



Cochrane Lake Gas Co-op Ltd. (CLGC) was incorporated in July 1972 by ten founding directors who had the desire to bring natural gas to their rural community. The Co-op was formed under the auspices of the Alberta Co-operatives Act which was superseded by the Alberta Rural Utilities Act in 1985. In this manner, Cochrane Lake Gas Co-op was granted an exclusive franchise for the supply of natural gas to an area encompassing 744 square miles to the north and west of the Town of Cochrane.

Since inception, your Co-op has grown from a provider of natural gas to a few rural residences into a business that now supplies more than 2600 members with clean burning, natural gas through an infrastructure comprising almost 1000 miles of pipelines and facilities.

Cochrane Lake Gas Co-op's mission, as a member owned co-operative, is to proudly provide safe and reliable natural gas to the rural community.

Our mission is to:

- (a) achieve safety standards,
- (b) achieve technical and operational excellence,
- (c) ensure that the system infrastructure meets customer demands,
- (d) continue improving customer service excellence,
- (e) expand natural gas services to new and existing customers.

Within our legislative framework, CLGC is obligated to supply natural gas to all residents within the franchise area. In turn, all area landowners, who request natural gas service, are required to sign a contract and they then become a member of the Co-op. The benefit to this arrangement is that all members are also owners of the Co-op. You have the right to vote at all member meetings and you may also serve as a Director on the Board of your Co-op.

CLGC also operates under the legal jurisdiction of the Province's Department of Agriculture and Rural Utilities Division and the regulatory framework of the Alberta Energy Regulator, for the high pressure sections of the system. The Co-op is also a member of the Federation of Alberta Gas Co-ops which comprises 82 members throughout the province. This organization provides training, insurance, technical assistance and legal guidance to its member co-ops and municipalities.

CLGC is a minority shareholder in Gas Alberta Inc. Gas Alberta Inc. purchases gas for members of the Federation so that a competitive, low-cost and secure supply is available to its 110,000 provincial customers.

If you have additional questions or concerns, please contact the office at **403-932-2707** or via email at **admin@clgas.ca**.

Visit us on our website at **www.clgas.ca** or on Facebook at **www.facebook.com/cochranelake.gas** or on Twitter at **@clgas_coop**.



Providing Safe, Reliable Natural Gas to Our Customers

As a member/owner of Cochrane Lake Gas Co-op Ltd., you have a number of key responsibilities, namely:

Contract & Account

It is your responsibility to ensure that your account is kept in good standing. If your property is used as a rental, it is your responsibility to provide the renter with a copy of the monthly bill. Arrangements can be made to have both the landowner and tenant to receive emailed bill copies from the office each month. Contracts with CLGC, for the supply of natural gas to a property, must be signed by the Co-op member who is the landowner, as stated on the title. Payment of your account may be made at the office, or your financial institution, by cheque, direct debit or cash. We also accept post-dated cheques in-lieu of budget billing.

Utility Right of Way (URW)

You have granted CLGC a URW on your property which gives us the legal authorization to access, operate and maintain a gas pipeline for the supply of natural gas. As a utility company, we require access to the pipeline system and equipment on your property to ensure the safe and efficient delivery of gas to you and your neighbours.

Access

As stated in your contract and supported by the Utility Right of Way, we have the right to reasonable access to our equipment and infrastructure on your property for inspections, maintenance, etc. Your cooperation in providing gate codes (or including a Co-op lock), keeping Co-op property free of obstructions, and notifying us of any changes to access, is greatly appreciated and essential for your safety, as well as the safety of your neighbours and our staff.

Contact Information

Help us keep you informed by keeping your contact information (phone number(s), email address(s), mailing address(s), etc.) current.

Meter Readings

CLGC implemented Automated Meter Reading (AMR) technology in 2016, and members are no longer required to submit meter readings.

Annual Inspections

We are a regulated association under the jurisdiction of Measurement Canada and we adhere to the applicable regulations. Every year it is necessary for our servicemen to access your meter for inspection to ensure that your monthly billings are accurate.

Utility Safety Partners (formerly Alberta One Call)

It is your responsibility to CALL or CLICK BEFORE YOU DIG if you are planning to disturb the ground on your property. Gas line locating is a FREE SERVICE and is activated by calling Utility Safety Partners at 1-800-242-3477 or accessing their website at www.utilitysafety.ca. Please provide at least 48 hours notice before you dig. The cost to repair a hit line is the responsibility of the landowner responsible for the damages.

Leaks and Odours

As our franchise area covers over 744 square miles, we rely on our members to assist us by reporting any suspected leaks and odors. In case of an emergency, please call the office at 403-932-2707. We have servicemen on-call 24 hours a day, every day of the year.