

Welcome to Apex Utilities

Apex Utilities Inc. (Apex) is happy to be your new natural gas distributor. This is a big change, and we want to make things as easy for you as possible. There is no need to take any action from this letter. We simply want to welcome you to the Apex family and share a few important changes that come with being a valued Apex customer.

At Apex, we take pride in our role in keeping the heart of Alberta warm. This is not just a job for us—it's what we do—it's who we are. Since 1954, we've prided ourselves on serving what has grown to be 83,000 customers in 90 communities across our province—the same communities we call home.

Starting September 1st, Apex will officially become your gas distributor, which means we will manage and maintain the pipes and meters that provide gas to your home. If you have any emergencies or service requests related to your gas service – you'll call us at Apex instead of the Village of Boyle.

As an Apex customer, you will enjoy the benefits of our natural gas delivery service. This includes the option to choose who you purchase your natural gas from – either directly from Apex or from a competitive retailer. Learn more about your options from the **Utilities Consumer Advocate** at ucahelps.alberta.ca or by calling **310-4822** (toll-free in Alberta).

As part of the transition, you will receive two natural gas utility bills in September – one from the Village of Boyle for your August charges and one from Apex for your charges in early September. From October forward, you will receive only one bill for your natural gas, from either Apex or a competitive retailer.

With this change, we recognize our distribution rates are higher than the Village of Boyle's, and we want to minimize the impact of the rate increase on you. This means we'll only make small increases to your current rates over the next year instead of all at once. You'll notice a slight increase in your distribution rates starting September 1, 2024, with another small increase on January 1, 2025, and a final adjustment on July 1, 2025.

We're happy to be a part of your community and glad to support and serve you. If you have any questions, you can contact our Customer Care Centre from 8:00 a.m. to 5:00 p.m., Monday to Friday, at 1-866-222-2067 or by email at customercare@apexutilities.ca.

In the event of a natural gas emergency, please call our **24-hour emergency line at 1-866-222-2068**.

Sincerely,

Apex Utilities