



**FIXED RATE SERVICE  
CONTRACT FOR PRIMARY NATURAL GAS SUPPLY**

**CUSTOMER ACCOUNT INFORMATION**

Customer name (as it appears on my Manitoba Hydro natural gas bill)		Manitoba Hydro account no. (Customer and Premise no.)	
Contact person (for non-residential accounts only)			
Service address (as it appears on my Manitoba Hydro natural gas bill)		CITY / TOWN	POSTAL CODE
Telephone no. (Daytime)	Telephone no. (Alternate)	Email	
Rate class <input type="checkbox"/> Residential <input type="checkbox"/> Commercial Small General Service (SGS) <input type="checkbox"/> Large General Service (LGS) <input type="checkbox"/> Do not know			

**ENROLMENT PERIOD: FEBRUARY 8, 2012 TO MARCH 13, 2012**

Availability is limited. Applications are processed on a first come, first serve basis.

**FIXED RATE SERVICE OPTIONS:**

Indicate your preferred Fixed Rate Service by checking one of the boxes below:

- 1 YEAR** Primary Gas Fixed Rate \$0.1500/cubic metre - May 1, 2012 to April 30, 2013
- 3 YEAR** Primary Gas Fixed Rate \$0.1661/cubic metre - May 1, 2012 to April 30, 2015

Manitoba Hydro's current Primary Gas quarterly rate is available at [www.hydro.mb.ca](http://www.hydro.mb.ca) or by calling 1-888-MBHYDRO (1-888-624-9376).

Initials
----------

**Initial this box to acknowledge that you have read the Fixed Rate Service Terms and Conditions on page 2 of this contract.**

Signed by (Customer) (your name must appear on your bill in order to sign up)	yyyy mm dd
---	------------

This personal information is being collected under the authority of the Fixed Rate Service for Primary Natural Gas supply program. The purposes are for provision of utility products and services, for development, evaluation, implementation, and administration, of energy-related programs, and assessment and reporting of corresponding consumption savings and credits, and for management and administration of customer accounts, contracts, and billings. Other uses and disclosures may include the Public Utilities Board and other government entities for reporting and administration purposes, program partner(s), energy advisors, and external auditors, for purposes relating to the programs, and Manitoba Hydro officials on a "need to know" basis. It is protected by the Protection of Privacy provisions of *The Freedom of Information and Protection of Privacy Act*. If you have any questions about the collection, contact the Program Coordinator - Fixed Rate Service at Manitoba Hydro, PO BOX 815 STN MAIN, Winnipeg, Manitoba R3C 2P4 or telephone 1-888-624-9376.

**Customer Submission Checklist**

Prior to submitting this contract, please ensure you have:

- **Completed** the Customer Account Information section in full.
- **Selected a Fixed Rate Service option.**
- **Reviewed** the Terms & Conditions on page 2 of this contract AND **initialed** the box on the left.
- **Signed and dated the contract.**
- **Kept a copy** for your records.

**CONTACT INFORMATION**

If you have any questions, please contact Manitoba Hydro at 1-888-MBHYDRO (1-888-624-9376) or via e-mail [fixedrate@hydro.mb.ca](mailto:fixedrate@hydro.mb.ca)

**SUBMISSION INSTRUCTIONS**

There are two submission methods available:

1. **Drop off the completed Contract to your local Manitoba Hydro District Office.**
2. **Submit the Contract via mail: Manitoba Hydro, c/o Fixed Rate Service, PO BOX 815 STN MAIN, Winnipeg MB R3C 2P4.**

Please note that submission of this form for Manitoba Hydro's Fixed Rate Service for Primary Natural Gas Supply is only an application for the service and **does not** guarantee participation in the rate option selected as space for these offerings is limited. Manitoba Hydro will contact you in writing to advise whether or not your application for the Fixed Rate Service was successful.

<b>MANITOBA HYDRO USE ONLY</b>				Application no.	
<b>District Office Staff</b>					
DATE AND TIME RECEIVED	yyyy mm dd	hh mm	District office		
Regional Representative name (please print)			Employee no.	DATE FORWARDED TO HEAD OFFICE	yyyy mm dd
<b>Head Office Staff</b>					
DATE AND TIME RECEIVED	yyyy mm dd	hh mm	Regional Representative name (please print)		Employee no.

