



“A sustainable member-owned and locally operated natural gas distribution system that promotes innovation while maintaining a culture of excellence.”

Welcome,

As we transition into winter, it is essential to ensure that your gas appliances are functioning optimally. Although we have experienced mild fall weather, colder temperatures are on the horizon. Regular maintenance, such as cleaning your furnace filters and ducts and scheduling inspections, can help you save on your gas bills.

### **CARBON MONOXIDE**

Carbon Monoxide (CO) is a colorless, odorless gas that poses significant health risks, often referred to as the "silent killer." It can emanate from malfunctioning natural gas appliances, including:

### **WHERE DOES CO COME FROM?**

CO is produced from malfunctioning natural gas appliances such as.

- Heating appliances, hot water heaters, dryers, gas stoves, and gas fireplaces

### **WHAT ARE THE SYSTEMS OF CO POISONING?**

- Headache and dizziness
- Fatigue and weakness
- Irritated or burning eyes
- Nausea and vomiting

### **PREVENT CARBON MONOXIDE IN YOUR HOME BY:**

To protect yourself and your loved ones from carbon monoxide exposure, please consider the following recommendations:

- Install a Carbon Monoxide monitor according to the manufacturer's instructions.
- Schedule regular inspections of your natural gas appliances by a qualified technician to ensure compliance with manufacturing standards.
- Regularly check the expiration date of your CO monitor and test your CO alarm periodically.

**In case of an emergency, please contact us at 780-220-1189.**

### **UTILITY SAFETY (ALBERTA ONE CALL)**

For any digging or drilling projects this winter, remember to contact Alberta One Call at 1-800-242-3447 Ext. 2 or visit [www.clickbeforeyoudig.com](http://www.clickbeforeyoudig.com) to ensure you avoid any buried utilities.

Thank you for your attention to these important matters. We appreciate your commitment to safety and look forward to serving you.

### **MOVING or CHANGING CONTACT INFORMATION?**

If you are moving in or out of our service area or have new contact numbers, we kindly ask you to update your information with our office. This is crucial for us to reach you during emergencies.

If you will be away from your residence for an extended period, please provide an alternative contact person for emergencies during the winter months. You can notify us of any changes by calling 780-491-0114.

### **PRE-AUTHORIZED WITHDRAWAL**

Did you know Coronado Gas Co-op offers pre-authorized withdrawals? If you are interested in enrolling, please contact our office for assistance.

### **BILL PAYMENT DUE DATE**

Please note that utility bills are due by the end of the day on the 10th of each month to avoid past due payment charges.

### **POSTAL STRIKE ADVISORY FOR BILLS & PAYMENTS**

When there is a mail disruption with the postal service and utility bills cannot be mailed out, you can contact our office to sign up for e-billing, pick up a copy of your utility bill at the office or phone the office for your account balance. Your payment can be made, through your financial institution or dropped off at the office. PAYMENTS ARE STILL DUE BY THE 10<sup>TH</sup> OF EVERY MONTH.

### **NOTICE TO CUSTOMERS**

Coronado Gas Co-op Ltd. is becoming increasingly concerned about the safety and well-being of its personnel regarding verbal abuse or physical threats. Coronado Gas Co-op Ltd. **will not tolerate** any form of abuse or threats to its personnel while fulfilling their duties. This includes both office personnel when interaction with person by electronic means or in person and operational personnel while in public place or while at a service location. **There will be zero tolerance for such behaviors.** The consequences of such behaviors may result in termination of service, expulsion from Coronado Gas Co-op Ltd. and/or reporting such incident to law enforcement. **WE WANT OUR CUSTOMERS TO ENJOY EXCELLENT SERVICE AND WE WANT OUR STAFF TO FEEL SAFE AND SECURE. PLEASE CO-OPERATE WITH OUR ZERO TOLERANCE POLICY.**

Contact us at:

23110 TWP 570

Sturgeon County, AB

Phone: 780-942-2786

Toll Free: 780-491-0114

Emergency Number: 780-220-1189

Email: [utilitybilling@coronadogas.ca](mailto:utilitybilling@coronadogas.ca)