

Solutions

Summer 2007
Energy services for commercial customers

Customer cameo

Ask Hoa Tran if he uses any secret family recipes in the menu of his popular and cosy Vietnamese restaurant and he'll look as if he wants to dodge the question. "They're all secret!" he says with a widening grin.

Hoa Tran is the proprietor of Saigon Pho To Go in Surrey, and has been a Terasen Gas commercial customer for many years. His new restaurant, however, is a relatively recent venture. "I used to run a mushroom farm," he



explains, "but I didn't see enough of my family." These days Hoa's whole family lend a hand running the restaurant business. "I do the cooking mostly, while my wife, and even my son and daughter pitch in, though they're both still going to school," says Hoa.

Despite having only been open a few months, Saigon Pho To Go has gained a regular customer following. "When we first started, the business was mainly take-out," says Hoa. "But now we're seeing more customers dropping by to fill the place up. I suppose it takes time for word to get around."

Hoa uses natural gas in his business for cooking, and space and water heating. "Yes, we need natural gas", says Hoa. "We couldn't cook the way we do without it, and it makes sense on the business cost side to carry it through with the heating (system)," says Hoa.

The Vietnamese word "pho" refers to a traditional broth with noodles. It's a staple dish and is one of the major attractions in the bright and sunny corner restaurant. "I would say our most requested dish is our beef noodle," says Hoa. "We use only the freshest beef. Of course, you need good suppliers to keep up your standards—like you folks!" adds Hoa with a hearty chuckle.

Saigon Pho To Go is located at 8973 152nd Street, Surrey, near Fraser Highway.

CUSTOMER CHOICE is well under way

CUSTOMER CHOICE has arrived for Terasen Gas residential customers. The program launched May 1, 2007 and allows competing licensed gas marketers to offer gas commodity pricing options to homeowners. Commercial customers will recognize the concept previously known as "Commodity Unbundling" which has been available to them since 2004.

Gas supplied to residential customers under the CUSTOMER CHOICE banner will begin flowing in November.

A typical residential contract from a gas marketer involves a fixed price per gigajoule of gas over a term of five years. When you compare this offer to a variable gas commodity rate, like the one Terasen Gas offers, choosing a marketer

contract is similar to locking in your mortgage at a fixed rate.

Of course, whether it's your home or your business, you don't have to switch from Terasen Gas to a new gas company if you don't want to—the choice is entirely yours. To learn more about the program, how it works, and what questions to ask when a gas marketer comes knocking, look up

CUSTOMER CHOICE at www.terasengas.com

Due to different regulatory agreements, CUSTOMER CHOICE is only available in the Lower Mainland, Fraser Valley, Interior, and the Kootenays (excluding Fort Nelson and Revelstoke).



Fortis completes acquisition of Terasen Gas

It's official—Fortis Inc. has completed its purchase of Terasen Inc. This makes the new owner of Terasen Gas the largest investor-owned gas and electric utility holding company in Canada.

Fortis Inc., with headquarters in St. John's, Newfoundland, already has a 120-year history in business, primarily as a generator and distributor of electricity.

Here on the West Coast, FortisBC currently provides electricity to over 150,000 customers in communities throughout south central BC, including Kelowna, Osoyoos, Trail, Castlegar,

Princeton and Rossland.

The acquisition of Terasen Gas will deliver another 900,000 customers to the Fortis family of companies, almost doubling its total customer base to 1.9 million.

“For Terasen Gas customers, employees and the communities we serve, it's business as usual,” says Terasen president and CEO, Randy Jespersen. “Though the company has changed hands, this will not change how we deliver natural gas or propane to our customers' homes or businesses. Nor will it change our rates, how we bill for natural

gas delivery, or our ability to respond to natural gas emergencies. Terasen Gas will continue to be headquartered in Surrey.”

For more information on the purchase of Terasen by Fortis Inc. please visit www.terasengas.com



Stan Marshall, President and Chief Executive Officer of Fortis Inc. (left) pictured with Randy Jespersen, President and CEO, Terasen Inc.

Before you demolish, deal with the details

When you're planning to demolish a building with a gas service connection, even if you suspect it is not active, please follow correct safety procedure. This is for your own safety and that of everyone in the surrounding area.

If you're the owner of a building due for demolition, please call our Customer Service Centre at 1-888-224-2710. We'll arrange a suitable date to terminate the gas service and assign a Terasen Gas field crew to remove the gas meter from the site and cap the riser. Call early. In the Lower Mainland, the meter can usually be removed within three weeks of your request.

If you would like to tell us how your business makes good use of natural gas, and be featured in our Customer Cameo section, send an e-mail to commercial.energy@terasengas.com

Never assume that the absence of a visible gas meter in or around a building means it's safe to begin demolition. You must check with Terasen Gas first by calling 1-888-224-2710.

For further excavation safety information and procedures regarding the disconnection of a service, demolitions, or altering an existing service, visit the *For Building Professions & Trades* section of www.terasengas.com

Contact Us

Are you paying the lowest possible scheduled rate for your natural gas? Would you like to cut your gas costs by increasing your energy efficiency?

If you have questions about how you can achieve maximum efficiency from natural gas, please visit www.terasengas.com, contact us at 604-576-7135 or send an e-mail to commercial.energy@terasengas.com

Terasen Gas - an indirect wholly owned subsidiary of Fortis Inc. - is the common name of Terasen Gas Inc., Terasen Gas (Vancouver Island) Inc., and Terasen Gas (Whistler) Inc. Terasen Gas uses the Terasen Gas name, logo and "Get comfortable." under license from Terasen Inc.

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