

Core Gas Aggregation Services



LANDFILL GAS
RENEWABLE
ELECTRIC
ENERGY



You may **choose** to purchase natural gas for your home from a third-party gas service provider instead of your regular utility company. These companies are called *Core Transport Agents (CTAs)*.

CTAs have been **approved** to sell natural gas to consumers, and you may decide if you want to buy gas from these companies or stay with your regular utility company.

CTAs need your permission before they can change your service. Beware of companies that come to your door to tell you that you are required to change your companies. They may say "Your street is being switched to our company," or "We are your new gas company."





Thinking of switching to a CTA?

Ensure that you know what you are agreeing to:

- Ask if there is a contract, how long the contract will remain in effect, and if there is a fee for early termination. Ask for your contract terms to be in your **preferred language**.
- If you receive a CARE discount, make sure that your discount will be recorded on your new enrollment.
- Ask about their rates. Compare rates per kilowatt-hour with those on your current bill.
- Ask who to contact if your bill is not lower (if that is guaranteed).
- If you choose to purchase gas from a CTA, you will still receive a utility bill from your regular utility/gas company. There will be a section that shows the charge is from the CTA.
- If you choose to purchase gas from a CTA, you will continue to contact your utility company for safety issues regarding gas service. Your utility company will still deliver your gas.





If you do not want to switch to a CTA:

- Inform all people at your house to NEVER verbally agree to any service unless you have fully understood all conditions.
- Salespeople may contact you over the phone or in person.
- Do not sign anything unless you fully understand it. Ask for your information in your preferred language.
- Get the contact information of the person representing the company. Ask for a business card.





Issues with Gas Aggregation:

1. You may have been switched to a different gas supplier **WITH** your permission, but instead of saving money on your bills, your bills increased.
2. You may have been switched to a different gas supplier **WITHOUT** your permission. You may have not have heard of the name of the CTA that appears on your bill.

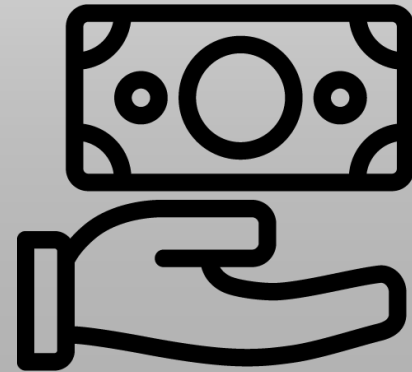
If you experience either of these problems, contact your CHANGES organization for assistance.





Here's what to find out if you have a CTA on your bill:

1. Look at the first or second to last page of your bill and check for the name of another company (other than your regular utility). Some companies have their logo printed on the bill, others only list their company name; or
2. Check the page with the details of gas charges and look for a credit labeled "Gas procurement Credit."





What should you do if you see a company on your bill that you do not recognize?

1. Ask members of your household if they spoke to anyone about changing gas companies or saving money on gas bills on the phone or in person.
2. Contact the company to cancel service. Inform the company of any possible misrepresentation that occurred. Your CHANGES organization can help you with this and call the company for you.
3. Notify your regular gas company about the problem. If you give permission, your CHANGES organization can call for you.



Your CHANGES organization can check your bills, help fill out paperwork, and talk to the utility company for you about your bill or your utility account.

Contact your CHANGES organization for assistance:

Delhi Center

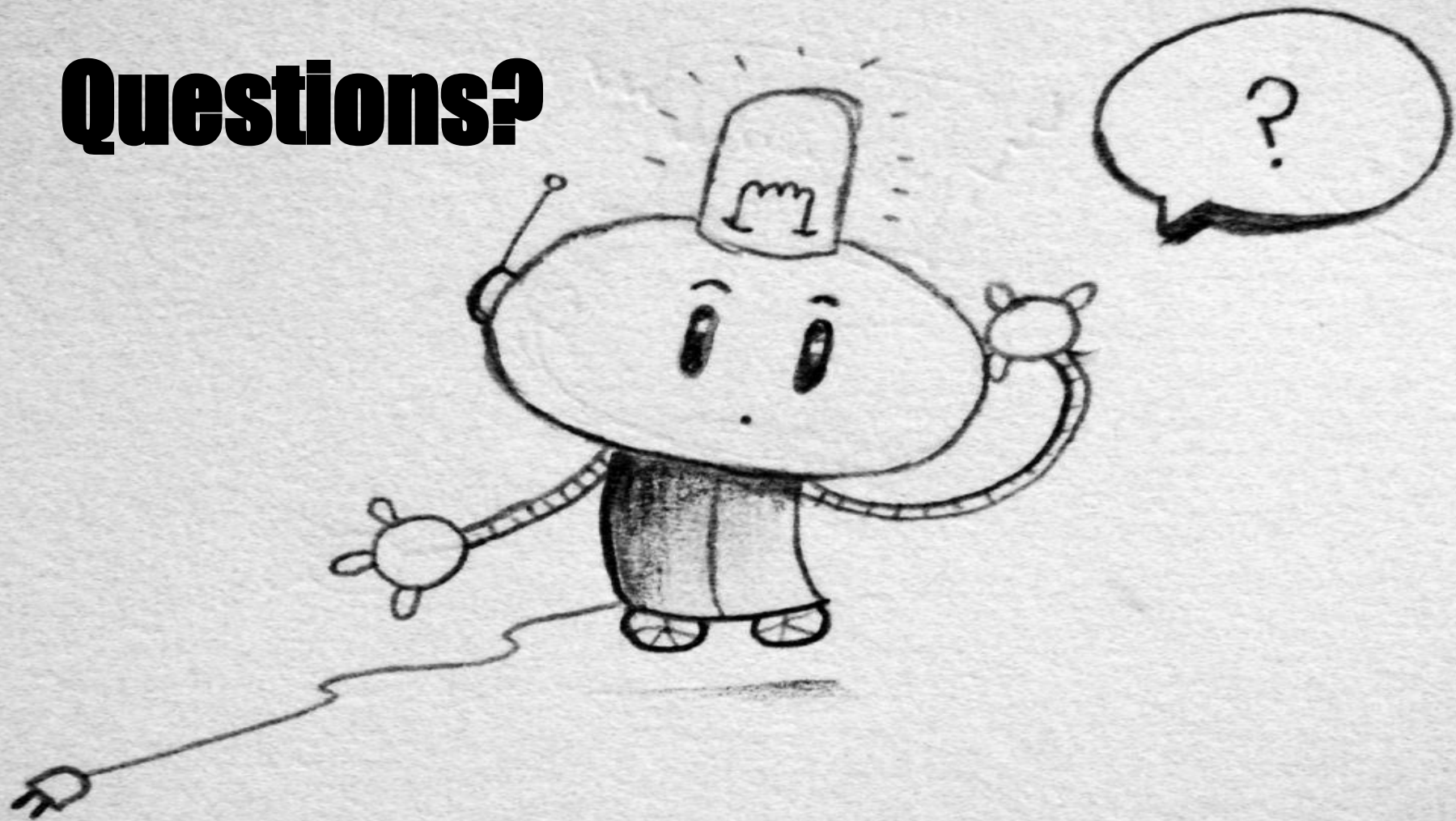
505 E. Central Ave.

Santa Ana, CA 92707

(714) 481-9600

CHANGES is a program of the California Public
Utilities Commission – www.cpuc.ca.gov/

Questions?



For any questions contact your local CHANGES organization for assistance:

(714)481-9600

Thank you !

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