

August 15, 2022

On behalf of FortisBC, it's my pleasure to welcome you as a new customer!

As you know, FortisBC has successfully purchased the operating assets of Stargas Utilities Ltd. (Stargas Utilities). We've transitioned all accounts of our new customers, such as yourself, over to us now. If you have not received your first bill yet, please reach out to our [customer contact centre](#) and we'll get that sorted out for you right away!

As part of the purchase agreement, the personal information you provided to Stargas Utilities to create and maintain your account was disclosed to FortisBC for the purposes of creating your new FortisBC account. For information on how FortisBC collects, uses, and discloses your personal information, please refer to our [privacy policy](#).

By becoming a FortisBC customer, you're joining over 1.2 million homes and businesses that rely on us to provide them with natural gas, electricity and [Renewable Natural Gas](#).

We're excited to welcome all the residents and businesses of SilverStar, and look forward to becoming a part of your community.

### **Benefits of being a FortisBC customer**

As our customer, you are able to participate in our conservation and energy management incentive programs, including our [high efficiency appliance rebates](#). These programs can help you use energy more efficiently by replacing older natural gas appliances with higher efficiency models. Using less energy won't just reduce your monthly bill, it can also reduce your household's greenhouse gas emissions. And you can lower your emissions even further through our [Renewable Natural Gas](#) program, which you have the option of participating in.

### **Grab a coffee and donut with us!**

We'd love to meet our new customers in person. We'll be at the National Altitude Training Centre at SilverStar Mountain Resort on August 31, 2022 from 3 p.m. to 6 p.m. Members of our customer service, community relations, energy solutions, conservation and energy management, and operations teams will all be there to answer any questions you have. If you plan on attending, please register [on our website](#). We'll also be hosting a virtual event in mid-November and you can find more details on that [on our website](#) as well.

And if you don't have any questions, just come grab some coffee and donuts, and say hello!

On behalf of the FortisBC team, welcome! We look forward to providing you with the affordable energy you rely on every day.

Sincerely,



Shelley Martens  
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