

Customer Bill of Rights

If you choose to buy your natural gas from a supplier other than your local utility, you should be aware of your rights. This Customers' Bill of Rights was developed jointly by the Coalition of Eastern Natural Gas Aggregators and Sellers, Centra Gas Manitoba Inc., Consumers Association of Canada/Manitoba Society of Seniors and approved by the Manitoba Public Utilities Board and governs the conduct of all natural gas marketers. Your gas will continue to be delivered to you by your local utility, irrespective of whom you may choose to purchase from.

1. *Identification to customers*

You are being contacted on behalf of [name of broker] who is selling natural gas. All sales materials and contracts must indicate the name and identification number of the sales person and the name, address and phone number of [name of broker].

2. *Knowledgeable and courteous service*

You are entitled to knowledgeable and courteous service. Ask any questions you may have. If they aren't satisfactorily answered, please contact the marketer directly.

3. *True and clear disclosure*

All sales communications and contracts must be in plain language, truthful and not misleading.

4. *Understand your contract*

Please ensure that you understand the terms of any contract you are asked to enter into. Before you enter into a contract with a marketer, you must be given a full opportunity to review the contract. You may wish to confirm that any marketer you wish to purchase natural gas from is licensed to sell natural gas in Manitoba. The market price of natural gas may fluctuate from time to time. You may wish to confirm that your natural gas supplier has the necessary financial or contractual arrangements to meet any long term supply and pricing commitments made to you.

5. *Right to cancel*

You have the right to cancel your contract within ten (10) business days of signing. This may be done by contacting the marketer at the phone number

noted below. You also have the right to cancel your contract within thirty (30) days of receiving notice that your gas marketer has assigned the contract to another gas marketer. You may have additional rights by virtue of contract, the Code of Conduct for Direct Purchase Transactions, legislation or governmental orders.

6. *Questions and complaints*

Please contact [name of broker] immediately if you have any questions or complaints about the contract or the manner in which you have been dealt [broker's telephone number]. If [name of broker] does not satisfactorily resolve your concerns, please contact the Manitoba Public Utilities Board at the number below and ask for the natural gas marketing dispute resolution process. You should always have available a copy of the contract and any sales materials that cause you concern when contacting [name of broker] or the Manitoba Public Utilities Board. All marketers are subject to a Code of Conduct. For a copy of the Code call [name of broker and telephone number] or the Manitoba Public Utilities Board at: (204) 945-2638.