

For harmonious business relations, a clear credit policy and guidelines

This brochure presents the basics of Gaz Métro's credit policy and guidelines for commercial customers. It gives clear answers to the key questions you may have regarding Gaz Métro's credit requirements and accepted types of guarantees.



Clientele addressed

If you find yourself in one of the following situations, Gaz Métro's credit policy concerns you:

- you sign a contract to receive natural gas supply service;
- you move to an address already supplied by natural gas;
- you are already a customer and you sign a new contract following the addition of appliances using natural gas;
- your natural gas supply service has already been interrupted for non-payment and you are once again applying for Gaz Métro services.

Gaz Métro's criteria for decisions regarding credit evaluation

The first criterion Gaz Métro uses in its credit evaluation process is the number of years you have been in business under the same legal entity. Here is a table summarizing Gaz Métro's evaluation process.

| Number of years in business under the same legal entity | Three years or less | More than three years |
|---|--|--|
| Gaz Métro's evaluation | Gaz Métro has based its risk evaluation on a study by the ministère de l'Industrie et du Commerce ¹ | Gaz Métro requires authorization to conduct a banking verification for credit evaluation purposes. In certain cases, financial statements may also be required. Gaz Métro evaluates credit according to generally accepted practices concerning credit: the quality of banking references and financial statements, the payment history with Gaz Métro at your addresses supplied by natural gas (if applicable), the business sector and degree of risk. |
| Decision | Gaz Métro will require a guarantee | Gaz Métro may or may not require a guarantee following this evaluation. |

¹ *Taux de survie des entreprises au Québec et taux de passage*, ministère de l'Industrie et du Commerce, Direction de l'analyse économique, March 2001

Accepted types of guarantee

The guarantee required by Gaz Métro may take the following forms: a financial deposit, a letter or guarantee emitted by a financial institution and irrevocable for a three-year period or a security subject to Gaz Métro approval.

The guarantee will be held by Gaz Métro and returned to you after a period of 36 months if you have a good payment history. At no time, in the course of your business dealings with Gaz Métro, may the guarantee be applied for payment of an invoice.

THE AMOUNT OF THE GUARANTEE

The amount of the guarantee represents an estimate of the total for the two highest consecutive months of consumption over a twelve-month period.

PAYMENT OF THE GUARANTEE

Payment of the guarantee must be made before natural gas service commences. In the event that the address is already supplied with natural gas, payment is required at the closing date indicated on the invoice to ensure continuity of service.

WHAT HAPPENS TO A FINANCIAL DEPOSIT?

Gaz Métro holds your deposit in a trust account. Simple annual interest on the amount of your deposit will be credited to your invoice before January 30 of each year. The interest rate is adjusted annually on January 1.

Do you have any questions?

We invite you to get in touch with our Account management department, who will answer any questions you may have concerning Gaz Métro's credit policy and guidelines for commercial customers.

Gaz Métro

Account Receivables Department
1717, rue du Havre
Montréal (Québec) H2K 2X3

Telephone : (514) 719-8222 1-888-598-3117
Fax : (514) 719-8137
Email : credit@gazmetro.com

Authorization and request for credit verification

In accordance with the Privacy Act for the protection of personal information in the private sector.

I (we) the undersigned hereby authorize Société en commandite Gaz Métro and its mandataries to obtain or exchange any relevant information for the purposes of establishing or checking the financial position of the undersigned with any personal information or credit officer, or any other agency or person, public or private organization or enterprise, apt to provide Société en commandite Gaz Métro with the information required for this purpose. This consent shall be valid for any extension or renewal of this contract and any other contract signed with Société en commandite Gaz Métro.

NAME(S) AND SIGNATURE(S) OF THE PERSON(S) AUTHORIZED

NAME

SIGNATURE

NAME

SIGNATURE

DATE

DAY MONTH YEAR

SERVICE SUPPLIED TO

NAME

ADDRESS

CONTACT PERSON

TELEPHONE

NATURAL GAS ACCOUNT NUMBER

INFORMATION ABOUT FINANCIAL INSTITUTION

ACCOUNT NO.

NAME

ADDRESS

CONTACT PERSON

TELEPHONE

INFORMATION REQUIRED FOR A COMPANY OR ACCOUNT REGISTERED UNDER A PERSONAL NAME

PERSONAL ADDRESS