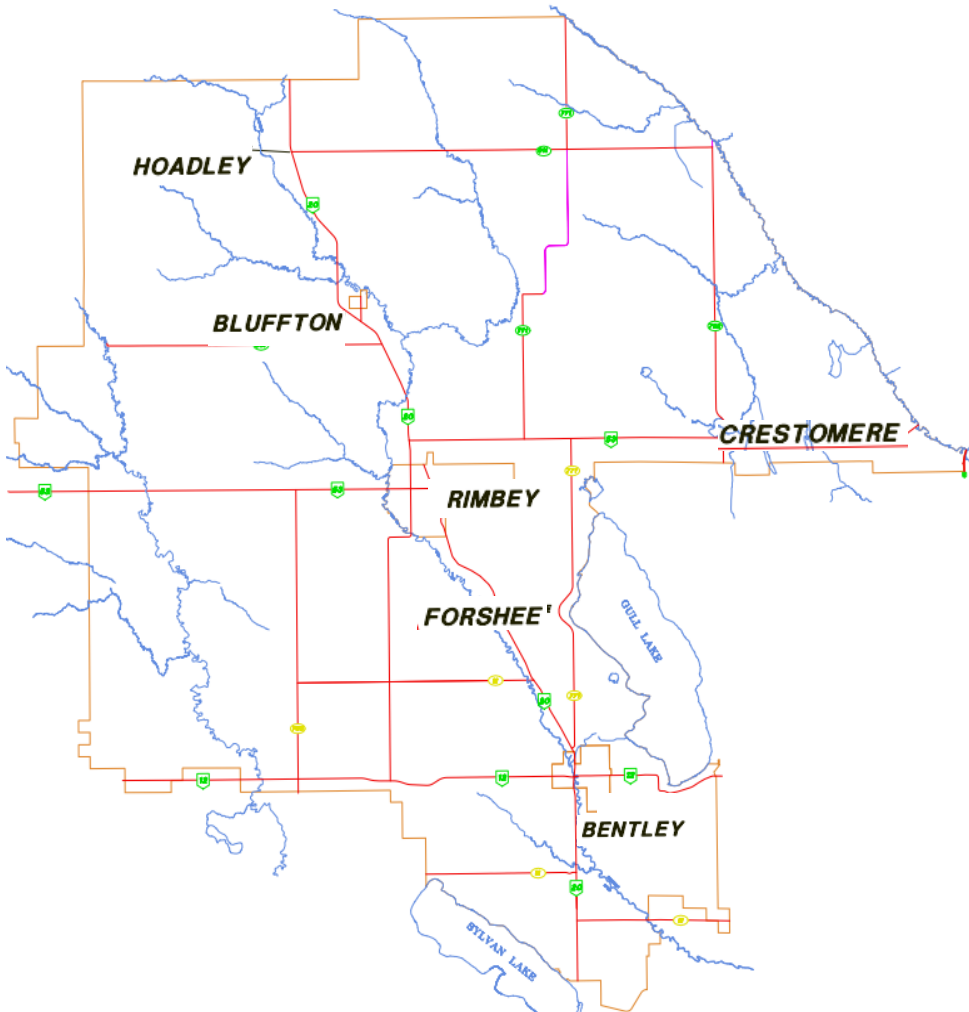


## NEW MEMBER INFORMATION PACKAGE



### *Hours of Operation*

Monday – Friday (Except Statutory Holidays)  
8:00 – 4:30

### *Physical Address:*

4402 – 54 Avenue. Rimbey

### *Mailing Address:*

Box 1909

Rimbey, AB T0C 2J0

Phone: (403) 843-1050

Email: [admin@glcogas.com](mailto:admin@glcogas.com)

<https://www.gldcogas.com/>



## **A BRIEF HISTORY:**

The first of our areas natural gas system was installed in the Bentley area in 1968. The original service area provided gas to 65 customers, today we serve over 3000.

In 1972, Anchor Pipelines, who owned the distribution system, was in receivership. Then in 1973, Anchor Pipelines was bought out for \$12,798.00, financed by each member's contribution of \$250.00. Canadian Utilities Engineering was hired to operate the system. In 1974, there was a motion to expand the Gull Lake Gas Co-op's boundaries to the east and south of Bentley and in 1975, the Co-op applied for gas service from Gas Alberta.

