



FOCUSING OUR ENERGY ON YOU

energyline

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ATCO Delivers... Up-to-date bill information



Starting February, ATCO Gas will begin to read your meter every month. That means no more estimated bills between readings. You'll know you're paying for the energy you actually used during each billing period.

Now that the monthly gas rate changes to reflect current market conditions, customers want to be comfortable that their meter readings are timely – that they're not paying for more energy in any month than they really used.

Monthly readings also let you track energy use more closely and see that measures to save energy are achieving the results you want.

Customers who have their gas meter indoors may still have some estimated bills. We'll do our best to read your meter monthly, but may not always be able to catch you at home. If you do want to be billed for an actual reading instead of an estimate, you can read your own meter and send us the result. See the article on page 3 – Did You Receive Your 2003 Meter Reading Card?

For **safety's** sake

Since our meter readers will be visiting more often, you can help us serve you better by keeping sidewalks and driveways clear. A build-up of snow or ice can make it difficult – even dangerous – for meter readers, repair technicians and delivery people to provide service to your home.

We ask your cooperation to keep walks safe for everyone. With your help, we can deliver the service you need while our employees are kept safe.



CONNECTING WITH YOU AND YOUR COMMUNITY

ATCO Gas employees are known for their commitment to giving back to the community. This year, more than half a million dollars will be donated to charitable organizations across Alberta, thanks to the generosity of ATCO Gas employees.

The fund-raising efforts are part of an Employee Community Service Fund

to generate support for charities around the province. Staff held special events and made pledges to raise \$288,000, while matching company grants brought the total to more than \$500,000.

In the spirit of community commitment, ATCO Gas is once again supporting the Community Events

Program of the Calgary Winterfest in February. Communities throughout Calgary can hold their own mini winter celebrations, including skating parties, winter carnivals and chili cook-offs. For more details about the Winterfest, contact (403) 274-3897 or (403) 543-5480.



Opening 2003

Construction is well underway for the ATCO Tyrrell Learning Centre at the Royal Tyrrell Museum in Drumheller. The 16,500 square-foot expansion is the largest in the museum's history. The ATCO Tyrrell Learning Centre will enable the museum to provide greater education opportunities to students across Alberta.



Environment

ATCO helps the environment

ATCO believes it's important to protect and enhance the environment in order to ensure public health, environmental quality and economic vitality.

By implementing and maintaining programs that reduce greenhouse gas emissions levels, we are helping preserve and protect our environment. We continually monitor the impact of how we do business and are committed to reducing greenhouse gas emissions using voluntary measures. We annually report the results of our greenhouse gas emissions action plan to the federal Voluntary Challenge and Registry (VCR) Inc. Our seventh annual report has been submitted and is available for viewing on our web site at www.atcogas.com. You will find a link to VCR Inc. under The Environment in the Gas Matters section.



Safety

Home heating safety

When chilly temperatures greet us throughout the winter months, some homeowners may try alternate ways to heat their homes. This can prove to be unsafe or unhealthy. The biggest concern is carbon monoxide poisoning and how easily it can happen.

Carbon monoxide (CO) is a poisonous gas that is odorless, colorless, tasteless, and can be deadly if not caught in time. When heating your home with any approved fuel-burning appliance, you need adequate ventilation for safe operation. Have a convenient fresh air supply – such as a nearby open window – to assist with complete combustion and to protect yourself from carbon monoxide.

Never heat your home with a gas range, oven, clothes dryer or any unvented space heater. As well, a charcoal barbecue grill, portable gas grill, camping heater or ordinary kerosene heater should not be used inside a home, trailer, garage or any enclosed area. Some electric and kerosene space heaters are rated for indoor use. Be sure to follow the manufacturer's instructions and store your fuel outside.

The first line of defense in preventing CO poisoning is the proper installation, use, maintenance and inspection of your fuel-burning appliances. Other safety precautions include:

- Do not block a furnace combustion air intake or fresh air vent.
- Do not operate a vehicle in an enclosed area such as a garage, even with the door open.
- Keep all flue vents and chimneys clear of debris and blockages.

