

## Frequently Asked Questions

### Who is ECNG?

Canada's largest and longest standing provider of energy management solutions for commercial, industrial and institutional markets. With more than 35 years in the industry, our holistic approach to end-to-end energy management delivers the highest value to our clients every day.

### What is the BCHA Energy Program and how does it work?

The BCHA Energy Program strives to provide cost certainty while leveraging group buying power. Despite a group effort, all energy purchases are fit to your specific situation, budget needs and objectives. Members can expect to receive ongoing support and recommendations which address the ever-changing market and how they align to their unique needs.

### How do I join the BCHA program?

1. Contact ECNG to see if you qualify
2. Provide a copy of your most recent months' utility invoice
3. Sign Agency Appointment and Program Agreement

### How long does it take to enroll into the program?

Enrollment takes 30 to 60 days depending on the utility's schedule.

### Will my utility invoice change when I join the program?

No, you will continue to receive one invoice from your local utility although it will clearly state that you are with a new commodity provider.

### Will my volume be aggregated with other like organizations to be leveraged in the market?

Yes, BCHA is working with ECNG to create British Columbia's largest hospitality energy program. In addition, the BCHA program will be aggregated with other provincial hotel associations to generate a national presence. As a result, BCHA members receive virtually every cost saving possible from the supply and transportation communities.

### Is my price fixed or will it change over the term of the contract?

If you select one of the natural gas term options, your price will remain the same as indicated on the offer sheet (specific pricing components vary by delivery region).

### How is ECNG different than a retailer?

Unlike a retailer who is only concerned with locking you into a fixed gas deal, ECNG takes a holistic approach to managing our clients' energy needs. This ensures we are looking after your best interests including but not limited to:

- Procurement strategies that include recommendations which consider the spectrum of products including index and fixed price options.
- Conservation and Demand Management assistance including rebate application.
- Regulatory review, consultation, and intervention.

### **Why are your rates lower than what is offered by retailers?**

There are several reasons why the BCHA program continues to outperform retail offers including but not limited to:

- At no point does ECNG or BCHA title to the supply allowing us to pass along all savings achieved by driving costs out of the supply chain
- The aggregated volumes of the BCHA program allows members to access wholesale market pricing which would otherwise not be attainable.

### **If I have an issue with my local utility, will I receive support?**

Yes, ECNG is able work with BCHA members and their local utilities to resolve issues ranging from invoicing errors to regulatory shifts and optimization.

### **I want to implement conservation initiatives. Can you help?**

Yes, BCHA members have access to a vetted pool of alliance partners specializing in a range of conservation and demand management initiatives including but not limited to LED lighting, cogeneration, energy audits and retrofits. Members also have access to various financing options for these initiatives.

### **As a participating member, do I have access to reports?**

Yes, BCHA members have access to a variety of reports including but not limited to detailed budgets including regulated charges, consumption reports, and in-depth energy use analysis including weather normalization.

### **Do you provide invoice auditing and processing services?**

Yes, BCHA members have access to invoice auditing, processing, and payment services.

### **How will I know if regulatory changes in the energy market impact my business?**

BCHA members are kept abreast of all market happenings via regular Industry Updates. These detailed updates provide a common-sense review of regulatory market shifts and their impacts. Members also have access to ECNG's industry experts to address specific needs.

If you have any further questions, please contact:

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