In the area north of Gull Lake, which had not been serviced by the Gull Lake Gas Co-op, there was a meeting held in early 1973 to form the Deer Creek Gas Co-op. The franchise area would be: south to one mile beyond Highway #53, east to Battle River, north to Township 46 and west to the west side of Range 6. In the fall of 1974, the first customers started burning gas in this area.

In May of 1978, a meeting was held in Eckville regarding the proposed amalgamation of the two Co-ops, solely for management purposes. This proposal was rejected by the Co-op's members, but in April 1982, however, it was decided that the two Co-op's should be jointly operated by one manager.

By 1989, the benefits of joint operation were obvious and in March of 1991 the formation of Gull Lake Deer Creek Gas Co-op Ltd. (G.L.D.C. Gas Co-op Ltd.) became official. Also in 1989, two full time service staff was hired and an existing shop was purchased at 4634-50th Street, Bentley. Over the years as the co-op continued to grow, the building was expanded and the staff increased to eight full and part time employees.

There was a large area that was unserved to the west of G.L.D.C. Gas Co-op. A group of landowners approached their neighboring gas co-ops, (Gull Lake, Diamond Valley and Rocky). The three existing Co-op boards thought they had all they could handle with existing areas. At that time Benjamin Natural Gas Co-op Ltd. was formed. Once the group achieved 37% sign-up, they approached the Assistant Deputy Minister for Utilities and Telephones (Doug Brooks) for special permission to proceed. He said "Okay we'll give you a chance". Installation began in 1975 and was completed one month later.

In December of 2015 G.L.D.C. Gas Co-op was approached by the Board of Benjamin Natural Gas Co-op with a proposal of amalgamating the two co-ops. An amalgamation meeting was held June 15, 2016, with the members voting in favour. The amalgamation of the new Gull Lake Deer Creek Gas Co-op came into effect October 1, 2016.



The Co-op's franchise area now consists of approximately 2589 square kilometres, has approximately 3175 primary risers connected to 2110 kms of buried pipe as of December 2025.

The Board of Directors is elected on a rotating basis for three-year terms and consists of no more than 9 members. The Board of Directors and Management together formulate policy and administer the Co-op's operations and finances as seen fit and in the best interest of its membership.

In 2018, the Board and Management developed and implemented a self-construction business plan in response to the growing need to replace aging infrastructure across our distribution system. An additional challenge was the increasing difficulty in securing contractors to complete this work in a timely manner.

Transitioning to self-construction has improved our ability to complete projects at our own pace, reducing delays caused by contractor availability and providing greater control over scheduling and project delivery.

The plan established a prioritized program to renew end-of-life assets, improve system reliability, and increase pipeline capacity where needed.

The original plan identified approximately 100 km of aging "subject" pipe for replacement. To address aging infrastructure while effectively managing both renewal efforts and associated costs, it was decided that replacing 10 km of pipe per year over a 10-year period would form the foundation of the plan. Pipeline upgrades began in the spring of 2019, and by 2020, the necessary equipment was in place to fully support self-construction and advance the strategic replacement program.

As of 2025, we have achieved this goal every year except one, when we had to focus on line looping to supply higher volumes of gas to the outer ends of our system, due to increased demands and low-end pressures during peak load times (extreme cold).

These investments strengthen system sustainability and reliability while supporting rising demand and continued membership growth.

We employ 1 seasonal and 15 full time staff members, hired locally to keep your homes heated in a safe, reliable and efficient manner.

## MISSION STATEMENT

G.L.D.C. is a locally owned and operated co-operative supplying natural gas to its members. Our investment in employees, technology and infrastructure supports our commitment to ensuring members receive exceptional customer service in the safe and reliable delivery of natural gas to Heat our homes, farms and businesses.

