

Important Notice: Customer Changes for November 1

November 1, 2019

As you are aware, there is a high volume of Lower Mainland customer changes to be completed for the start of the November 1, 2019 gas year. For November 1 going forward, please make best efforts to match your supply with your expected customer demand, taking into account the customers returning to bundled service.

Industrial Billing will commence the November customer changes once the October billing cycle is complete. The billing cycle is typically completed within the first eight business days of the month. Following that, all customer changes will be done by the end of November.

Be advised that Industrial Billing will facilitate these changes as quickly as possible, and for that, we appreciate your patience.

For future reference, this notice will be included in the SAP and WINS notices section of our web site:
<https://www.fortisbc.com/NaturalGas/Business/TransportationServiceOption/TransportMarketersActivities/Pages/default.aspx>

Thanks,
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