter can be installed. If you are doing the work as a homeowner we also need to witness your pressure test.
- **Once a riser is installed you will begin receiving bills for service charges**, even if you are postponing installation of the meter.
- Although we do try to minimize it, you should expect some ground disturbance with the installation as well as ground settling for the next 1-2 years. Please call if you have any concerns so we can address them.

FREQUENTLY ASKED QUESTIONS:

How do I know if I smell gas and what should I do?

- Natural gas has a rotten egg smell to it. If you smell it in your house, open the windows, evacuate the premises and call us immediately at 780-957-3792. We will come out at no charge for an odor call.

What if I sell my property or my contact information changes?

- As soon as you know you are selling your property give us a call and update us so we can be sure we get a final meter read and your account is switched over in a timely fashion.
- If you change your contact information please let us know so your account is current.

Do I need to call in my meter read?

- No, meter reads are collected by an airplane on the 1st of each month. We no longer need to do a system-wide inspection of every meter, but we still do meter maintenance on a rotating cycle so if you have any animals or locked gates we should be aware of, please let us know.

Where can I get a permit?

- superiorsafetycodes.com or at 1-866-999-4777

THANK YOU
FOR CONSIDERING
EAST SMOKY GAS FOR YOUR
NATURAL GAS NEEDS!

EAST SMOKY GAS CO-OP

#50, 71340 Range Road 262

Box 118

Crooked Creek, AB T0H 0Y0

Ph: 780-957-3792 Fax: 780-957-2544

admin@esgas.ca

www.esgas.ca

Office Hours: Mon – Fri 8:00 – 4:00

Closed Stat Holidays



OTHER SERVICES WE OFFER:

We Build Secondary Lines

- If you're adding a shop or garage and need a gas line for your project, give us a call and we can help you out.
- We also sell water line.
- Any work done on a secondary line or building that's fed by a secondary line by a homeowner/contractor **will require a gas permit** to be obtained by the homeowner/contractor. Permits can be obtained at 1-866-999-4777 or at superiorsafetycodes.com

Trenching

- We offer trenching services for shallow utilities.

Directional Drilling

- We offer directional drill services in areas that customers want little to no ground disturbance or areas hard to get to.

Locates

- If you are planning on digging on your property we can come out and locate our gas line **for free** to prevent a potentially dangerous and expensive line hit. Call **1-800-242-3447** or go to utilityssafety.ca to submit your locate request and all utility companies it pertains to will be notified to come and locate their lines if applicable.

EAST SMOKY GAS CO-OP

CUSTOMER INFORMATION PAMPHLET