## VISION STATEMENT

GLDC is recognized as a preferred employer and a pillar of the community. Striving to be the leading utility co-op, we confidently pursue progressive opportunities to ensure long term sustainability – strengthening member pride of ownership

## CORE VALUES

**Integrity** – *We are honest, transparent and committed to doing what’s best for our customers and our company. Integrity is the defining quality of our people and our work. We strive to do the right thing always, act truthfully and honourably.*

**Safety** - *Our first priority in everything we do is to ensure the safety of our staff, our members and the public.*

**Commitment** - *We focus on our key priorities and ensure we deliver with quality on time...every time.*

**Team Work** - *One company, one team, one vision. We work together to achieve our goals and celebrate our successes.*

**Community minded** - *We support and strengthen our community by hiring local, buying local and contributing to community events and local charities.*

**Empathy** - *We understand that effective communication begins with listening, understanding different perspectives, and caring about other’s success.*

**IMPORTANT INFORMATION:**

Office Hours: 8:00 a.m. to 4:30 p.m. - Monday - Friday  
Mailing Address: G.L.D.C. GAS CO-OP LTD.  
Box 1909  
Rimbey, AB T0C 2J0  
Office Location: 4402-54 Avenue  
Telephone Number: (403) 843-1050  
Fax Number: (403) 843-1056  
E-Mail Address: [admin@glcogas.com](mailto:admin@glcogas.com) or [reception@glcogas.com](mailto:reception@glcogas.com)

**24 HOUR EMERGENCY NUMBER: (403) 843-1050**

**TOLL FREE NUMBER: 1-866-317-4242**

**BOARD OF DIRECTORS:**

Bert Paulssen (Chairman)	<a href="mailto:bpaulssen@glcogas.com">bpaulssen@glcogas.com</a>
Dennis Duncan (Vice Chairman)	<a href="mailto:dduncan@glcogas.com">dduncan@glcogas.com</a>
Leah Predy (Secretary/Treasurer)	<a href="mailto:lpredy@glcogas.com">lpredy@glcogas.com</a>
Gerald Hoar	<a href="mailto:ghoar@glcogas.com">ghoar@glcogas.com</a>
Ron Sperber	<a href="mailto:rsperber@glcogas.com">rsperber@glcogas.com</a>
Bryan Wiese	<a href="mailto:bwiese@glcogas.com">bwiese@glcogas.com</a>
Jason Lenz	<a href="mailto:jlenz@glcogas.com">jlenz@glcogas.com</a>
George Smith	<a href="mailto:gsmith@glcogas.com">gsmith@glcogas.com</a>



**STAFF MEMBERS:**

Don Hoskin	General Manager
Darren Weening	Assistant Manager
Ivan Bott	Construction Supervisor/Utility Operator
Mark Buwalda	Lead Utility Operator/Gasfitter
Tyler Sargent	Utility Operator/Gasfitter
Cory Cech	Utility Operator/Gasfitter
Arnie Van Ankum	Utility Operator
Will Weenink	Utility Operator
Karen Strain	Reception
Catherine Javate	Accounts Payable
Kayla Millar	Office Manager / Billing Clerk
Lisa La Rose	Executive Assistant
Kim Ward	SLMS/Construction Administrative Specialist
Peyton Bresee	Utility Operator
Randy Maconochie	Utility Operator/Gasfitter
Bryan Sved	Seasonal Construction

**NATURAL GAS SERVICE RATES:**

Monthly Operating Charge	\$ 38.00/month + GST
Idle Riser Charge	\$ 38.00/month + GST
Fixed System Fee	\$ 10.00/month + GST
System Improvement Fee	\$ 0.25/GJ + GST
Transportation Charge	\$ 2.00/GJ + GST
Natural Gas Rate – variable rate is added to the current cost of gas	
Rural Installation Charge	\$ 8,250.00 + GST
Urban Installation Charge	\$ 5,000.00 + GST
Membership Fee	\$1.00 (GST Exempt)
Meter Test	\$ 120.00 + GST
Upgrade Meter Set Fee	\$ 130.00 + GST
NSF Cheque Surcharge	\$ 25.00 + GST
Disconnect/Reconnect Fee	\$ 150.00 + GST
Delivery of a Disconnect Notice Fee	\$ 120.00 + GST
G.L.D.C Gas – Operator hourly rate	\$ 100.00 / hour
G.L.D.C Gas – Helper hourly rate	\$60.00 / hour
Interest on overdue accounts - 2% per month	

