



PNG Budget Billing Plan Customer FAQ Updated August 2021

Do you have an equalized budget payment plan?

Yes, PNG offers customers a Budget Billing Plan. Any PNG residential or commercial customer whose account is in good standing is eligible for this plan which enables you to pay your annual use over 12 equal monthly payments.

How does it work?

Customers can enrol in the plan in any month of the year and expect to pay the same budget amount for 12 months.

When can I enrol?

Customers can enrol in the Budget Billing Plan, or leave the program, at any time.

How can I enrol?

To apply to enrol in the Budget Billing program, log in or create a Customer Advantage account. Once you are successfully logged in, visit the "My Account" tab on the left-hand side, select "Billing & Usage", select "Budget Billing", check the "Enrol" box and submit.

Alternatively, visit myaccount.png.ca; select "Submit a Form" found below the log in box; select "Budget Billing Enrollment Form"; and complete and submit the form.

How is the monthly budget payment amount determined?

The budget amount is determined by the previous 12-month gas usage and billed dollar amounts for the property.

Can I enrol on the Budget Billing Plan if my house is newer?

We recommend enrolling in the Budget Billing Plan once there has been 12 months of billed usage for the property. This ensures that we can accurately calculate an appropriate budget payment amount without the risk of over, or under, estimating the budget plan amount.

What criteria needs to be met in order to be eligible for Budget Billing Plan enrolment?

You must be a Pacific Northern Gas customer and your account balance must be current.

Will my due date be different if I'm on a Budget Billing Plan?

No, your due date will continue to be 20 days from the invoice date and will be reflected on the bill.



Will my account be subject to late payment penalties if I don't pay the budget amount by the due date?

Yes. Payment must be received in our office by the due date indicated on your invoice to avoid a late payment penalty.

Is there a budget plan review or recalculation throughout the year?

Yes, in the sixth month of the budget year, the Budget Billing Plan payment amount is compared against the actual gas charges along with any open differential; the payment plan amount would be adjusted if it exceeds threshold limits. You will see the adjusted amount on the bill following the review month. Our goal is for your budget year to end with an actual account balance, as of billing, as close to zero as possible. We don't want you to owe us, and we don't want to owe you.

If your budget amount changes, we will notify you via a bill message and you'll see a new budget amount being requested.

Will you notify me in the review month if my budget amount does change?

You will see a bill message and a new budget amount in the seventh month of the budget year. Should you have any questions contact our Customer Care at 1-800-667-2297.

What happens if I miss paying my Budget Billing Plan amount?

The unpaid amount will be requested again the following month in addition to that month's budget amount, plus a late fee charge will be applied. Subsequent missed payments will be reviewed and could result in your account being removed from the Budget Billing Plan.

How does Budget Billing Plan settlement month work?

Once per year, your Budget Billing Plan settlement will occur in the twelfth month of your plan.

On the twelfth month of the plan, you will be asked for the final monthly installment of the budget payment, plus the actual account balance remaining on your invoice. The actual account balance remaining is the difference between the totals of your monthly budget amounts and the monthly billed amounts while on the Budget Billing Plan.

If the actual account balance is in a credit position greater than the twelfth installment of the Budget Billing Plan, you won't be asked to pay anything. The following month is the start of a new Budget Billing Plan year. We'll continue to reduce the monthly budget plan amount until the account credit balance is used completely.

If the account balance is in a credit position but it's less than the twelfth month's installment, we'll reduce the final installment amount by the credit, and you will be asked



for the difference as the final installment amount of the current year's Budget Billing Plan.

In my budget settlement month, if my account balance is in a credit position will you send me a refund?

Typically, we apply the credit to your account until the account credit balance is used completely.

If you prefer to receive a refund cheque for the credit balance amount, you must contact our Customer Care to request one be issued.

What happens in August 2021 with the transition to the new Customer Advantage system? Do I have to call you to enrol back onto the Budget Billing Plan?

If you were a Budget Billing Plan customer for your May/June billing cycle, for your convenience, your account has been automatically re-enrolled in the Budget Billing Plan program, and you will receive your first Budget Bill of the cycle when the program resumes in August 2021.

If you are not currently a Budget Billing Plan customer, Budget Billing enrollment is now open.

If you expected to be on the Budget Billing Plan program and your August/September bill does not reflect a budget payment request, please contact our Customer Care at 1-800-667-2297.

What will my budget amount be in August?

The amount should be very similar to the amount you currently pay each month if you are on the Budget Billing Plan already. There may be a slight increase or decrease based your monthly bill amounts from last year.

Will you notify me of my budget amount before August?

No. The amount billed in the month of August will be your new Budget Billing payment amount. If you have any questions, you can contact our Customer Care 1-800-667-2297.

Will this change in budget start month impact when the settlement month will occur in the future?

Yes. Our new Budget Billing Plan is a 12-month program. The settlement month will vary from customer to customer depending on the month budget enrollment occurs.

What if I have other questions that aren't addressed here?

Our Customer Care team is happy to assist. Contact us during business hours at 1-800-667-2297.