



**COCHRANE LAKE
GAS CO-OP LTD.**

NOVEMBER 2023

**Bill Payments Must Be
Received By:**

November 25, 2023

October 2023 Gas Rate: **\$4.76**

November 2023 Gas Rate: **\$5.06**

Plus **\$29.50 Fixed Rate/Month**

\$10.00 Facility Upgrade Surcharge

PROPERTY ACCESS

Property access has been an increasing issue for our staff. In order for us to inspect and maintain our infrastructure, we ask your assistance in providing us with gate codes, combinations, or keys. Alternatively, we can provide you with a CLGC lock to add to your gates. Please contact our office at 403-932-2707.



BILLING SYSTEM CONVERSION

We are in the process of upgrading our billing system, and will be going live in the next few weeks. There will be a customer portal for you to access your bills and account information. We will be rolling out the details in the coming days and will be requesting you to register for portal access. Your bills will look different, but all the pertinent information will still be captured.

If you haven't already done so, we encourage you to sign up for our Constant Contact email news provider. We create email campaigns to keep our customers informed regarding these types of changes, system maintenance by area, etc. We do not send out spam or advertising emails. Please email our office at admin@clgas.ca to subscribe.

CALL FOR BOARD NOMINATIONS

Cochrane Lake Gas Co-op Ltd. (CLGC) is governed by a member elected Board of Directors that provides leadership for the strategic direction of the organization: providing safe, reliable natural gas to its members.

The Board of Directors represents the CLGC membership. Serving as a Board member would provide you the opportunity to share your knowledge and expertise to achieve better governance, develop new skills, participate in a cooperative organization and enhance personal networks.

In March of 2024, an election of Directors will take place. If you are a member of CLGC and interested in serving as a Director, you must submit your application/nomination papers no later than February 1, 2024 at 4:00 pm. The Director election handbook will be available on our website and at our office on December 1, 2023.

Acting as a Board member can be a rewarding experience. If you want to learn more on how to channel your professional expertise or creative energy into contributing and strengthening our organization, please contact us for more information.



CONTACT US

Cochrane Lake Gas Co-op Ltd.

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Ph: 403-932-2707
Fax: 403-932-2911
admin@clgas.ca
www.clgas.ca

IN CASE OF EMERGENCY CALL 403-932-2707

If your call is between 8:00 am and 4:30 pm Monday through Friday, it will be answered at our main office. If you are calling after hours, on weekends or stat holidays, our message centre will direct you to dial "1", which will connect you to the on-call Gas Utility Operator.

SOCIAL MEDIA

Like us on Facebook at www.facebook.com/cochranelake.gas and follow us on Twitter at @clgas_coop. Join our email campaign platform to receive important updates by contacting our office at 403-932-2707 or via admin@clgas.ca.



RENTING OUT YOUR PROPERTY?

As a co-op, we are required to enter into a customer contract for service with the property owner. This means that if you have a renter, we can send the gas bills to both owner and tenant and will accept payment from either. **As the account is ultimately the responsibility of the owner, we strongly recommend monitoring the account status.**

MUNICIPAL ADDRESSES

We are attempting to gather all of our member's municipal address to keep our system up to date. Please call us at 403-932-2707 or email us at admin@clgas.ca to allow us to update your account. We will also ensure all of your other account information is still current.



PRE-AUTHORIZED WITHDRAWAL AND E-BILLING

In our continued effort to save time, money and paper, we encourage you to sign up for *paperless billing* or *pre-authorized withdrawal*. Please contact our office if you wish to enroll for these services.

Additionally, we can register you to receive occasional emailed updates and information.

LAUGHING GAS

If you are buying Smart water for \$5 a bottle... it's not working.

My wife thinks are kids are spoiled but I think most kids smell like that.

When you drive in Louisiana, the swamps go right bayou.