***All Prices are subject to change without notice***

### **METER ACCURACY AND CONTROLLING MEASURES:**

All meters installed by the Co-op have been thoroughly tested prior to installation. In the event that the member has reason to suspect the meter's malfunction in any way, you may deposit the sum of \$120.00 to the Co-op and arrange for a meter test, which is done by Industry Canada. If the meter proves to be in error in the excess of 2%, the Co-op will refund the fee, replace the meter, and adjust the member's account accordingly. However, if the meter proves to be in error at less than 2%, the member shall forfeit the test fee and pay any additional costs incurred for the meter testing procedure.

### **PRESSURE FACTOR METERING:**

The meter set in your yard registers a cubic foot of gas as gas is passed through your meter. The meter cannot determine what pressure the gas is going through, so for every revolution of the meter it registers one cubic foot. If the gas is going through at five pounds of pressure, it still measures one cubic foot, except more gas is going through at five pounds; therefore, a pressure factor has to be applied to get actual consumption. Pressure factoring varies throughout the province because of different elevations. The pressure factor for your area is stated on your gas bill.

### **METER READING:**

G.L.D.C. Gas Co-op utilizes an Automatic Meter Reading System to collect readings each month.

### **BILL PAYMENTS:**

Payments are due in our office by the **1<sup>st</sup> of each month.**

Payments of your gas bill may be made at any financial institution, pre-authorized payment, internet banking or major credit card through Option Pay© by [Clicking HERE](#). We also accept cheque, debit and cash. Payments may also be dropped off at Value Drug Mart in Rimbey, The Bentley Value Drug Mart, The Wooden Shoe Store at Gull Lake, or at our office in Rimbey at 4402-54 Avenue. We also have a secured after-hours mail slot located at the front of our office building near the main entrance.

### **ONLINE PORTAL TO VIEW MONTHLY GAS ACCOUNT/BILLING**

You can now view your monthly gas bills anytime through our secure customer portal. Simply log in at <https://portal.gldcgas.com/login-form>.

To get started, first you will need to register your email. You will then receive a follow-up email with instructions to complete your account setup.

If you have any questions, feel free to contact our office at [admin@gldcgas.com](mailto:admin@gldcgas.com) or call **403-843-1050**.



### **NEW CONSTRUCTION:**

1. Upon application for Natural Gas Service, full payment (Rural or Urban Rate Cost) is required before the installation of gas service, plus a \$1.00 membership fee.
2. Before commencement of the gas line & meter installation, new members are required to sign applicable contracts and URW's (if not already in place) and provide a copy of the gas permit.
3. The contract price includes construction of the main service line, up to and including the meter set. This equipment is installed, maintained and operated at the sole expense of G.L.D.C. GAS CO-OP LTD. up to and including the meter. Piping from the meter to the house or outbuildings, including piping to appliances within any building is the responsibility and sole expense of the member.

### **SECONDARY SERVICES:**

At the customers' request, gas may be distributed throughout the property to serve any outbuildings. This is done solely at the customers' expense. The member may telephone our office and ask for an estimate on the cost of this service.

Invoicing on secondary systems is distributed upon completion of the gas installation and will be due and payable upon receipt. Interest is charged at the rate of 2% per month on unpaid balances.

### **UTILITY SAFETY PARTNERS (Click before you dig): 1 - 800 - 242 - 3447**

Gull Lake Deer Creek Gas Co-op Ltd. is a member of **Utility Safety Partners**. For any type of excavation, building foundations, or post holes, please contact Utility Safety Partners (Click before you dig) at least 48 hours prior to construction. Our staff will be notified of your request and respond to your call by locating our natural gas lines which may be on or near your work site.

There is no charge to request a line locate. However, if you fail to call for a locate and a Co-op gas line is damaged, you will be liable for all repair costs involved plus a flat fee of \$250.00 and any calculated gas loss, if any.

**REMEMBER SAFETY FIRST - CLICK BEFORE YOU DIG!!!**



## **EMERGENCY CALLS AND RE-LIGHT SERVICE**

In the event of a line break, other gas leaks or the detection of natural gas odours, please call our **24-HOUR EMERGENCY NUMBER at 403-843-1050** or call **TOLL FREE at 1-866-317-4242**.