- In the winter, make sure your chimney is free of frost and snow.
- Keep the area around natural gas appliances clean and unobstructed.
- Immediately repair vent pipes from the furnace and water heater to the chimney that appear rusted or pitted.
- Ensure furnace panels and grills are kept in place and the fan compartment door is secure.
- Hire a qualified heating contractor to install, repair or adjust fuel-burning appliances.
- Ensure furnace filters are clean and belts are not cracked.

Did you receive your 2003 meter reading card?

You can provide your own meter reading every month. It's simple.

ATCO Gas has a convenient card that outlines the 2003 meter read dates for your billing cycle and five easy and convenient options for you to provide your monthly meter read.

With this card, you'll have a quick reference that shows the best dates to contact us with your reading. Each month read your meter and then send in your meter read by:

- using our 24-hour touch tone system
- calling our Customer Assistance Centre
- faxing
- submitting on-line or
- emailing

To receive your 2003 meter reading card, visit our web site www.atcogas.com or call our Customer Assistance Centre (see back page).

Mounting bills? Stay in touch...

ATCO has an important tip for customers who may be struggling financially. You know the bills are mounting up and don't want to open the envelopes. But that's a mistake.

ATCO will work with you if we know you are having difficulties. If we know you're sincerely working on payment, we will do our very best to be flexible.

For any questions about your account, call our Customer Assistance Centre (see back page).

Six easy ways to save energy in your home

Install a programmable thermostat

A programmable thermostat provides easy flexibility, allowing you to set the temperature of your home for different times of the day.

Install a low-flow showerhead

Installing a low-flow showerhead can reduce water consumption by 33%. Since the average shower consumes 150 litres of water, a family of four can save 200 litres a day.

Install ceiling fans

Installing ceiling fans in your home will push warm air down to where it is needed. This is especially beneficial in homes with high or cathedral ceilings.

Insulate your basement

Uninsulated basement walls can lose a substantial amount of heat. If your basement is uninsulated,



consider installing insulation. The payback period for this project is surprisingly quick.

Check your furnace filter once a month

Ensure your furnace filter is clean. A dirty filter reduces airflow, forcing your heating system to work harder and less efficiently.

Another bright idea

Replace regular incandescent bulbs with compact fluorescent bulbs. They cost more but last longer and use substantially less energy to operate.

For a more detailed assessment of your energy use, consider an EnerGuide for Houses evaluation. For more information on this program or other advice on energy conservation, contact ATCO Energy Sense at 310-SAVE (7283) (toll free – do not dial 1-800 first) or email energysense@atco.com.

From our kitchen to yours

Here is a quick and easy vegetable side dish from the 2002 edition of **An ATCO Blue Flame Kitchen Holiday Cookbook**.

Ginger glazed carrots

- 6 cups (1.5 L) diagonally sliced carrots
- 1 cup (250 mL) orange juice
- 1/4 cup (50 mL) butter
- 2 tbsp (25 mL) sugar
- 1 1/2 tbsp (22 mL) grated fresh ginger

Combine all ingredients in a medium saucepan. Bring to a boil over medium heat. Reduce heat, cover and simmer for 3 minutes. Uncover and simmer, stirring frequently until liquid is reduced and carrots are glazed, about 10 minutes. Serves 8.

Call the ATCO Blue Flame Kitchen home economists, Monday to Friday, 10 a.m. to 4 p.m. If you live in the Edmonton area, call 420-1010. If you live in Lloydminster, call toll-free 1-306-825-5010. From other locations in Alberta, call toll-free 1-877-420-9090. To purchase cookbooks, call the order desk toll-free 1-800-840-3393.

contact

Customer Assistance Centre

Monday to Friday, 7 a.m. – 9 p.m.
Saturday 8 a.m. – 4 p.m.
Calgary and local areas (403) 245-7888
Edmonton and local areas (780) 424-5222
City of Red Deer (403) 347-8947
All other areas 310-5678
(toll-free, do not dial 1-800 first)

24-Hour Emergency Service

Gas Odor, Hit Lines
Calgary and local areas (403) 245-7222
Edmonton and local areas (780) 420-5585
City of Red Deer (403) 347-9576
All other areas (toll-free) 1-800-511-3447

Alberta 1-Call

Call Before You Dig
1-800-242-3447