# FIXED RATE SERVICE CONTRACT FOR PRIMARY NATURAL GAS SUPPLY

## TERMS AND CONDITIONS

PF629/r

Centra Gas Manitoba Inc. (the Corporation), a wholly owned subsidiary of Manitoba Hydro, is authorized and entitled to sell and distribute natural gas;

This is a binding legal Contract between myself and the Corporation for the purchase of fixed-rate and fixed-term Primary Gas Service. The Corporation and I agree to the following:

- 1. Terms of This Contract.** The Corporation will provide Primary Gas to me by the terms of this Fixed-Rate Primary Gas Service Contract and the Terms and Conditions of Service as set out in the Schedule of Sales and Transportation Rates and Services, as amended and approved from time to time by the Public Utilities Board ("PUB"). The Corporation's Terms and Conditions of Service apply to this Contract and form part of the Contract between me and the Corporation. Where there is a discrepancy between the Terms and Conditions of Service and the terms of this Contract, the terms of this Contract shall apply. A copy of the Schedule of Sales and Transportation Rates and Services is available on the Corporation's website at [www.hydro.mb.ca](http://www.hydro.mb.ca)
- 2. Primary Gas Rate.** I will purchase Primary Gas from the Corporation at the fixed-rate as I have selected above, plus applicable taxes. **I understand that the rate that I agree to pay to the Corporation may be higher or lower than the Corporation's Quarterly Primary Gas Rate over the term of this Contract.**
- 3. Primary Gas Only:** This contract is for the purchase of Primary Gas only. The Corporation will bill me for all other applicable rates and charges associated with the provision of natural gas service at rates that are approved by the PUB and subject to change from time to time. The fixed-rate provisions only apply to the Primary Gas charges on my bill. I understand that I am required to pay all other applicable charges to the Corporation.
- 4. Eligibility for Service:** I confirm that I am not currently, or as of the starting date of this Contract will not be, under contract with a gas marketer for the supply of my Primary Gas to this address.
- 5. The Corporation Enters into Gas Contracts on My Behalf and Use of Consumption History.** I understand that the Corporation may enter contracts and financial arrangements in order to meet its obligations to me. I also understand that the Corporation will determine gas needs on my behalf based on my historical gas usage. I hereby authorize the Corporation to use this information to estimate my future consumption and for its corporate purposes in evaluating the performance of the fixed rate service.
- 6. Early Termination:** Subject to paragraph 7, in the event that I elect to terminate this contract or if I am in breach of this contract during the term of this Contract, I agree to pay the Corporation the difference between the amounts estimated to be paid over the remainder of the term of the Contract and the price which the Corporation, acting reasonably, may otherwise sell the Primary Gas that I agreed to purchase under this Contract.
- 7. Termination upon a Move:** In the event that I transfer ownership of the property at the service address or terminate my lease for the service address during the term of the Contract, I understand that this contract will terminate. No early termination costs will apply.
- 8. Assignment:** This Contract may be assigned by the Corporation to a related corporate entity without notice or consent. This Contract may, with the consent of the PUB, also be assigned by the Corporation to a third party authorized and permitted to sell natural gas in the Province of Manitoba on giving 30 days notice in writing to me at my service address. If the Corporation assigns this Contract to a third party, I understand that I will receive notice of the assignment and may, within 30 days of such notice, cancel this Contract without penalty.
- 9. Renewal Provisions:** Centra may, but is not required to send me an offer to renew my Contract at a new price.
- 10. Participation is Limited.** I understand that the Corporation will accept customer applications for Fixed-Rate Primary Gas Service on a "first-come, first-served" basis, and that the Corporation reserves the right to limit the availability of this service offering. I also understand that my submission of this application does not guarantee that I will be enrolled into this particular Primary Gas offering. The Corporation will notify me and advise me of my successful enrollment for this Primary Gas offering.
- 11. Buyer's Right to Cancel:** You will receive a letter confirming acceptance into Fixed-Rate Primary Gas Service. **You may cancel this Contract free of charge or without penalty within 10 days of the date of that letter** by either calling the Corporation at 1-888-MBHYDRO (1-888-624-9376), by registered mail to Manitoba Hydro, c/o Fixed Rate Service, PO Box 815 STN Main, Winnipeg, Manitoba, Canada, R3C 2P4, or by email to us at [fixedrate@hydro.mb.ca](mailto:fixedrate@hydro.mb.ca) with a copy to the Public Utilities Board at [publicutilities@gov.mb.ca](mailto:publicutilities@gov.mb.ca).  
You do not need a reason to cancel. There are other grounds for extended cancellation. For more information you may contact the PUB or Manitoba Consumer Affairs Office.

Manitoba Hydro has developed a Standard of Conduct that describes the marketing and business practices that will be followed when offering the Fixed Rate Service to customers. This document is available online both from the Manitoba Hydro website ([www.hydro.mb.ca](http://www.hydro.mb.ca)) and the Manitoba Public Utilities Board website ([www.pub.gov.mb.ca](http://www.pub.gov.mb.ca)). If you do not have access to the internet, you can request a copy of the document by calling 1-888-MBHYDRO (1-888-624-9376)