**Do not** attempt to repair or divert a leak or broken line.

In the event of **gas leaks within the home**, open windows and doors and call our office or 24-hour emergency number (403) 843-1050. Leave the premises until an operator arrives.

In the case of a **gas line break or major leak on a pipe**, please stay out of the area away from the leak; try to protect the scene from the intrusion of other people and warn other residents and persons in the immediate area. **Do not** set fire to the escaping gas. Make sure our emergency person(s) is notified.

**In the event of a fire**, please call the fire department and police in conjunction with the call to our 24-hour emergency number **(403) 843-1050**. Please be prepared to provide a **legal land description** of the location of the break, **your name** and a **contact phone number**.

In the event of a **gas service interruption**, the Co-op will relight appliances, where necessary and at no charge, providing that service personnel can gain access to the premises. Members should advise the Co-op of how access may be gained in the event of an emergency.

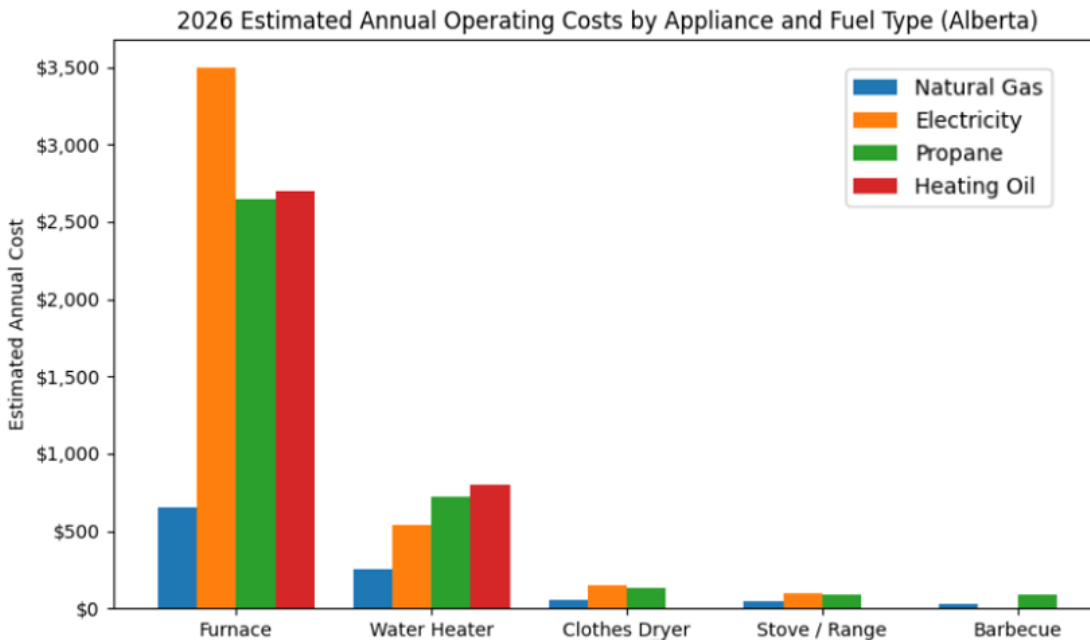
**Example Only**

**GAS CO-OP LTD.  
Comparable 2026 Estimated Annual Operating (Midpoint) Cost for Appliances**

Appliance	Natural Gas	Electricity	Propane	Heating Oil
Furnace	\$650 / 195 GJ	\$3,500 / 29,100 kWh	\$2,650 / 106 GJ	\$2,700 / 90 GJ
Water Heater	\$250 / 75 GJ	\$540 / 4,490 kWh	\$725 / 29 GJ	\$800 / 27 GJ
Clothes Dryer	\$58 / 17 GJ	\$150 / 1,250 kWh	\$130 / 5 GJ	N/A
Stove/Range	\$42 / 13 GJ	\$100 / 830 kWh	\$85 / 3.4 GJ	N/A
BBQ	\$40 / 9.6 GJ	\$NA	\$85 / 3.4 GJ	N/A
<b>Estimated Annual Usage</b>	<b>310 GJ</b>	<b>35,670 kWh</b>	<b>147 GJ</b>	<b>117 GJ</b>
<b>Estimated Annual Cost</b>	<b>\$1,040</b>	<b>\$4,290</b>	<b>\$3,675</b>	<b>\$3,500</b>

*Disclaimer: These estimates are based on typical Alberta household average consumption. Actual costs depend on home size, insulation, and appliance efficiency.*

*2026 estimated costs: Natural Gas \$3.33/GJ, Electricity 0.1201 ¢/kWh, Propane \$25/GJ, Heating Oil \$30/GJ*



**SELF CALCULATION SHEET**

**Can I save by using natural gas?**

*Do your own calculations and see!*

**FUEL PRICES:**

Propane \_\_\_\_\_ / litre plus \$ \_\_\_\_\_ / month tank rental

Heating Oil \_\_\_\_\_ / litre plus \$ \_\_\_\_\_ / month tank rental

Natural Gas \$ \_\_\_\_\_ / GJ plus \$ \_\_\_\_\_ / month service charge

**CONVERSIONS:**

1 LITRE = .22 GALLON

1 GJ = .95 M.C.F.

**PROPANE USERS:**

1. \_\_\_\_\_ litre burned / year x 39 = \_\_\_\_\_ GJ of natural gas.
2. \_\_\_\_\_ litre burned / year x \_\_\_\_\_ \$ / litre = \_\_\_\_\_ cost of propane yearly.
3. Tank rental / month \_\_\_\_\_ x 12 = \_\_\_\_\_ total of tank rental per year.
4. Add lines 2 and 3 = \_\_\_\_\_ total yearly cost of propane.
5. \_\_\_\_\_ GJ (from first line) x \_\_\_\_\_ (rate) = \_\_\_\_\_ cost of natural gas yearly.
6. Service charge / month \_\_\_\_\_ x 12 = \_\_\_\_\_ total of service charge per year.
7. Add lines 5 and 6 = \_\_\_\_\_ total year cost of natural gas.
8. Fuel cost saving (line 4 minus line 7) = \$\_\_\_\_\_.

**HEATING OIL USERS:**

1. \_\_\_\_\_ litres burned / year x 26 = \_\_\_\_\_ GJ of natural gas.
2. \_\_\_\_\_ litres burned / year x \_\_\_\_\_ \$ / litre = \_\_\_\_\_ cost of heating oil yearly.
3. Tank rental / month \_\_\_\_\_ x 12 = \_\_\_\_\_ total of tank rental per year.
4. Add lines 2 and 3 = \_\_\_\_\_ total yearly cost of heating oil.
5. \_\_\_\_\_ GJ (from first line) x \_\_\_\_\_ (rate) = \_\_\_\_\_ cost of natural gas yearly.
6. Service charge / month \_\_\_\_\_ x 12 = \_\_\_\_\_ total of service charge per year.
7. Add lines 5 and 6 = \_\_\_\_\_ total yearly cost of natural gas.
8. Fuel cost saving (line 4 minus line 7) = \$\_\_\_\_\_.

## **Understanding Gas Rates & Your Bill**

### **THE CO-OP AND COMMUNITY DIFFERENCE**

Co-operative and community-owned natural gas utilities are uniquely different from all other Alberta gas utilities and retailers. We are all locally-owned with any rates or fees set locally. Any funds generated are re-invested back into the utility to operate or improve the gas system. That keeps the utility responsive to the very community that it serves, and allows the people living in the community to have a say on their rates and fees through their locally-elected board or council.

There are different types of natural gas distributors in Alberta: Investor-owned, Co-operative, and Community-owned. Each gas distributor has a provincially-set franchise area that gives them the exclusive right to supply natural gas in that geographical area. But there are key differences between the Investor-owned, the Co-operative and Community-owned models.

### **CO-OP AND COMMUNITY GAS DISTRIBUTORS**

Co-op and Community natural gas distributors are locally-owned and operated. The locally-elected board (for co-operatives) or council (for municipalities and First Nations) govern the utility on behalf of the co-op members or community ratepayers. Most operate on a non-profit basis, and all operate on the basis that any surpluses are retained within the utility itself (there are no dividends or profits paid out). The rates are set by the board or council, which include the direct cost of gas, and may include fixed and/or variable fees to cover the costs of operating and administering the utility.

Co-op and community gas distributors have both the obligation and exclusive right to supply natural gas to customers in their franchise areas. From this legal obligation and exclusive right, for-profit, competitive retailers are not permitted to sell natural gas in co-op or community franchises. The local utility is the retailer and flows through gas costs to the consumer. The gas costs come from Gas Alberta (*see Gas Alberta below*) on a monthly basis. This flow-through nature of the cost doesn't allow for customers to lock in rates.

Through Gas Alberta's gas procurement process, monthly rates are usually lower than competitive retailers' fixed price options. Since November 2018, the average end-use consumer of a Federation Member Utility has saved approximately \$1,200 through Gas Alberta's rates as compared to the average of fixed rate options over the same period. Some local utilities may also offer budget bills with a pre-set amount to pay each month.

## **INVESTOR-OWNED GAS DISTRIBUTORS**

Investor-owned gas distributors are usually owned by shareholders and operate on a for-profit basis. Natural Gas distribution rates are set by the company but must be approved through the Alberta Utilities Commission (AUC). The AUC allows the investor-owned gas distributor to include a profit in their gas distribution rates, and are able to apply for cost-recovery fees if a loss occurs.

The investor-owned gas distributor does not directly interact with the consumer, that is left up to natural gas retailers. It is the retailer that the consumer contracts with for their supply of gas. The investor-owned gas distributor charges the retailer the cost of transporting the natural gas to the consumer plus any riders they may have; the retailer passes on those costs to the consumer along with any administrative or other fees the retailer may have. With retailers, customers may be given the choice to lock in rates for set periods of time, which can provide rate stability but are generally higher than current market rates.

## **GAS ALBERTA**

Gas Alberta Inc. is owned by the majority of Member Utilities of the Alberta Gas Co-ops Ltd. It is Gas Alberta's mandate to purchase natural gas supply from the market for these utilities at rates lower than the regulated natural gas retailers.

## **COST OF GAS**

Prior to the start of each month, Gas Alberta designs a natural gas rate (on a \$ per Gigajoule (GJ) basis) to cover its estimated gas costs to supply Federation utilities for the upcoming month (to see current and past Gas Alberta rates visit:

<https://www.gasalberta.com/gas-market/gas-rates-in-alberta>)

This monthly pooled rate is then forwarded to the utilities to charge their customers. This rate is affected by market forces. As the market price for natural gas increases or decreases, so does the cost of gas for residents and businesses. On top of the monthly pooled rate, Gas Alberta charges to the utilities a small variable rate to cover the costs of administration and goods and services relating to the safe and reliable supply of natural gas to consumers.

The Co-op and Community gas utilities may charge additional fees to cover the costs of administering, operating, and maintaining the gas utility and supply.

## **FIXED DELIVERY CHARGE**

The fixed delivery charge (or Monthly Service Charge) is designed to recover the costs that do not vary with consumption of gas including administration, design/installation of pipelines and meters. These show up on a bill as a single line item and the dollar value may not change from month to month.

## **VARIABLE DELIVERY CHARGE**

The variable delivery charge is designed to recover the costs that vary with consumption of gas. These are principally related to capital and operating costs, including labour, materials and supplies. The utility may break this out on a bill separate from the cost of gas or included as part of a gas consumption line item. The cost will vary dependent on how much natural gas a customer consumes in a given month. (i.e. a \$3/GJ gas rate, plus a \$1/GJ variable rate = \$4/GJ. If that customer uses 10 GJ of gas in a month, their consumption charge would be \$40 that month.)

## **OPERATING CHARGE**

The operating charge is probably the most questioned gas service. Your co-op must pay public liability insurance, routine testing and maintenance on all gas lines, regulators, meters and odorising stations, locate lines for members, contractors and non-members. This charge appears on each monthly bill for all customer accounts.

The idle riser charge is basically the same charge as the operating charge but appears on the bills of customers who do not have a gas meter on their property. This fee is used for the maintenance and liability of the natural gas pipeline which is on their property.